DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

Investigation ID: **1**
License #: **6676-14-008**
Organization Name: **PURSUE FAMILY SERVICES LLC**

Date of Inspection: **12-30-2025**
Program Type/Facility Name: **14-008 Pursue Family Services**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-270. B. (1) - A person who assumes or is designated to assume the responsibilities of a position or any combination of positions described in this chapter shall: 1. Meet the qualifications of the position	N	Pursue Family Services This regulation was NOT MET as evidenced by: In review of Employee #1's and Employee #2's personnel records, there failed to be documented evidence that Employee #1 and Employee #2 met the qualifications of their positions.	PR) 04/15/2026 Corrective Action: The provider acknowledges that Employee #1 and Employee #2 did not meet the qualifications required for their assigned roles at the time of review. Immediate corrective actions have been taken. Employee #1 is no longer employed with the organization. Employee #2 has been removed from the supervisory role and reassigned to a Team Lead position, where duties align with current qualifications and supervision is provided. The provider has since implemented a review process to ensure all staff meet qualification requirements prior to assignment to any position. Planned Completion Date: Completed 4/14/26 Employee removed December 16,2025 OLR) Accepted 04/16/2026	4/15/2026

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Date of Inspection: **12-30-2025**
Program Type/Facility Name: **14-008 Pursue Family Services**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-270. B. (2) - A person who assumes or is designated to assume the responsibilities of a position or any combination of positions described in this chapter shall: 2. Fully comply with all applicable regulations for each function;	N	Pursue Family Services This regulation was NOT MET as evidenced by: In review of Employee #1's and Employee #2's personnel records, there failed to be documented evidence that Employee #1 and Employee #2 met the qualifications of their positions.	PR) 04/15/2026 Corrective Action: The provider acknowledges that Employee #1 and Employee #2 did not meet the qualifications required for their assigned roles at the time of review. Immediate corrective actions have been taken. Employee #1 is no longer employed with the organization. Employee #2 has been removed from the supervisory role and reassigned to a Team Lead position, where duties align with current qualifications and supervision is provided. The provider has since implemented a review process to ensure all staff meet qualification requirements prior to assignment to any position. Planned Completion Date: Completed 4/14/26 Employee removed December 16,2025 OLR) Accepted 04/16/2026	4/15/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-270. B. (3) - A person who assumes or is designated to assume the responsibilities of a position or any combination of positions described in this chapter shall: 3. Demonstrate a working knowledge of the policies and procedures that are applicable to the person's specific position.	N	Pursue Family Services This regulation was NOT MET as evidenced by: In review of Employee #1's and Employee #2's personnel records, there failed to be documented evidence that Employee #1 and Employee #2 met the qualifications of their positions.	PR) 04/15/2026 Corrective Action: The provider acknowledges that Employee #1 and Employee #2 did not meet the qualifications required for their assigned roles at the time of review. Immediate corrective actions have been taken. Employee #1 is no longer employed with the organization. Employee #2 has been removed from the supervisory role and reassigned to a Team Lead position, where duties align with current qualifications and supervision is provided. The provider has since implemented a review process to ensure all staff meet qualification requirements prior to assignment to any position. Planned Completion Date: Completed 4/14/26 Employee removed December 16,2025 OLR) Accepted 04/16/2026	4/15/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-370. B. (1) - Child care supervisors shall have: 1. A baccalaureate degree in social work or psychology and two years of professional experience working with children one year of which must have been in a residential facility for children;	N	Pursue Family Services This regulation was NOT MET as evidenced by: Based on an interview with Employee #2, Employee #2 is the Child Care Supervisor. In review of Employee #2's personnel record, there failed to be documented evidence that Employee #2 met the requirements of a Child Care Supervisor. The provider is required to upload documented evidence of education and experience working with children as approved by the department.	PR) 04/15/2026 Corrective Action: Employee #2 has been removed from the Child Care Supervisor role due to not meeting qualification requirements. A Director of Residential Services, who holds a Master of Social Work (MSW) and meets DBHDS qualification standards, has been identified and assigned to oversee the program and provide appropriate supervision. All supervisory responsibilities have been reassigned to qualified personnel. Planned Completion Date: Completed April 14,2026 OLR) Accepted 04/16/2026	4/15/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-370. B. (2) - Child care supervisors shall have: 2. A high school diploma or a General Education Development Certificate (G.E.D.) and a minimum of five years professional experience working with children with at least two years in a residential facility for children; or	N	Pursue Family Services This regulation was NOT MET as evidenced by: Based on an interview with Employee #2, Employee #2 is the Child Care Supervisor. In review of Employee #2's personnel record, there failed to be documented evidence that Employee #2 met the requirements of a Child Care Supervisor. The provider is required to upload documented evidence of education and experience working with children as approved by the department.	PR) 04/15/2026 Corrective Action: Employee #2 has been removed from the Child Care Supervisor role due to not meeting qualification requirements. A Director of Residential Services, who holds a Master of Social Work (MSW) and meets DBHDS qualification standards, has been identified and assigned to oversee the program and provide appropriate supervision. All supervisory responsibilities have been reassigned to qualified personnel. Planned Completion Date: Completed April 14,2026 OLR) Accepted 04/16/2026	4/15/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-370. B. (3) - Child care supervisors shall have: 3. A combination of education and experience working with children as approved by the department.	N	Pursue Family Services This regulation was NOT MET as evidenced by: Based on an interview with Employee #2, Employee #2 is the Child Care Supervisor. In review of Employee #2's personnel record, there failed to be documented evidence that Employee #2 met the requirements of a Child Care Supervisor. The provider is required to upload documented evidence of education and experience working with children as approved by the department.	PR) 04/15/2026 Corrective Action: Employee #2 has been removed from the Child Care Supervisor role due to not meeting qualification requirements. A Director of Residential Services, who holds a Master of Social Work (MSW) and meets DBHDS qualification standards, has been identified and assigned to oversee the program and provide appropriate supervision. All supervisory responsibilities have been reassigned to qualified personnel. Planned Completion Date: Completed April 14,2026 OLR) Accepted 04/16/2026	4/15/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-380. B. (1) - Each child care worker and a relief child care worker shall furnish evidence of having obtained one of the following experience or education standards: 1. A baccalaureate degree in human services;	N	Pursue Family Services This regulation was NOT MET as evidenced by: In review of Employee #1's personnel record, there failed to be documented evidence that Employee #1 met the requirements of a Child Care Worker. The provider is required to upload documented evidence of education and experience working with children as approved by the department.	PR) 04/15/2026 Corrective Action: Employee #2 has been removed from the Child Care Supervisor role due to not meeting qualification requirements. A Director of Residential Services, who holds a Master of Social Work (MSW) and meets DBHDS qualification standards, has been identified and assigned to oversee the program and provide appropriate supervision. All supervisory responsibilities have been reassigned to qualified personnel. Planned Completion Date: Completed April 14,2026 OLR) Accepted 04/16/2026	4/15/2026

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12VAC35-46-380. B. (2) - Each child care worker and a relief child care worker shall furnish evidence of having obtained one of the following experience or education standards: 2. An associate's degree and three months of experience working with children; or	N	Pursue Family Services This regulation was NOT MET as evidenced by: In review of Employee #1's personnel record, there failed to be documented evidence that Employee #1 met the requirements of a Child Care Worker. The provider is required to upload documented evidence of education and experience working with children as approved by the department.	PR) 04/15/2026 Corrective Action: Employee #2 has been removed from the Child Care Supervisor role due to not meeting qualification requirements. A Director of Residential Services, who holds a Master of Social Work (MSW) and meets DBHDS qualification standards, has been identified and assigned to oversee the program and provide appropriate supervision. All supervisory responsibilities have been reassigned to qualified personnel. Planned Completion Date: Completed April 14,2026 OLR) Accepted 04/16/2026	4/15/2026

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12VAC35-46-380. B. (3) - Each child care worker and a relief child care worker shall furnish evidence of having obtained one of the following experience or education standards: 3. A high school diploma or G.E.D. and six months of experience working with children.	N	Pursue Family Services This regulation was NOT MET as evidenced by: In review of Employee #1's personnel record, there failed to be documented evidence that Employee #1 met the requirements of a Child Care Worker. The provider is required to upload documented evidence of education and experience working with children as approved by the department.	PR) 04/15/2026 Corrective Action: Employee #2 has been removed from the Child Care Supervisor role due to not meeting qualification requirements. A Director of Residential Services, who holds a Master of Social Work (MSW) and meets DBHDS qualification standards, has been identified and assigned to oversee the program and provide appropriate supervision. All supervisory responsibilities have been reassigned to qualified personnel. Planned Completion Date: Completed April 14,2026 OLR) Accepted 04/16/2026	4/15/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-380. C. - A person with a high school diploma or G.E.D. and less than six months of experience working with children may be hired as child care staff, provided that the person does not work independently. Provisional child care staff shall at all times work directly with the program director, case manager, child care supervisor, or an experienced child care worker who has at least one year of professional experience working with children.	N	Pursue Family Services This regulation was NOT MET as evidenced by: On the day of the incident, Employee #1 was working on their shift alone with Individual #1. In review of Employee #1's personnel record, Employee #1 has a G.E.D. with no experience working with children.	PR) 04/15/2026 orrective Action: The provider acknowledges that Employee #1 worked independently for an hour due to an unforeseen scheduling mixup without meeting qualification requirements. Effective immediately: Staff who do not meet independent qualifications are not permitted to work alone Scheduling procedures have been revised to ensure appropriate supervision at all times Management reviews staffing schedules prior to approval Planned Completion Date: Immediate / Completed April 14,2026 Planned Completion Date: Completed April 14,2026 OLR) Accepted 04/16/2026	4/15/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-940. F. - Use of physical restraint shall be limited to that which is minimally necessary to protect the resident or others as required by 12VAC35-115.	N	Pursue Family Services This regulation was NOT MET as evidenced by: Based on review of video footage for 12/16/26, Employee #1 engaged in physically aggressive behaviors towards Individual #1 and failed to follow appropriate behavior intervention techniques.	PR) 04/15/2026 Corrective Action: The provider acknowledges the incident involving improper physical intervention. • Employee #1 has been terminated as a result of the incident • The incident was reviewed internally, and corrective action was taken to ensure resident safety • All staff have been retrained on: ◦ De-escalation techniques ◦ Approved behavior interventions ◦ Use of least restrictive intervention The provider has reinforced policies regarding physical restraint and will conduct ongoing monitoring and supervision to ensure compliance. Planned Completion Date: Completed April 7,2026. OLR) Accepted 04/16/2026	4/15/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-940. G. - Trained staff members may physically restrain a resident only after less restrictive interventions.	N	Pursue Family Services This regulation was NOT MET as evidenced by: Based on review of video footage for 12/16/26, Employee #1 engaged in physically aggressive behaviors towards Individual #1 and failed to follow appropriate behavior intervention techniques.	PR) 04/15/2026 Corrective Action: The provider acknowledges the incident involving improper physical intervention. • Employee #1 has been terminated as a result of the incident • The incident was reviewed internally, and corrective action was taken to ensure resident safety • All staff have been retrained on: ◦ De-escalation techniques ◦ Approved behavior interventions ◦ Use of least restrictive interventions The provider has reinforced policies regarding physical restraint and will conduct ongoing monitoring and supervision to ensure compliance. Planned Completion Date: Completed April 7,2026. OLR) Accepted 04/16/2026	4/15/2026

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General Comments / Recommendations:
The Licensing Specialist recommends the provider review regulations 12VAC35-46-270, 12VAC35-46-370, 12VAC35-46-380, and 12VAC35-46-940 for compliance.

I understand it is my right to request a conference with the reviewer and the reviewer's supervisor should I desire further discussion of these findings. By my signature on the Corrective Action Plan, I pledge that the actions to be taken will be completed as identified by the date indicated.

Melonie Beatty, Licensing Specialist	(Signature of Organization Representative)	Date

C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined