DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **07-25-2025**
Program Type/Facility Name: **14-008 Pursue Family Services**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-105-280. A. - The physical environment, design, structure, furnishings, and lighting shall be appropriate and safe for the individuals served and the services provided.	N	Pursue Family Services This regulation was NOT MET as evidenced by: In review of the physical environment, there failed to be evidence that the physical environment's design, structure, and furnishings were appropriate and safe for the individuals served and the services provided. The provider failed to have window treatments in one bedroom, and locks on bathroom and bedroom doors for privacy. The provider is required to upload evidence of window treatments in one bedroom, and locks on bathroom and bedroom doors with the CAP.	PR) 07/27/2025 Pursue Family Services has completed the required corrective actions to bring the physical environment into full compliance with regulatory standards. As of July 25,2025. Window treatments (blinds) have been installed in the previously noted bedroom to ensure privacy and comfort for the individual served. Privacy locks have been properly installed on both the bedroom and bathroom doors to uphold the individual's right to dignity and personal privacy. Evidence of Compliance: Photographic evidence documenting the completed corrections has been uploaded along with this CAP submission. Pursue Family Services remains committed to maintaining a safe, person-centered, and regulation-compliant environment for all individuals receiving services OLR) Partially Accepted 07/28/2025The provider is required to upload evidence of window treatments in the one bedroom with the CAP.	7/25/2025

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			PR) 07/28/2025 Hello-please see attached picture of window blinds. Thank you. OLR) Accepted 07/29/2025	
12VAC35-105-280. C. - The physical environment and furnishings shall be clean, dry, free of foul odors, safe, and well-maintained.	N	Pursue Family Services This regulation was NOT MET as evidenced by: In review of the physical environment, there failed to be evidence that the physical environment was well-maintained. The outdoor weeds were overgrown and interrupted free movement along the pathway when entering the location. The provider is required to upload evidence of cut weeds which do not interrupt the free movement along the pathway when entering the location with the CAP.	PR) 07/27/2025 Pursue Family Services has addressed the cited deficiency. As of July 25,2025 the following corrective action has been completed: The overgrown weeds have been cut and fully cleared from the outdoor pathway to ensure unobstructed and safe entry to the location. Evidence of Compliance: Photographic evidence demonstrating the completed maintenance and clear pathway has been uploaded with this CAP submission. Pursue Family Services remains committed to maintaining a clean, safe, and accessible environment for all individuals served. OLR) Partially Accepted 07/28/2025The attachment uploaded has an error message and is unable to be viewed. The provider is required to upload evidence of cut weeds which do not	7/25/2025

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			interrupt the free movement along the pathway when entering the location with the CAP. PR) 07/28/2025 Please see attached pictures _I have sent 2, hopefully they will open with no error message OLR) Accepted 07/29/2025	
12VAC35-105-280. F. - Adequate hot and cold running water of a safe and appropriate temperature shall be available. Hot water accessible to individuals being served shall be maintained within a range of 100-120°F. If temperatures cannot be maintained within the specified range, the provider shall make provisions for protecting individuals from injury due to scalding.	N	Pursue Family Services This regulation was NOT MET as evidenced by: In review of the physical environment, there failed to be evidence that the hot water temperature was maintained within a range of 100-120°F. The hot water temperature in the ensuite bathroom was 122.2 °F. The provider is required to upload evidence of hot water temperature maintained within a range of 100-120°F in the ensuite bathroom with the CAP.	PR) 07/27/2025 Pursue Family Services has resolved the issue with the hot water temperature in the ensuite bathroom. As of July 25, 2025, the water temperature has been adjusted and is now maintained within the required range of 100–120°F. The thermostat on the water heater was recalibrated to ensure safe and consistent temperature regulation. Evidence of Compliance: Photographic documentation of the current hot water temperature reading (within the compliant range) has been uploaded with this CAP submission. Pursue Family Services is committed to providing a safe and well-maintained environment for all individuals served, in full compliance with regulatory standards. OLR) Accepted 07/28/2025	7/25/2025

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General Comments / Recommendations:
The Licensing Specialist recommends the provider review regulations 12VAC35-105-280 for compliance.

The Licensing Specialist recommends the provider remove large mirrors with sharp edges from the wall to prevent potential injuries and serious incidents based on the population served.

The CAP is due no later than close of business on 7/30/25.

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