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
12VAC35-46-380. 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 #2's personnel record, there failed to be documented evidence that the employee met the required qualifications for the position of Childcare Worker.	PR) 02/16/2026 root cause-employee does have experience working with young teens; however, not directly with mh therapeutic teens and is new to the field. We do hire individuals who are new to the field and provide adequate training on the population we serve. This is overseen by our hr admin and ceo as individuals are hired. OLR) Not Accepted 03/05/2026This response does not include a corrective action based on citation related to staff education. Please provide a response that includes a corrective action related to staff education and upload evidence. PR) 03/19/2026 root cause-employee does have experience working with young teens; however, not directly with mh therapeutic teens and is new to the field. We do hire individuals who are new to the field and provide adequate training on the population we serve. We have uploaded her resume to incllude experience with youth. This is overseen by our hr admin and ceo as individuals are hired. OLR) Not Accepted 04/02/2026The attached resume does not demonstrate the education or experience required in this regulation. Please upload documented evidence of the education requirement of Employee #2 for this regulation and a corrective action plan that addresses the deficiency, including steps to meet this regulatory requirement. PR) 04/15/2026 The provider acknowledges that Employee #2	3/1/2026

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
			does not meet the minimum education and/or experience requirements for a Child Care Worker position as outlined in 12VAC35-46-380. Immediate corrective action has been taken: Employee #2 has been reassigned to a non-independent role (Team Lead) and is no longer functioning as a Child Care Worker independently Employee #2 will only work under the direct supervision of qualified staff in accordance with provisional staff requirements A qualified Director of Residential Services (MSW) has been assigned to oversee all program operations and staff supervision To ensure ongoing compliance, the provider has implemented the following systemic changes: Hiring & Qualification Verification Process All new hires must meet one of the following BEFORE working independently: Bachelor's degree in human services Associate's degree + required experience High school diploma/GED + minimum 6 months	

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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
			documented experience working with children Documentation (diplomas, or transcripts, or employment verification) is required prior to start date Personnel File Audit All current staff files are being reviewed to verify compliance Any staff not meeting qualifications are classified as provisional and supervised at all times Staffing & Scheduling Controls Only qualified staff are permitted to work independently Scheduling is reviewed and approved by leadership prior to shifts Provisional staff are not assigned solo shifts under any circumstances Training & Development Plan Staff who do not yet meet qualifications will receive structured training and supervision The provider will not rely on training alone to meet qualification requirements, but will ensure staff meet regulatory standards before independent assignment	

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
			The provider will maintain documentation of all qualifications and ensure compliance with DBHDS staffing requirements moving forward. Planned Completion Date April 14,2026 OLR) Accepted 04/16/2026	
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 #2's personnel record, there failed to be documented evidence that the employee met the required qualifications for the position of Childcare Worker.	PR) 02/16/2026 root cause-employee does have experience working with young teens; however, not directly with mh therapeutic teens and is new to the field. We do hire individuals who are new to the field and provide adequate training on the population we serve. This is overseen by our hr admin and ceo as individuals are hired. OLR) Not Accepted 03/05/2026This response does not include a corrective action plan related to the education of this staff person. Please reply with evidence of education required by this regulation and a corrective action plan that addresses the deficiency. PR) 03/19/2026 root cause-employee does have experience working with young teens; however, not directly with mh therapeutic teens and is new to the field. We do hire individuals who are new to the field and provide adequate training on the population we serve. We have uploaded her resume to include experience with youth. This individual has graduated from high school, attended some	3/1/2026

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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
			college at ODU but did not graduate, also completed instructional school to teach. This is overseen by our hr admin and ceo as individuals are hired. OLR) Not Accepted 04/02/2026The attached resume does not demonstrate the education or experience required in this regulation. Please upload documented evidence of the education requirement of Employee #2 for this regulation and a corrective action plan that addresses the deficiency, including steps to meet this regulatory requirement. PR) 04/15/2026 The provider acknowledges that Employee #2 does not meet the minimum education and/or experience requirements for a Child Care Worker position as outlined in 12VAC35-46-380. Immediate corrective action has been taken: Employee #2 has been reassigned to a non-independent role (Team Lead) and is no longer functioning as a Child Care Worker independently Employee #2 will only work under the direct supervision of qualified staff in accordance with provisional staff requirements A qualified Director of Residential Services (MSW) has been assigned to oversee all program operations and staff supervision	

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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
			To ensure ongoing compliance, the provider has implemented the following systemic changes: Hiring & Qualification Verification Process All new hires must meet one of the following BEFORE working independently: Bachelor's degree in human services Associate's degree + required experience High school diploma/GED + minimum 6 months documented experience working with children Documentation (diplomas, transcripts, employment verification) is required prior to start date Personnel File Audit All current staff files are being reviewed to verify compliance Any staff not meeting qualifications are classified as provisional and supervised at all times Staffing & Scheduling Controls Only qualified staff are permitted to work independently Scheduling is reviewed and approved by leadership prior to shifts	

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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
			Provisional staff are not assigned solo shifts under any circumstances Training & Development Plan Staff who do not yet meet qualifications will receive structured training and supervision The provider will not rely on training alone to meet qualification requirements, but will ensure staff meet regulatory standards before independent assignment The provider will maintain documentation of all qualifications and ensure compliance with DBHDS staffing requirements moving forward. Planned Completion Date April 14,2026 OLR) Accepted 04/16/2026	
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	N	Pursue Family Services This regulation was NOT MET as evidenced by: In review of Employee #2's personnel record, there failed to be documented evidence that the employee met the required qualifications for the position of Childcare Worker.	PR) 02/16/2026 root cause-employee does have experience working with young teens; however, not directly with mh therapeutic teens and is new to the field. We do hire individuals who are new to the field and provide adequate training on the population we serve. This is overseen by our hr admin and	3/1/2026

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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
education standards: 3. A high school diploma or G.E.D. and six months of experience working with children.			ceo as individuals are hired. OLR) Not Accepted 03/05/2026This response does not include a corrective action plan related to the education of this staff person. Please reply with evidence of education required by this regulation and a corrective action plan that addresses the deficiency. PR) 03/19/2026 root cause-employee does have experience working with young teens; however, not directly with mh therapeutic teens and is new to the field. We do hire individuals who are new to the field and provide adequate training on the population we serve. We have uploaded her resume to include experience with youth. This individual has graduated from high school, attended some college at ODU but did not graduate, also completed instructional school to teach. This is overseen by our hr admin and ceo as individuals are hired. OLR) Not Accepted 04/02/2026The attached resume does not demonstrate the education or experience required in this regulation. Please upload documented evidence of the education requirement of Employee #2 for this regulation and a corrective action plan that addresses the deficiency, including steps to meet this regulatory requirement. PR) 04/15/2026 The provider acknowledges that Employee #2 does not meet the minimum education and/or experience requirements for a Child Care Worker position as outlined in 12VAC35-46-380.	

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Date of Inspection: **12-30-2025**
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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			Immediate corrective action has been taken: Employee #2 has been reassigned to a non-independent role (Team Lead) and is no longer functioning as a Child Care Worker independently Employee #2 will only work under the direct supervision of qualified staff in accordance with provisional staff requirements A qualified Director of Residential Services (MSW) has been assigned to oversee all program operations and staff supervision To ensure ongoing compliance, the provider has implemented the following systemic changes: Hiring & Qualification Verification Process All new hires must meet one of the following BEFORE working independently: Bachelor's degree in human services Associate's degree + required experience High school diploma/GED + minimum 6 months documented experience working with children Documentation (diplomas, transcripts,	

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Date of Inspection: **12-30-2025**
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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			employment verification) is required prior to start date Personnel File Audit All current staff files are being reviewed to verify compliance Any staff not meeting qualifications are classified as provisional and supervised at all times Staffing & Scheduling Controls Only qualified staff are permitted to work independently Scheduling is reviewed and approved by leadership prior to shifts Provisional staff are not assigned solo shifts under any circumstances Training & Development Plan Staff who do not yet meet qualifications will receive structured training and supervision The provider will not rely on training alone to meet qualification requirements, but will ensure staff meet regulatory standards before independent assignment The provider will maintain documentation of all qualifications and ensure compliance with DBHDS staffing requirements moving forward.	

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
			Planned Completion Date April 14,2026 OLR) Accepted 04/16/2026	

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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
12VAC35-46-850. F. - Medication prescribed by a person authorized by law shall be administered as prescribed.	N	Pursue Family Services This regulation was NOT MET as evidenced by: In review of Individual #1's Medication Administration Record (MAR), there failed to be documented evidence that medications were administered as prescribed. There failed to be documented evidence that Medication #1 was administered in the morning on 9/10/25, 9/11/25 and 9/12/25 nor twice per day on 10/17/25. There failed to be documented evidence that Medication #2, Medication #3, Medication #4 was administered on 10/17/25 and there failed to be documented evidence that Medication #6 was administered in the morning on 10/17/25. There failed to be documented evidence that Medication #5 was administered on10/21/25.	PR) 02/16/2026 root cause-in the beginning we were using a spiral notebook because client came emergency and then used paper and then transitioned to electronic-all medication information was here but in different forms that have been attached and was shown to licensing specialist. Mars is managed daily by house manager and incoming staff. OLR) Partially Accepted 03/05/2026This rersponse does not include a systemic plan for ensuring compliance. Please submit a plan for ensuring that all medications are given as prescribed and properly documented. PR) 03/19/2026 root cause-in the beginning we were using a spiral notebook because client came emergency and then used paper and then transitioned to electronic-all medication information was here but in different forms that have been attached and was shown to licensing specialist. Mars is managed daily by house manager and incoming staff. The electronic system we now use will not allow incoming staff to proceed if medication from previous shift has not been recorded.It also gives an alarm flag if a medication was missed OLR) Accepted 04/02/2026	3/1/2026

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date

General Comments / Recommendations:
The Licensing Specialist recommends the provider review regulations 12VAC35-46-380 and 12VAC35-46-850 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