DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **758-14-008**
Organization Name: **NDUTIME Youth and Family Services, Inc.**

Date of Inspection: **07-25-2025**
Program Type/Facility Name: **14-008 Joshua House II-4500**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-105-150. (4) - The provider including its employees, contractors, students, and volunteers shall comply with: 4. Section 37.2-400 of the Code of Virginia and related human rights regulations adopted by the state board;	N	Joshua House II-4500 This regulation was NOT MET as evidenced by: See OHR citation.		

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Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-115-230. A. (2) - Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: 2. The director of a service licensed or funded by the department shall report each allegation of abuse or neglect via the department's web-based reporting application within 24 hours of receipt of the allegation (see 12VAC35-115-175).	N	Joshua House II-4500 Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: The director of a service licensed or funded by the department shall report each allegation of abuse or neglect via the department's web-based reporting application within 24 hours of receipt of the allegation. This regulation was NOT MET as evidenced by: Upon review of CHRIS entry, A-20250001, the provider was notified by the Office of Human Rights of the incident on 7/3/25, and the date of entry into CHRIS is 7/8/25. As a result, the provider failed to report the allegation to the department via the department's web-based reporting application within 24 hours of receipt.	PR) 08/26/2025 Provider request the removal of this citation and would like to dispute it due to Provider not knowing or understanding the request from almost one year ago. Human Rights was not available over the holiday and did not meet with Provider until after the holiday. Provider did submit allegation into the CHRIS system immediately following meeting once clarity was given. OHR/OLR) Not Accepted 11/10/2025 PR) 11/25/2025 Although Provider did not have a clear understanding of the request from one year ago, Human Rights not being available over the holiday, and meeting between Human Rights and Provider not taking place until after the holiday, Provider will ensure all allegations are submitted into the CHRIS system within 24 hours of being made aware of an incident or alleged incident. Provider has completed the trainings offered by DBHDS and will ensure reports are submitted timely, which is aligned with Provider's protocols. OHR/OLR) Accepted 11/25/2025	08/26/2025 00:00:00

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12VAC35-115-230. A. (3a) - Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: 3. The investigating authority shall provide a written report of the results of the investigation of abuse or neglect to the director and human rights advocate via the department's web-based reporting application within 10 working days from the date the investigation began unless an extension has been granted (see 12VAC35-115-175). This report shall include: 3a. Whether abuse, neglect, or exploitation occurred;	N	Joshua House II-4500 Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: The investigating authority shall provide a written report of the results of the investigation of abuse or neglect to the director and human rights advocate via the department's web-based reporting application within 10 working days from the date the investigation began unless an extension has been granted. This regulation was NOT MET as evidenced by: Upon review of the CHRIS entry A-20250001, the provider failed to provide a written report of the results of the investigation via the department's web-based reporting application within 10 working days from the date in which the investigation began. The investigative findings were due by 7/22/25.	PR) 08/26/2025 Provider did submit a written report of the results of the investigation to the director, human rights advocate, licensing specialist, resident, and legal guardian within 10 working days. However, the results were not put in the CHRIS system. Provider has completed the trainings offered by DBHDS and will ensure findings are recorded in the CHRIS system within 10 workings days, which is aligned with the Provider's protocols. OHR/OLR) Accepted 11/10/2025	07/22/2025 00:00:00

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General Comments / Recommendations:

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.

Andrea Milhouse, Human Rights	(Signature of Organization Representative)	Date

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