DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **758-14-009**
Organization Name: **NDUTIME Youth and Family Services, Inc.**

Date of Inspection: **05-08-2023**
Program Type/Facility Name: **14-009 Joshua House I-5803**

Standard(s) Cited	Comp	Description of Noncompliance	Actions to be Taken	Planned Comp. Date
12VAC35-46-70. - Each provider shall guarantee resident rights as outlined in § 37.2-400 of the Code of Virginia and in the Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Mental Health, Mental Retardation and Substance Abuse Services (12VAC35-115).	N	Joshua House I-5803 This regulation was NOT MET as evidenced by: See OHR citation.		

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12VAC35-115-50. B. (2) - In receiving all services, each individual has the right to: 2. Be protected from harm including abuse, neglect, and exploitation.	N	Joshua House I-5803 This regulation was NOT MET as evidenced by: "Neglect" means failure by a person, program, or facility operated, licensed, or funded by the department, excluding those operated by the Department of Corrections, responsible for providing services to do so, including nourishment, treatment, care, goods, or services necessary to the health, safety, or welfare of an individual receiving care or treatment for mental illness, intellectual disability, or substance abuse. Provider substantiated neglect based on the following: • Upon review of CHRIS entries A-20230001 and A-20230002, the provider's investigation substantiated Neglect. • Upon review of the provider's written findings dated 4/17/2023, provider substantiated neglect based on eyewitness statements and the accused staff's arrest charges. Based on preponderance of evidence, Employee #1 failed to ensure the health and safety of Individual #1 and #2.	PR) 06/03/2023 Although Provider disagrees with receiving this citation due to following regulatory standards, policies, and procedures, Provider reviewed reporting practices and internal procedures with Staff during meeting to ensure employees understood agency standards of conduct and job responsibilities. Provider will continue to train during onboarding and annually to ensure internal policies and procedures are understood and being followed. OHR/OLR) Accepted 06/05/2023	6/3/2023

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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