DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **804-14-010**
Organization Name: **OLA Home for Boys, LLC**

Date of Inspection: **07-05-2024**
Program Type/Facility Name: **14-010 Amber House - House 3**

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	Amber House - House 3 This regulation was NOT MET as evidenced by: See OHR citation.		

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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	Amber House - House 3 This regulation was NOT MET as evidenced by: Upon review of CHRIS entry, A-20240006, the provider became aware of the incident on 5/6/24, and the date of entry into CHRIS is 5/8/24. 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) 08/07/2024 The Program Director was informed of an incident that needed to be marked as a Level II instead of a Level 1 via email on May 6, 2024. The Program Director was confused by the correspondence and attempted to contact the Local Human Rights representative, hoping to better understand the issue. The Program Director spoke with the Human Rights Representative on May 8th, gained clarity, and entered the Serious Incident Report into the CHRIS system. PREVENTION: Going forward, the Program Director or designee will enter an SIR into the CHRIS system the day of the request, even if the nature of the incident is unclear. The Program Director will add a note to the entry, if such is needed, stating that clarification is required to complete the full report. Upon receiving clarification, the Program Director or designee is responsible for updating and completing the SIR. OHR/OLR) Accepted 08/09/2024	8/7/2024

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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