DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

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

Date of Inspection: **02-18-2025**
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-20240017, the provider became aware of the incident on 9/23/24, and the date of entry into CHRIS is 11/7/2024. 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) 03/17/2025 The Program Director is responsible for reporting allegations to the department via the department's web-based reporting application within 24 hours of receipt. The Program Director believed she had submitted this report for both OHR and IMU. She learned upon receipt of this CAP that she had only submitted the report via IMU. PREVENTION: The Program Director will report allegations to the department within the 24-hour established timeframe. The program director now has an additional step to their process where once they believe the incident is closed out, they will exit and reenter the system to ensure submissions were made per DBHDS and agency policy. This extra step will allow the Program Director to confirm all submissions are made in a timely manner. OHR/OLR) Accepted 04/14/2025	3/17/2025

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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