

**DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN**

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License #: **841-14-001**

Organization Name: **Newport News Behavioral Health Center**

Date of Inspection: **09-05-2024**

Program Type/Facility Name: **14-001 Newport News Behavioral Health**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-46-350. D. (1) - A person appointed after December 28, 2007, to direct programs shall have at least: 1. A master's degree in social work, psychology, counseling, or nursing and a combination of two years professional experience with children in a children's residential facility and in administration or supervision;	N	Newport News Behavioral Health This regulation was NOT MET as evidenced by: At the time of the inspection, the record for Employee #1 did not show evidence of holding a bachelor's degree or higher which is a requirement for the Program Director position.	PR) 01/10/2025 Problem: VADBHDS is citing the NNBHC for not meeting regulatory code 12VAC35-46-350. Program Director. Our current Director of Residential Services file was presented for review and the qualifications of this role did not meet the standard for 12VAC35-46-350. Program Director. Goal: Ensure the appropriate qualified personnel and job descriptions satisfy VADBHDS regulatory requirements. Action Plan: 1. NNBHC will update the Director of Residential Services job description's qualification section to reflect duties commensurate to 12VAC35-46-37. Child Care Supervisor. 2. NNBHC's position, Director of Clinical Operations, meets 12VAC35-46-350. Program Director. This regulation states that a person directing shall be responsible for the development and implementation of the programs and services offered by the facility, including overseeing assessments, service planning, staff scheduling and supervision. The Director of Clinical Operations/Clinical Director has always filled this role overseeing all clinical and program operations at the facility. The current Director of Clinical Operations is a, LPC-S, C-DBT, LSATP, CSOTP and	1/10/2025

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			meets all regulatory expectations below: 1. A master's degree in social work, psychology, counseling, or nursing and a combination of two years professional experience with children in a children's residential facility and in administration or supervision; 2. A baccalaureate degree in social work, psychology, counseling, or nursing and a combination of three years professional experience with children in a children's residential facility and in administration or supervision; 3. A baccalaureate degree and a combination of four years of professional experience with children in a children's residential facility and in administration or supervision; or 4. A license issued by the Commonwealth of Virginia as a drug or alcoholism counselor/worker if the facility's purpose is to treat drug abuse or alcoholism. The required qualifications, experience, and duties and responsibilities of 12VAC35-46-350. Program Director regulation is satisfied by our job description and personnel assigned to the role of Director of Clinical Operations. NNBHC will ensure the regulatory requirements for personnel accurately reflect in their job descriptions at time of hire. The HR Director will be responsible for onboarding and hiring appropriately credentialed individuals for each respective position. The HR Director is responsible for monitoring files and will ensure trainings files are audited monthly and personnel files are audited at least twice annually. The	

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			audit data will be reported on monthly and tracked in our P.I. minutes. OLR) Accepted 01/15/2025	
12VAC35-46-350. D. (2) - A person appointed after December 28, 2007, to direct programs shall have at least: 2. A baccalaureate degree in social work, psychology, counseling, or nursing and a combination of three years professional experience with children in a children's residential facility and in administration or supervision;	N	Newport News Behavioral Health This regulation was NOT MET as evidenced by: At the time of the inspection, the record for Employee #1 did not show evidence of holding a bachelor's degree or higher which is a requirement for the Program Director position.	PR) 01/10/2025 Problem: VADBHDS is citing the NNBHC for not meeting regulatory code 12VAC35-46-350. Program Director. Our current Director of Residential Services file was presented for review and the qualifications of this role did not meet the standard for 12VAC35-46-350. Program Director. Goal: Ensure the appropriate qualified personnel and job descriptions satisfy VADBHDS regulatory requirements. Action Plan: 1. NNBHC will update the Director of Residential Services job description's qualification section to reflect duties commensurate to 12VAC35-46-37. Child Care Supervisor. 2. NNBHC's position, Director of Clinical Operations, meets 12VAC35-46-350. Program Director. This regulation states that a person directing shall be responsible for the development and implementation of the programs and services offered by the facility, including overseeing assessments, service planning, staff scheduling and	1/10/2025

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			supervision. The Director of Clinical Operations/Clinical Director has always filled this role overseeing all clinical and program operations at the facility. The current Director of Clinical Operations is a, LPC-S, C-DBT, LSATP, CSOTP and meets all regulatory expectations below: 1. A master's degree in social work, psychology, counseling, or nursing and a combination of two years professional experience with children in a children's residential facility and in administration or supervision; 2. A baccalaureate degree in social work, psychology, counseling, or nursing and a combination of three years professional experience with children in a children's residential facility and in administration or supervision; 3. A baccalaureate degree and a combination of four years of professional experience with children in a children's residential facility and in administration or supervision; or 4. A license issued by the Commonwealth of Virginia as a drug or alcoholism counselor/worker if the facility's purpose is to treat drug abuse or alcoholism. The required qualifications, experience, and duties and responsibilities of 12VAC35-46-350. Program Director regulation is satisfied by our job description and personnel assigned to the role of Director of Clinical Operations. NNBHC will ensure the regulatory requirements for personnel accurately reflect in their job descriptions at time of hire. The HR Director will	

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			be responsible for onboarding and hiring appropriately credentialed individuals for each respective position. The HR Director is responsible for monitoring files and will ensure trainings files are audited monthly and personnel files are audited at least twice annually. The audit data will be reported on monthly and tracked in our P.I. minutes. OLR) Accepted 01/15/2025	
12VAC35-46-350. D. (3) - A person appointed after December 28, 2007, to direct programs shall have at least: 3. A baccalaureate degree and a combination of four years of professional experience with children in a children's residential facility and in administration or supervision; or	N	Newport News Behavioral Health This regulation was NOT MET as evidenced by: At the time of the inspection, the record for Employee #1 did not show evidence of holding a bachelor's degree or higher which is a requirement for the Program Director position.	PR) 01/10/2025 Problem: VADBHDS is citing the NNBHC for not meeting regulatory code 12VAC35-46-350. Program Director. Our current Director of Residential Services file was presented for review and the qualifications of this role did not meet the standard for 12VAC35-46-350. Program Director. Goal: Ensure the appropriate qualified personnel and job descriptions satisfy VADBHDS regulatory requirements. Action Plan: 1. NNBHC will update the Director of Residential Services job description's qualification section to reflect duties commensurate to 12VAC35-46-37. Child Care Supervisor. 2. NNBHC's position, Director of Clinical Operations, meets 12VAC35-46-350. Program Director. This regulation states	1/10/2025

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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.

Carrie Craddock

(Signature of Organization Representative)

Date

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