DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES
CORRECTIVE ACTION PLAN

License #: **909-14-003**
Organization Name: **Harbor Point Behavioral Health Center**

Date of Inspection: **03-30-2026**
Program Type/Facility Name: **14-003 Harbor Point Behavioral Health**

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	Harbor Point Behavioral Health This regulation was NOT MET as evidenced by: See OHR citations below.		
12VAC35-115-260. A. (11) - Providers, through their directors, shall: 11. Cooperate with the human rights advocate and the LHRC to investigate and correct conditions or practices interfering with the free exercise of individuals' human rights and make sure that all employees cooperate with the human rights advocate, the LHRC, and the SHRC in carrying out their	N	Harbor Point Behavioral Health This regulation was NOT MET as evidenced by: • Per regulation 12VAC35-115-260(A)(11), the provider is required to "Cooperate with the human rights advocate and the LHRC to investigate and correct conditions or practices interfering with the free exercise of individuals' human rights and make sure that all employees cooperate with the human rights advocate, the LHRC, and the SHRC in carrying out their duties under this chapter;" • As of 3/12/26, the provider has failed to respond to the citation/CAP issued for incident in provider CHRIS report #A20250378. The provider response was due to be entered into CONNECT by	PR) 04/24/2026 1. Provide a statement of the issue that led to non-compliance and state how you corrected/will correct the deficient practice in this specific violation. The facility failed to respond to a Citation/CAP before the deadline indicated in the DBHDS Connect portal. The facility designee for entering responses shall do so prior to the deadline, or request an extension prior to the deadline. 2. Include a plan of action to address systematic changes (process/protocols, etc) that have been or will be implemented to ensure you remain in compliance of the regulation. The facility will designate multiple staff trained in submitting reports into the DBHDS Connect portal to ensure timely responses. If the	4/24/2026

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duties under this chapter;		1/29/26 which is in direct violation of this regulation.	designee is experiencing a delay, they shall request assistance from another trained staff before the deadline, or request an extension for the case prior to the deadline. 3. Include Staff by Title who will monitor the procedures implemented to ensure you stay in compliance with the regulation. Indicate the frequency for monitoring the plan including how it will be monitored (Ex: monthly audits, weekly chart reviews, daily checklist). The Director of Risk Management will maintain working access to CHRIS, DBHDS Connect, and be on the email list for DBHDS correspondence. The Director of Risk Management will verify that secondary designees have completed the appropriate trainings, and oversee compliance on an ongoing basis. 4. By what date you will have each planned corrective action completed (Ex. Date training completed or Date protocol implemented). April 24, 2026 OHR/OLR) Accepted 07/29/2026	

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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.

Latoya Wilborne, Human Rights	(Signature of Organization Representative)	Date

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