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.	Facility response below.	4/24/2026
12VAC35-115-230. A. (3b) - Providers shall collect, maintain, and report the following information concerning abuse, neglect, and exploitation: 3. The investigating authority shall provide a written report of the results of the investigation of abuse or neglect to the director and human rights advocate via the department's web-based reporting	N	Harbor Point Behavioral Health This regulation was NOT MET as evidenced by: • Per regulation 12VAC35-115-230(A)(3), the provider is required to "…provide a written report of the results of the investigation of abuse or neglect to the director and human rights advocate via the department's web-based reporting application within 10 working days from the date the investigation began unless an extension has been granted…" • As of 3/13/26, provider has failed to enter investigation findings within the required reporting timelines for the following CHRIS reports: A20250360, A20250364, A20250366 – A20250401, A20250403 – A20250411, A20260001, A20260002,	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 enter findings in the CHRIS system within the required timeframe. The facility designee for entering investigation findings into CHRIS shall do so within 10 working days, 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 entering findings into the CHRIS system to ensure timely closing of cases. If the designee is	4/24/2026

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application within 10 working days from the date the investigation began unless an extension has been granted (see 12VAC35-115-175). This report shall include: 3b. The type of abuse;		A20260004 - A20260019, A20260021 - A20260026, A20260035 – A20260038, A20260046, which is in direct violation of this regulation.	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 07/08/2026	

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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