

### Provider Quarterly Report of Human Rights Activities

**Note - Provider Data:** 3<sup>rd</sup> Qtr data was gathered based upon the old quarter timeline. At our December 13, 2011 meeting the actual 3<sup>rd</sup> quarter data will be presented (July, August, and September, 2011).

#### Alexander House

Name of Provider: A & R Healthcare: Alexander House  
Local Human Rights Committee: Newport News Regional  
Name of Provider LHRC Liaison: Coston Griffin  
Name of Licensing Specialist: Dennis Riddick  
Number of individuals served by provider in this quarter: 5  
Quarter: 3<sup>rd</sup> Quarter (June, July, August 2011 Data) / September 13, 2011 Meeting

#### **Status of Allegations of Abuse and Neglect:**

Number of Abuse Allegation cases: 2  
Cases Pending: 0  
Cases Closed: 2

#### **Total Counts Alleged by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

#### **Total Counts Occurred by Type:**

Physical: 1 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 1 Restraint: 0

#### **Status of Complaint Cases:**

Total of Complaint Cases: 0  
Number of cases resulting in a violation: 0  
Cases Pending: 0  
Cases Closed: 0

#### **Complaint Category Totals:**

Assurance of Rights: \_\_\_\_\_  
Dignity: \_\_\_\_\_  
Services: \_\_\_\_\_  
Participation in Decision Making: \_\_\_\_\_  
Confidentiality: \_\_\_\_\_  
Access to and Amendment of Services record: \_\_\_\_\_  
Restrictions on Freedoms of Everyday Life: \_\_\_\_\_  
Use of Seclusion Restraint and Time Out: \_\_\_\_\_  
Work: \_\_\_\_\_  
Research: \_\_\_\_\_  
Complaint and Fair Hearing: \_\_\_\_\_

Determination of Capacity to give consent: \_\_\_\_\_

Authorized Representatives: \_\_\_\_\_

Complaint Resolution: \_\_\_\_\_

Reporting Requirements: \_\_\_\_\_

**Complaint Resolution Level:**

Number of complaints resolved in the Informal Process: 2

Number of complaints resolved in the Formal Process: 0

Below Director: \_\_\_\_\_

Director: \_\_\_\_\_

Commissioner: \_\_\_\_\_

LHRC: \_\_\_\_\_

SHRC: \_\_\_\_\_

**Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

**Human Rights training is done twice a year and new testing once a year. Reporting training is done four times a year for all staff.**

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

**No changes or visits at this time**

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

**No changes at this time**

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

**We have notified all our client's parents and guardians asking for volunteers. We have also contacted other programs not in our LHRC and asked for an exchange of members, if they would be a member in our LHRC we would volunteer to be a member in their LHRC**

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: **No Answer Provided**

**Brighter Futures**

Name of Provider: Brighter Futures Inc.  
Local Human Rights Committee: Newport News Regional  
Name of Provider LHRC Liaison: Teresa James  
Name of Licensing Specialist: Ed Gonzalez  
Number of individuals served by provider in this quarter: 14  
Quarter: 3<sup>rd</sup> Quarter (June, July, August 2011 Data) / September 13, 2011 Meeting

**Status of Allegations of Abuse and Neglect:**

Number of Abuse Allegation cases: 0  
Cases Pending: 0  
Cases Closed: 0

**Total Counts Alleged by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Total Counts Occurred by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Status of Complaint Cases:**

Total of Complaint Cases: 0  
Number of cases resulting in a violation: 0  
Cases Pending: 0  
Cases Closed: 0

**Complaint Category Totals:**

Assurance of Rights: 0  
Dignity: 0  
Services: 0  
Participation in Decision Making: 0  
Confidentiality: 0  
Access to and Amendment of Services record: 0  
Restrictions on Freedoms of Everyday Life: 0  
Use of Seclusion Restraint and Time Out: 0  
Work: 0  
Research: 0  
Complaint and Fair Hearing: 0  
Determination of Capacity to give consent: 0  
Authorized Representatives: 0  
Complaint Resolution: 0  
Reporting Requirements: 0

**Complaint Resolution Level:**

Number of complaints resolved in the Informal Process:   0  

Number of complaints resolved in the Formal Process:   0  

Below Director:   0  

Director:   0  

Commissioner:   0  

LHRC:   0  

SHRC:   0  

**Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations. **No Answer Provided**

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures. **No Answer Provided**

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs. **No Answer Provided**

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed. **No Answer Provided**

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: **No Answer Provided**

**Concerned Adults Teaching Children Hope**

Name of Provider: C.A.T.C.H (Concerned Adults Teaching Children Hope, LLC)  
Local Human Rights Committee: Newport News Regional  
Name of Provider LHRC Liaison: Darnell W. Parker Sr.  
Name of Licensing Specialist: Barry Lee  
Number of individuals served by provider in this quarter: 3  
Quarter: 3<sup>rd</sup> Quarter (June, July, August 2011 Data) / September 13, 2011 Meeting

**Status of Allegations of Abuse and Neglect:**

Number of Abuse Allegation cases: 0  
Cases Pending: 0  
Cases Closed: 0

**Total Counts Alleged by Type:**

Physical: 0 Sexual: 0  
Verbal: : 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Total Counts Occurred by Type:**

Physical: 0 Sexual: 0  
Verbal: : 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Status of Complaint Cases:**

Total of Complaint Cases: 0  
Number of cases resulting in a violation: 0  
Cases Pending: 0  
Cases Closed: 0

**Complaint Category Totals:**

Assurance of Rights: 0  
Dignity: 0  
Services: 0  
Participation in Decision Making: 0  
Confidentiality: 0  
Access to and Amendment of Services record: 0  
Restrictions on Freedoms of Everyday Life: 0  
Use of Seclusion Restraint and Time Out: 0  
Work: 0  
Research: 0  
Complaint and Fair Hearing: 0  
Determination of Capacity to give consent: 0  
Authorized Representatives: 0  
Complaint Resolution: 0  
Reporting Requirements: 0

**Complaint Resolution Level:**

Number of complaints resolved in the Informal Process: **There are no reportable complaints at this time to report.**

Number of complaints resolved in the Formal Process: **0**

Below Director:   0  

Director:   0  

Commissioner:   0  

LHRC:   0  

SHRC:   0  

**Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations. **No Answer Provided**

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures. **No Answer Provided**

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs. **No Answer Provided**

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed. **No Answer Provided**

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: **No Answer Provided**

**Dr. Chessen & Associates**

Name of Provider: Dr. Chessen & Associates  
Local Human Rights Committee: Newport News Regional  
Name of Provider LHRC Liaison: Sharayah Tornquist  
Name of Licensing Specialist: Joslynn Perry  
Number of individuals served by provider in this quarter: approximately 102 a day /7,038 the quarter are seen in the office by all of our providers  
Quarter: 3<sup>rd</sup> Quarter (June, July, August 2011 Data) / September 13, 2011 Meeting

**Status of Allegations of Abuse and Neglect:**

Number of Abuse Allegation cases: 0  
Cases Pending: 0  
Cases Closed: 0

**Total Counts Alleged by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Total Counts Occurred by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Status of Complaint Cases:**

Total of Complaint Cases: 0  
Number of cases resulting in a violation: 0  
Cases Pending: 0  
Cases Closed: 0

**Complaint Category Totals:**

Assurance of Rights: 0  
Dignity: 0  
Services: 0  
Participation in Decision Making: 0  
Confidentiality: 0  
Access to and Amendment of Services record: 0  
Restrictions on Freedoms of Everyday Life: 0  
Use of Seclusion Restraint and Time Out: 0  
Work: 0  
Research: 0  
Complaint and Fair Hearing: 0  
Determination of Capacity to give consent: 0  
Authorized Representatives: 0  
Complaint Resolution: 0  
Reporting Requirements: 0

**Complaint Resolution Level:**

Number of complaints resolved in the Informal Process:     0      
Number of complaints resolved in the Formal Process:     0      
Below Director:     0      
Director:     0      
Commissioner:     0      
LHRC:     0      
SHRC:     0    

**Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

**We offer clients the opportunity to share with therapist, educator, or case manager about any concerns. They see these individuals at least twice a week. Each client is also able to approach the director if there is a major concern.**

Provide information about any changes to your DBHDS licensing status including citations, service additions, and closures. **No changes**

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

**We have increased our IOP group to run for 24 sessions rather than 18. This will have no direct effect on any client’s human rights.**

Please list the actions you have taken to meet the provider’s requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed.

**Here is our policy at Dr. Chessen & Associates:**

**Any individual or anyone acting on his/her behalf that believes that their rights have been violated or believes that they have been unfairly discriminated against must immediately notify the director, Douglas H. Chessen, MD or the human rights advocate for resolution. Both the individual and the Director can have anyone else to represent him/her during resolution of the complaint.**

**If a report is made only to the director, the director or his designee will immediately notify the human rights advocate, unless the complaint is made on a weekend, then the human rights advocate will be notified on the next business day.**

**If the complaint is made only to the human rights advocate, the human rights advocate will immediately notify the director, unless the complaint is made on a weekend, then the human rights advocate will be notified on the next business day.**

**The director or his designee or the human rights advocate will discuss the complaint with the individual and inform the individual of his right to pursue a complaint through the process established in these regulations.**

**The human rights advocate or the director or his designee will thoroughly explain to the individual the complaint process and makes sure he/she understands the choices he has. The individual will be given the choice of pursuing the complaint through the informal or formal complaint process and if they don't choose, the complaint will be managed through the informal process.**

**All communication with the individual during the complaint resolution process will be in the means, format, and language most easily understood by the individual. The following will then occur for the informal complaint process:**

- 1. The director or his designee will make every effort to rectify the situation and resolve the complaint immediately with all parties involved. If the complaint is resolved to the individual's satisfaction, no further action is necessary.**
- 2. Any complaint that is not resolved to the individual's or representative's satisfaction within 5 working days may be referred for resolution under the formal process, unless the individual extends the informal process five-day time frame for good cause. All such extensions will be reported to the human rights advocate by the Director or his designee.**
- 3. A written copy of the decision and the director's action will be forwarded to the individual, the human rights advocate, and any employee involved**

### **Formal Complaints**

**If the informal complaint process did not resolve the complaint to the individual's satisfaction or if the individual chooses not to pursue the informal complaint process, the formal complaint process will be followed.**

- 1. The director or his designee will immediately try to resolve the complaint by meeting with the individual, any representative the individual chooses and the human rights advocate within 24 hours of receipt of the complaint or the next business day if that day is a weekend or holiday.**
- 2. The director will investigate, make a decision, and document the plan of action for resolving the complaint within 10 working days of the complaint. A written description of the incident, the decision, and the plan of action will be forwarded to the individual, the human rights advocate, and any employee involved.**
- 3. If the individual is not satisfied with the decision or plan of action, he may respond to the director in writing within 5 working days after receiving the preliminary decision and action plan.**
- 4. The director shall investigate further as appropriate and make a final decision regarding the complaint. A written copy of the final decision and action plan will be forwarded to the**

**human rights advocate and the individual or his representative within 5 working days of the individual's written response.**

- 5. If the individual disagrees with the director's final decision, he may petition for a LHRC hearing. If the individual has accepted the decision made by the director, the matter is not subject to further review.**

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: **0**

**Family Solutions**

Name of Provider: Family Solutions, Inc.  
Local Human Rights Committee: Newport News Regional  
Name of Provider LHRC Liaison: Heather Fisher  
Name of Licensing Specialist: Barry Lee  
Number of individuals served by provider in this quarter: 14 current, 2 admits, 6 discharges  
Quarter: 3<sup>rd</sup> Quarter (June, July, August 2011 Data) / September 13, 2011 Meeting

**Status of Allegations of Abuse and Neglect:**

Number of Abuse Allegation cases: 0  
Cases Pending: 0  
Cases Closed: 0

**Total Counts Alleged by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 2  
Exploitation: 0  
Other: 1 Restraint: 0

**Total Counts Occurred by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 2  
Exploitation: 0  
Other: 1 Restraint: 50

**Status of Complaint Cases:**

Total of Complaint Cases: 0  
Number of cases resulting in a violation: 0  
Cases Pending: 0  
Cases Closed: 0

**Complaint Category Totals:**

Assurance of Rights: 0  
Dignity: 0  
Services: 0  
Participation in Decision Making: 0  
Confidentiality: 0  
Access to and Amendment of Services record: 0  
Restrictions on Freedoms of Everyday Life: 0  
Use of Seclusion Restraint and Time Out: 0  
Work: 0  
Research: 0  
Complaint and Fair Hearing: 0  
Determination of Capacity to give consent: 0  
Authorized Representatives: 0  
Complaint Resolution: 0  
Reporting Requirements: 0

**Complaint Resolution Level:**

Number of complaints resolved in the Informal Process:   0  

Number of complaints resolved in the Formal Process:   0  

Below Director:   0  

Director:   0  

Commissioner:       0      

LHRC:   0  

SHRC:       0      

**Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

**Annual in-service with employees, educating the residents about their rights and annual review of Bill of Rights and direct involvement with the homes.**

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

**No licensure reviews have occurred this quarter. Our 2111 Greenwood Drive location is in the process of discontinuing services for Residential Children and Adolescents and applying for adult services**

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs. **None at this time**

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed. **None at this time**

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: **None at this time**

**Guiding Young Girls**

Name of Provider: Guiding Young Girls - GYG  
Local Human Rights Committee: Newport News Regional  
Name of Provider LHRC Liaison: Daniel Brown  
Name of Licensing Specialist: Barry lee  
Number of individuals served by provider in this quarter: 20  
Quarter: 3<sup>rd</sup> Quarter (June, July, August 2011 Data) / September 13, 2011 Meeting

**Status of Allegations of Abuse and Neglect**

Number of Abuse Allegation cases: 0  
Cases Pending: 0  
Cases Closed: 0

**Total Counts Alleged by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Total Counts Occurred by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Status of Complaint Cases:**

Total of Complaint Cases: 0  
Number of cases resulting in a violation: 0  
Cases Pending: 0  
Cases Closed: 0

**Complaint Category Totals:**

Assurance of Rights: 0  
Dignity: 0  
Services: 0  
Participation in Decision Making: 0  
Confidentiality: 0  
Access to and Amendment of Services record: 0  
Restrictions on Freedoms of Everyday Life: 0  
Use of Seclusion Restraint and Time Out: 0  
Work: 0  
Research: 0  
Complaint and Fair Hearing: 0  
Determination of Capacity to give consent: 0  
Authorized Representatives: 0  
Complaint Resolution: 0  
Reporting Requirements: 0

**Complaint Resolution Level:**

Number of complaints resolved in the Informal Process: 0

Number of complaints resolved in the Formal Process: 0

Below Director: 0

Director: 0

Commissioner: 0

LHRC: 0

SHRC: 0

**Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations. **No Answer Provided**

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures. **No Answer Provided**

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

**We now use TOVA – due to availability and staff familiarity**

Please list the actions you have taken to meet the provider’s requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed. **No Answer Provided**

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: **No Answer Provided**

**Heart & Soul**

Name of Provider: Heart & Soul LLC  
Local Human Rights Committee: Newport News Regional  
Name of Provider LHRC Liaison: Edhora B. Mason  
Name of Licensing Specialist: Barry Lee  
Number of individuals served by provider in this quarter: 0  
Quarter: 3<sup>rd</sup> Quarter (June, July, August 2011 Data) / September 13, 2011 Meeting

**Status of Allegations of Abuse and Neglect**

Number of Abuse Allegation cases: 0  
Cases Pending: 0  
Cases Closed: 0

**Total Counts Alleged by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Total Counts Occurred by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Status of Complaint Cases:**

Total of Complaint Cases: 0  
Number of cases resulting in a violation: 0  
Cases Pending: 0  
Cases Closed: 0

**Complaint Category Totals:**

Assurance of Rights: 0  
Dignity: 0  
Services: 0  
Participation in Decision Making: 0  
Confidentiality: 0  
Access to and Amendment of Services record: 0  
Restrictions on Freedoms of Everyday Life: 0  
Use of Seclusion Restraint and Time Out: 0  
Work: 0  
Research: 0  
Complaint and Fair Hearing: 0  
Determination of Capacity to give consent: 0  
Authorized Representatives: 0  
Complaint Resolution: 0  
Reporting Requirements: 0

**Complaint Resolution Level:**

Number of complaints resolved in the Informal Process: 0

Number of complaints resolved in the Formal Process: 0

Below Director: 0

Director: 0

Commissioner: 0

LHRC: 0

SHRC: 0

**Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations. **No Answer Provided**

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

**We are waiting for licensing inspector to contact us back with day & time for on-site visit.**

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs. **No Answer Provided**

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed. **No Answer Provided**

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: **No Answer Provided**

**Inner Circle**

Name of Provider: Inner Circle, Incorporated  
Local Human Rights Committee: Newport News Regional  
Name of Provider LHRC Liaison: Robert Stitt  
Name of Licensing Specialist: Letitia Laurien  
Number of individuals served by provider in this quarter: 34  
Quarter: 3<sup>rd</sup> Quarter (June, July, August 2011 Data) / September 13, 2011 Meeting

**Status of Allegations of Abuse and Neglect:**

Number of Abuse Allegation cases: 0  
Cases Pending: 0  
Cases Closed: 0

**Total Counts Alleged by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Total Counts Occurred by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Status of Complaint Cases:**

Total of Complaint Cases: 0  
Number of cases resulting in a violation: 0  
Cases Pending: 0  
Cases Closed: 0

**Complaint Category Totals:**

Assurance of Rights: 0  
Dignity: 0  
Services: 0  
Participation in Decision Making: 0  
Confidentiality: 0  
Access to and Amendment of Services record: 0  
Restrictions on Freedoms of Everyday Life: 0  
Use of Seclusion Restraint and Time Out: 0  
Work: 0  
Research: 0  
Complaint and Fair Hearing: 0  
Determination of Capacity to give consent: 0  
Authorized Representatives: 0  
Complaint Resolution: 0  
Reporting Requirements: 0

**Complaint Resolution Level:**

Number of complaints resolved in the Informal Process:   0  

Number of complaints resolved in the Formal Process:   0  

Below Director:   0  

Director:   0  

Commissioner:   0  

LHRC:   0  

SHRC:   0  

**Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

**Our agency has had no allegations of abuse and neglect to report during this period. Our goal is to follow the policies and procedures and the appropriate protocol, in the event an allegations and/or a human rights complaints are reported.**

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures.

**To this date, our agency has had no changes to our DBHS licensing status. We are still awaiting approval from the DBHDS licensing administrator.**

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

**To date, our agency has had no new amended policies, procedures or programs, thus resulting in a direct impact on individuals receiving services via our agency.**

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed. **No Answer Provided**

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: **No Answer Provided**

**Newport News Behavioral Health Center**

Name of Provider: Newport News Behavioral Health Center

Local Human Rights Committee: Newport News Regional

Name of Provider LHRC Liaison: Carey Chappell

Name of Licensing Specialist: John Bachand

Number of individuals served by provider in this quarter: Admits: 41 Discharges: 48

Quarter: 3<sup>rd</sup> Quarter (June, July, August 2011 Data) / September 13, 2011 Meeting

**Status of Allegations of Abuse and Neglect:**

Number of Abuse Allegation cases: 11

Cases Pending: 0

Cases Closed: 11

**Total Counts Alleged by Type:**

Physical: 4 Sexual: 4

Verbal: 0 Neglect: 0

Neglect (Peer to Peer): 2

Exploitation: 0

Other: 0 Restraint: 1

**Total Counts Occurred by Type:**

Physical: 1 Sexual: 1

Verbal: 0 Neglect: 0

Neglect (Peer to Peer): 2

Exploitation: 0

Other: 0 Restraint: 0

**Status of Complaint Cases:**

Total of Complaint Cases: 0

Number of cases resulting in a violation: 0

Cases Pending: 0

Cases Closed: 0

**Complaint Category Totals:**

Assurance of Rights: 0

Dignity: 0

Services: 0

Participation in Decision Making: 0

Confidentiality: 0

Access to and Amendment of Services record: 0

Restrictions on Freedoms of Everyday Life: 0

Use of Seclusion Restraint and Time Out: 1

Work: 0

Research: 0

Complaint and Fair Hearing: 0

Determination of Capacity to give consent: 0

Authorized Representatives: 0

Complaint Resolution: 0

Reporting Requirements: 0

**Complaint Resolution Level:**

Number of complaints resolved in the Informal Process: 9

Number of complaints resolved in the Formal Process: 1

Below Director: 0

Director: 10

Commissioner: 0

LHRC: 0

SHRC: 0

**Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations.

**As a team, we ensure that all incidents involving allegations of abuse and neglect are reported to a supervisor and Risk Management within 24 hours of the reported incident. This is communicated through on-going training and supervisor expectations. The incident is immediately assessed and investigated to determine the safety measures we need to take to ensure the overall safety and well being of the resident.**

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures. **No Changes at this time**

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs.

**Due to several of our young ladies utilizing earrings to piece various parts of their body, we have asked the Human Rights Committee to consider allowing us to add earrings as a contraband item to our Contraband Policy.**

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed. **Per the NNRLHRC Agenda, dated September 13, 2011 a 5<sup>th</sup> board member will be interviewed during closed session.**

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: **No answer provided**

**Residential Living Options**

Name of Provider: Residential Living Options  
Local Human Rights Committee: Newport News Regional  
Name of Provider LHRC Liaison: Stewart Prost and Hillary Zaneveld  
Name of Licensing Specialist: Dennis Riddick  
Number of individuals served by provider in this quarter: 7  
3<sup>rd</sup> Quarter (June, July, August 2011 Data) / September 13, 2011 Meeting

**Status of Allegations of Abuse and Neglect**

Number of Abuse Allegation cases: 0  
Cases Pending: 0  
Cases Closed: 0

**Total Counts Alleged by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Total Counts Occurred by Type:**

Physical: 0 Sexual: 0  
Verbal: 0 Neglect: 0  
Neglect (Peer to Peer): 0  
Exploitation: 0  
Other: 0 Restraint: 0

**Status of Complaint Cases:**

Total of Complaint Cases: 0  
Number of cases resulting in a violation: 0  
Cases Pending: 0  
Cases Closed: 0

**Complaint Category Totals:**

Assurance of Rights: 0  
Dignity: 0  
Services: 0  
Participation in Decision Making: 0  
Confidentiality: 0  
Access to and Amendment of Services record: 0  
Restrictions on Freedoms of Everyday Life: 0  
Use of Seclusion Restraint and Time Out: 0  
Work: 0  
Research: 0  
Complaint and Fair Hearing: 0  
Determination of Capacity to give consent: 0  
Authorized Representatives: 0  
Complaint Resolution: 0  
Reporting Requirements: 0

**Complaint Resolution Level:**

Number of complaints resolved in the Informal Process:     0    

Number of complaints resolved in the Formal Process:     0    

Below Director:     0    

Director:     0    

Commissioner:     0    

LHRC:     0    

SHRC:     0    

**Additional reporting and review requirements as applicable:**

Please provide information about your efforts to ensure that allegations of abuse and neglect and human rights complaints are captured and reported as required by the regulations. **No Answer Provided**

Provide information about any changes to your DBHDS licensing status including citations, service additions and closures. **No Answer Provided**

Provide information about any new or amended policies, procedures or program rules that could potentially impact the human rights of individuals receiving services through your organization including but not limited to, restrictions, restraints, seclusions and time-outs. **No Answer Provided**

Please list the actions you have taken to meet the provider's requirements under section 12 VAC 35-115-250 (A) related to support of the LHRC and recruitment of members as needed. **No Answer Provided**

Quarterly Review of any Behavioral Plans involving the use of restraint or time out: **No Answer Provided**