

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

License #: **6824-02-033**

Organization Name: **StarCity Behavioral Health, LLC**

Date of Inspection: **01-21-2025**

Program Type/Facility Name: **02-033 StarCity Behavioral Health, LLC**

<u>Standard(s) Cited</u>	<u>Comp</u>	<u>Description of Noncompliance</u>	<u>Actions to be Taken</u>	<u>Planned Comp. Date</u>
12VAC35-105-400. A. - Providers shall comply with the requirements for obtaining criminal history background checks as outlined in §§ 37.2-416, 37.2-506, and 37.2-607 of the Code of Virginia for individuals hired after July 1, 1999.	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/25, there was no documented evidence in the personnel record that the provider complied with the requirements for obtaining criminal history background checks as outlined in §§ 37.2-416, 37.2-506, and 37.2-607 of the Code of Virginia for individuals hired after July 1, 1999 for Employee #2. At the time of the inspection on 1/21/25, there was no documented evidence in the personnel record that Employee #2 had obtained a Central Registry Check.	PR) 02/19/2025 This Provider has made exhaustive attempts to comply with the Code of Virginia requirement to obtain the Central Registry Check via the Department of Social Services OBI Provider Portal. Employee #2 Central Registry Check information was entered into the DSS Provider Portal in October 2024 and several unsuccessful attempts were made to troubleshoot why the request was not being processed. In January 2025, DSS released a new version of the OBI Provider Portal, which deleted all previous requests. The new portal also presented issues with processing this Provider's request to include the re-entry of Employee #2's information. Attempts to troubleshoot the issues with the Central Registry support team via email still did not provide a resolution to the technical issues that were occurring with the new portal. This Provider resulted in creating a second OBI Portal account as of 2/18/2025. Employee #2's Central Registry Check information was entered and submitted with the results pending. A screenshot of the status of the submission is attached to this CAP response. The results of the Central Registry Check will be provided upon receipt. Barring issues with the OBI Portal, this Provider's human resource designee will continue to ensure there is documented evidence in the personnel record that the Provider 1) submitted information required by the department to complete the Central Registry Check prior to the start date and 2) has documented evidence that the Central Registry Check results were obtained.	2/26/2025

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			<p>OLR) Partially Accepted 02/19/2025</p> <p>No documents were uploaded with the provider response. Please upload verification that Central Registry was submitted and is pending.</p> <p>PR) 02/19/2025</p> <p>Screenshot re-attached</p> <p>OLR) Accepted 02/20/2025</p>	

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12VAC35-105-400. C. - The provider shall submit all information required by the department to complete the criminal history background checks and registry searches.	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that the provider submitted information required by the department to complete the Central Registry Check for Employee #2.	PR) 02/19/2025 A copy of Employee #2's Central Registry Check was in the personnel record at the time of inspection and is attached to this CAP response. Barring issues with the OBI Portal, this Provider's human resource designee will continue to ensure prior to the hire date there is documented evidence in the personnel record that the Provider submitted information required by the department to complete the Central Registry Check. OLR) Partially Accepted 02/19/2025 No documents were uploaded with the provider response. Please upload verification that Central Registry was submitted and is pending. PR) 02/19/2025 Document re-attached OLR) Accepted 02/20/2025	1/19/2025

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12VAC35-105-410. A. (1) - Each employee or contractor shall have a written job description that includes: 1. Job title;	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that Employee #2 had a written job description for their current position that included job title.	PR) 02/19/2025 This Provider will ensure all Employees have accurate written job description to reflect the job title, duties and responsibilities, job title of the immediate supervisor, the minimum knowledge, skills, and abilities, and experience or professional qualifications required for entry level for the position held. To ensure compliance to 12VAC35-105-410A (1-4) and 12VAC35-105-420A and D, this provider's human resource designee will audit the employee chart at hire and every quarter thereafter to confirm there is documented evidence in the personnel records of a signed and accurate job description with the required elements for the position held. The accurate job description for Employee #2 is attached to this CAP response. OLR) Partially Accepted 02/19/2025 No documents were uploaded with the provider response. Please upload current job description for identified employee. PR) 02/19/2025 Document re-attached OLR) Accepted 02/20/2025	1/19/2025

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12VAC35-105-410. A. (2) - Each employee or contractor shall have a written job description that includes: 2. Duties and responsibilities required of the position;	N	<p>StarCity Behavioral Health, LLC</p> <p>This regulation was NOT MET as evidenced by:</p> <p>At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that Employee #2 had a written job description for their current position that included duties and responsibilities of the position.</p>	<p>PR) 02/19/2025</p> <p>This Provider will ensure all Employees have accurate written job description to reflect the job title, duties and responsibilities, job title of the immediate supervisor, the minimum knowledge, skills, and abilities, and experience or professional qualifications required for entry level for the position held. To ensure compliance to 12VAC35-105-410A (1-4) and 12VAC35-105-420A and D, this provider's human resource designee will audit the employee chart at hire and every quarter thereafter to confirm there is documented evidence in the personnel records of a signed and accurate job description with the required elements for the position held. The accurate job description for Employee #2 is attached to this CAP response.</p> <p>OLR) Partially Accepted 02/19/2025</p> <p>No documents were uploaded with the provider response. Please upload current job description for identified employee.</p> <p>PR) 02/19/2025</p> <p>Document re-attached</p> <p>OLR) Accepted 02/20/2025</p>	1/19/2025

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12VAC35-105-410. A. (3) - Each employee or contractor shall have a written job description that includes: 3. Job title of the immediate supervisor;	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that Employee #2 had a written job description for their current position that included job title of the immediate supervisor.	PR) 02/19/2025 This Provider will ensure all Employees have accurate written job description to reflect the job title, duties and responsibilities, job title of the immediate supervisor, the minimum knowledge, skills, and abilities, and experience or professional qualifications required for entry level for the position held. To ensure compliance to 12VAC35-105-410A (1-4) and 12VAC35-105-420A and D, this provider's human resource designee will audit the employee chart at hire and every quarter thereafter to confirm there is documented evidence in the personnel records of a signed and accurate job description with the required elements for the position held. The accurate job description for Employee #2 is attached to this CAP response. OLR) Partially Accepted 02/19/2025 No documents were uploaded with the provider response. Please upload current job description for identified employee. PR) 02/19/2025 Document re-attached OLR) Accepted 02/20/2025	1/19/2025

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12VAC35-105-410. A. (4) - Each employee or contractor shall have a written job description that includes: 4. Minimum knowledge, skills, and abilities, experience or professional qualifications required for entry level as specified in 12VAC35-105-420.	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that Employee #2 had a written job description for their current position that included minimum knowledge, skills, and abilities, experience or professional qualifications required for entry level as specified in 12VAC35-105-420.	PR) 02/19/2025 This Provider will ensure all Employees have accurate written job description to reflect the job title, duties and responsibilities, job title of the immediate supervisor, the minimum knowledge, skills, and abilities, and experience or professional qualifications required for entry level for the position held. To ensure compliance to 12VAC35-105-410A (1-4) and 12VAC35-105-420A and D, this provider's human resource designee will audit the employee chart at hire and every quarter thereafter to confirm there is documented evidence in the personnel records of a signed and accurate job description with the required elements for the position held. The accurate job description for Employee #2 is attached to this CAP response. OLR) Partially Accepted 02/19/2025 No documents were uploaded with the provider response. Please upload current job description for identified employee. PR) 02/19/2025 Document re-attached OLR) Accepted 02/20/2025	1/19/2025

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12VAC35-105-440. (1) - New employees, contractors, volunteers, and students shall be oriented commensurate with their function or job-specific responsibilities within 15 business days. The provider shall document that the orientation covers each of the following policies, procedures, and practices: 1. Objectives and philosophy of the provider;	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that Employee #1 was oriented to the objectives and philosophy of the provider within 15 business days. Employee #1's orientation checklist was dated 1/6/2025, more than 15 business days from the date of hire.	PR) 02/19/2025 This Provider will ensure all Employees have orientation that covers objectives and philosophy of the Provider. To ensure compliance to 12VAC35-105-440 (1), this Provider's human resource designee will require the completion of all orientation requirements regardless of the actual start date of the Employee's direct care assignment. The human resource designee will audit and confirm within 15 days of hire that there is documented evidence in the personnel records of orientation to the Provider's objectives and philosophy. OLR) Accepted 02/19/2025	1/19/2025
12VAC35-105-440. (2) - New employees, contractors, volunteers, and students shall be oriented commensurate with their function or job-specific responsibilities within 15 business days. The provider shall document that the orientation covers each of the following policies, procedures, and practices: 2. Practices of confidentiality including access, duplication, and dissemination of any portion of an individual's record;	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that Employee #1 was oriented to the practices of confidentiality including access, duplication, and dissemination of any portion of an individual's record within 15 business days. Employee #1's orientation checklist was dated 1/6/2025, more than 15 business days from the date of hire.	PR) 02/19/2025 This Provider will ensure all Employees have orientation that covers practices of confidentiality including access, duplication, and dissemination of any portion of an individual's record. To ensure compliance to 12VAC35-105-440 (2), this Provider's human resource designee will require the completion of all orientation requirements regardless of the actual start date of the Employee's direct care assignment. The human resource designee will audit and confirm within 15 days of hire that there is documented evidence in the personnel records of orientation to the practices of confidentiality including access, duplication, and dissemination of any portion of an individual's record. OLR) Accepted 02/19/2025	1/19/2025

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12VAC35-105-440. (3) - New employees, contractors, volunteers, and students shall be oriented commensurate with their function or job-specific responsibilities within 15 business days. The provider shall document that the orientation covers each of the following policies, procedures, and practices: 3. Practices that assure an individual's rights including orientation to human rights regulations;	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that Employee #1 was oriented to the practices that assure an individual's rights including orientation to human rights regulations within 15 business days. Employee #1's orientation checklist was dated 1/6/2025, more than 15 business days from the date of hire.	PR) 02/19/2025 This Provider will ensure all Employees have orientation that covers practices that assure an individual's rights including orientation to human rights regulations. To ensure compliance to 12VAC35-105-440 (3), this Provider's human resource designee will require the completion of all orientation requirements regardless of the actual start date of the Employee's direct care assignment. The human resource designee will audit and confirm within 15 days of hire that there is documented evidence in the personnel records of orientation to the practices that assure an individual's rights including orientation to human rights regulations. OLR) Accepted 02/19/2025	1/19/2025
12VAC35-105-440. (4) - New employees, contractors, volunteers, and students shall be oriented commensurate with their function or job-specific responsibilities within 15 business days. The provider shall document that the orientation covers each of the following policies, procedures, and practices: 4. Applicable personnel policies;	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that Employee #1 was oriented applicable personnel policies within 15 business days. Employee #1's orientation checklist was dated 1/6/2025, more than 15 business days from the date of hire.	PR) 02/19/2025 This Provider will ensure all Employees have orientation that covers applicable personnel policies. To ensure compliance to 12VAC35-105-440 (4), this Provider's human resource designee will require the completion of all orientation requirements regardless of the actual start date of the Employee's direct care assignment. The human resource designee will audit and confirm within 15 days of hire that there is documented evidence in the personnel records of orientation to applicable personnel policies. OLR) Accepted 02/19/2025	1/19/2025

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12VAC35-105-440. (5) - New employees, contractors, volunteers, and students shall be oriented commensurate with their function or job-specific responsibilities within 15 business days. The provider shall document that the orientation covers each of the following policies, procedures, and practices: 5. Emergency preparedness procedures;	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that Employee #1 was oriented to emergency preparedness procedures within 15 business days. Employee #1's orientation checklist was dated 1/6/2025, more than 15 business days from the date of hire.	PR) 02/19/2025 This Provider will ensure all Employees have orientation that covers emergency preparedness procedures. To ensure compliance to 12VAC35-105-440 (5), this Provider's human resource designee will require the completion of all orientation requirements regardless of the actual start date of the Employee's direct care assignment. The human resource designee will audit and confirm within 15 days of the hire date that there is documented evidence in the personnel records of orientation to emergency preparedness procedures. OLR) Accepted 02/19/2025	1/19/2025
12VAC35-105-440. (6) - New employees, contractors, volunteers, and students shall be oriented commensurate with their function or job-specific responsibilities within 15 business days. The provider shall document that the orientation covers each of the following policies, procedures, and practices: 6. Person-centeredness;	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that Employee #1 was oriented to person-centeredness within 15 business days. Employee #1's orientation checklist was dated 1/6/2025, more than 15 business days from the date of hire.	PR) 02/19/2025 This Provider will ensure all Employees have orientation that covers person-centeredness. To ensure compliance to 12VAC35-105-440 (6), this Provider's human resource designee will require completion of all orientation requirements regardless of the actual start date of the Employee's direct care assignment. The human resource designee will audit and confirm within 15 days of hire that there is documented evidence in the personnel records of orientation to person-centeredness. OLR) Accepted 02/19/2025	1/19/2025

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12VAC35-105-440. (7) - New employees, contractors, volunteers, and students shall be oriented commensurate with their function or job-specific responsibilities within 15 business days. The provider shall document that the orientation covers each of the following policies, procedures, and practices: 7. Infection control practices and measures;	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that Employee #1 was oriented to infection control practices and measures within 15 business days. Employee #1's orientation checklist was dated 1/6/2025, more than 15 business days from the date of hire.	PR) 02/19/2025 This Provider will ensure all Employees have orientation that covers infection control practices and measures. To ensure compliance to 12VAC35-105-440 (7), this Provider's human resource designee will require the completion of all orientation requirements regardless of the actual start date of the Employee's direct care assignment. The human resource designee will audit and confirm within 15 days of hire that there is documented evidence in the personnel records of orientation to infection control practices and measures. OLR) Accepted 02/19/2025	1/19/2025
12VAC35-105-440. (8) - New employees, contractors, volunteers, and students shall be oriented commensurate with their function or job-specific responsibilities within 15 business days. The provider shall document that the orientation covers each of the following policies, procedures, and practices: 8. Other policies and procedures that apply to specific positions and specific duties and responsibilities;	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that Employee #1 was oriented to other policies and procedures that apply to specific positions and specific duties and responsibilities within 15 business days. Employee #1's orientation checklist was dated 1/6/2025, more than 15 business days from the date of hire.	PR) 02/19/2025 This Provider will ensure all Employees have orientation that covers other policies and procedures that apply to specific positions and specific duties and responsibilities. To ensure compliance to 12VAC35-105-440 (8), this Provider's human resource designee will require the completion of all orientation requirements regardless of the actual start date of the Employee's direct care assignment. The human resource designee will audit and confirm within 15 days of hire that there is documented evidence in the personnel records of orientation to other policies and procedures that apply to specific positions and specific duties and responsibilities. OLR) Accepted 02/19/2025	1/19/2025

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12VAC35-105-440. (9) - New employees, contractors, volunteers, and students shall be oriented commensurate with their function or job-specific responsibilities within 15 business days. The provider shall document that the orientation covers each of the following policies, procedures, and practices: 9. Serious incident reporting, including when, how, and under what circumstances a serious incident report must be submitted and the consequences of failing to report a serious incident to the department in accordance with this chapter.	N	StarCity Behavioral Health, LLC This regulation was NOT MET as evidenced by: At the time of the inspection on 1/21/2025, there was no documented evidence in the personnel record that Employee #1 was oriented to serious incident reporting, including when, how, and under what circumstances a serious incident report must be submitted and the consequences of failing to report a serious incident to the department in accordance with this chapter within 15 business days. Employee #1's orientation checklist was dated 1/6/2025, more than 15 business days from the date of hire.	PR) 02/19/2025 This Provider will ensure all Employees have orientation that covers serious incident reporting, including when, how, and under what circumstances a serious incident report must be submitted and the consequences of failing to report a serious incident to the department in accordance with the chapter. To ensure compliance to 12VAC35-105-440 (9), this Provider's human resource designee will require the completion of all orientation requirements regardless of the actual start date of the Employee's direct care assignment. The human resource designee will audit and confirm within 15 days of hire that there is documented evidence in the personnel records of orientation to serious incident reporting, including when, how, and under what circumstances a serious incident report must be submitted and the consequences of failing to report a serious incident to the department in accordance with the chapter. OLR) Accepted 02/19/2025	1/19/2025

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<p>General Comments / Recommendations: Please respond to the Licensing Report on or before the due date. Please include any relevant documents as attachments for proof of action taken, as applicable. If you have any questions or concerns, please reach out to me directly. Thank you, Kelly Murphy SA/ SUD Licensing Specialist</p>				
<p>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.</p>				
<p>_____ Kelly Murphy, Licensing Specialist</p>		<p>_____ (Signature of Organization Representative)</p>		<p>_____ Date</p>
<p>C = Substantial Compliance, N = Non Compliance, NS = Non Compliance Systemic, ND = Non Determined</p>				