



CHAMPIONING BETTER GOVERNMENT PERFORMANCE

OSIG NEWS

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OSIG CONDUCTS UNANNOUNCED INSPECTIONS AT 12 DBHDS FACILITIES, BUT REPORTS ON ONLY ONE

The Virginia Office of the State Inspector General (OSIG) performed unannounced inspections at the 12 facilities operated by the Department of Behavioral Health and Developmental Services (DBHDS) to review the quality of services provided and make policy and operational recommendations to prevent problems, abuses and deficiencies. However, OSIG was only able to conclude on the on-site inspection performed at Southeastern Virginia Training Center (SEVTC) because OSIG learned that some DBHDS personnel shared detailed information about the inspections with other facilities.

“As many as 11 of the 12 facilities had advance knowledge of the questions OSIG would be asking and procedures OSIG would use during facility visits,” said State Inspector General Michael C. Westfall. “This action undermined the spirit and intent of unannounced inspections. It also caused the evidence gathered by OSIG during facility inspections to be insufficient for supporting a conclusion.”

OSIG performed physical inspections of the DBHDS facilities, with the focus on the facilities’ ongoing process of adapting to and implementing safety protocols for the protection of staff and patients against the COVID-19 virus. To ensure the safety of patients and staff during the inspections, OSIG inspectors were vigilant by using approved PPE and viewing interior sections of each facility through closed circuit television where possible. OSIG concluded that SEVTC implemented proper safety protocols to protect the patient population and staff.

OSIG also followed-up on prior year unannounced inspections report recommendations. For most recommendations made by OSIG between fiscal years 2016 and 2019, inspectors determined that the actions taken and documentation provided demonstrated that corrective action is complete. These included updating Departmental Instruction 201, which outlines policies and procedures related to reporting and investigating abuse and neglect of individuals receiving services in DBHDS facilities. For the remaining recommendations, OSIG found that corrective action is ongoing and OSIG will review them in future inspections. These include limiting overtime at DBHDS facilities and improving staffing levels at DBHDS facilities.

“OSIG’s inspections are conducted to improve the effectiveness of programs and services and after this year’s experience, OSIG will implement changes to the unannounced inspection process,” said Westfall. “Those changes might include using different objectives and procedures for each facility and inspecting all facilities at the same time.”

OSIG conducts annual unannounced inspections of DBHDS facilities in accordance with *Code of Virginia* § 2.2-309.1. Read Unannounced Inspections of Behavioral Health and Developmental Services Facilities - Calendar Year 2020 [here](#).

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Established in 2012, the Virginia Office of the State Inspector General manages the State Fraud, Waste and Abuse Hotline; conducts investigations and performance audits of state agencies; provides training and standards for the commonwealth’s internal audit programs; and conducts inspections and reviews of Virginia Department of Behavioral Health and Developmental Services-run facilities and programs.