



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: Looking Glass Community Services

Executive Director: Craig Opperman

Program Directors: Maleigha Myers (AYS Director), Caitlin Peoples (RCC Clinical Director), Kirstin London (Director of Runaway and Homeless Youth Services)

Date of Unannounced: 12/10/20

Licensing Coordinator: Todd Cooley

Other Regulatory or Accrediting Agencies: OYA, OHA, Treatment Services and COA

Purpose: Per OAR 413-215-0101 (1) (b) Children’s Care Licensing is required to perform at least one unannounced site visit a year where children in care reside.

| Previous Findings | Repeat Findings Further Action Needed | Comments |
|---|--|---|
| <p>Medication 413-215-0551 (10) Written record of the administration of medication includes: (d) missed doses and (i) medication taken outside facility.</p> | <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> | <ul style="list-style-type: none"> <i>(2019 Unannounced Visits) During the unannounced visit the MARs at SSP were reviewed and found to still contain blanks with no explanation.</i> <p>Unannounced – Management is reviewing the MARs on an ongoing basis for any discrepancies and correcting as necessary.</p> |
| <p>Personnel Files 413-215-0061 (3)(d) Annual performance evaluations.</p> | <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> | <ul style="list-style-type: none"> <i>(2019 Unannounced Visit) During the unannounced visit the personnel files were reviewed, and it was unable to be determined if annual reviews are being consistently done. The files reviewed did have some reviews while others did not. Due to the nature of annual reviews this will have to be evaluated at the next unannounced visit and licensing review.</i> <p>Unannounced – Annual performance reviews are being conducted consistently. Two files were due for a performance evaluation and it had already been noted and managers notified.</p> |

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| Initial Training (HRY/Shelter requirement) 413-215-0726 (1)(h) Report writing. | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> | <p><i>(2019 Unannounced Visit) During the unannounced review this was not reviewed due to the training curriculum being updated and implemented in January 2020. This will be reviewed at the next unannounced visit.</i></p> <p>Unannounced – Three of five files did not have documentation of report writing training.</p> |
| Ongoing Training 413-215-0556(2)(a) Environmental emergencies | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | <ul style="list-style-type: none"> <i>(2019 Unannounced Visit) SSP – One reviewed file did not contain documentation of environmental emergencies, universal precautions, discipline and behavior management training. PGP – Two reviewed files did not contain documentation of environmental emergencies and one reviewed file did not contain documentation of universal precautions</i> <p>Unannounced – All files reviewed were current on all ongoing trainings.</p> |
| Ongoing Training 413-215-0556(2)(b) Universal Precautions | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | <ul style="list-style-type: none"> <i>(2019 Unannounced Visit) SSP – One reviewed file did not contain documentation of environmental emergencies, universal precautions, discipline and behavior management training. PGP – Two reviewed files did not contain documentation of environmental emergencies and one reviewed file did not contain documentation of universal precautions</i> <p>Unannounced – All files reviewed were current on all ongoing trainings.</p> |
| Ongoing Training 413-215-0061(5) Mandatory reporting | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | <ul style="list-style-type: none"> <i>(2019 Unannounced Visit) All reviewed files did not contain documentation of mandatory reporting for 2018.</i> <p>Unannounced – Mandatory reporting was current and being documented in each staff file.</p> |

| New Findings from Site Visit | Comments |
|---|----------|
| There were no new findings identified during the unannounced visit. | |
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Interview Summary

Clients from each of the programs were interviewed. All had the following common statements about the program when asked. They all felt safe in the program and said there were multiple staff they were comfortable talking with if they had any issues or concerns. All of the clients said school was going well and all were either on track or slightly ahead on credits, one working on a GED and one was already graduated and working on applying to community college. Regional Crisis Center and Station 7 clients said food was really good while the clients at Pathway Girls Program/Pathway Boys Program/Parole Revocation Diversion/Stepping Stone Program, which are all housed in the same building, said the food was terrible, and some said they have had better in detention. Even with the dislike of the food, all clients stated they got plenty to eat and had snacks available if they ever got hungry. They all said there is recreation time built into their days and would like more variety, but also understood the limitations with Covid-19 restrictions. Across all programs the clients when asked what Looking Glass could do better did not have any feedback other than one client who felt staff could keep track of client's property better. That client felt some of their items had gone missing several months ago. When asked what they thought the programs did well, all the clients spoke about the staff really caring and not feeling like they were just there for a paycheck. One client also felt staff communicated well and did a good job of keeping clients on track and letting them know what they needed to work on. Another also mentioned staff were good at holding them accountable.

Observations

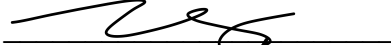
Virtual unannounced visits were conducted at each of the Looking Glass Community Services programs to include the Regional Crisis Center (RCC), Stepping Stones Program (SSP), Pathways Girls Program (PGP), Pathways Boys Program (PBP), Parole Revocation Diversion Program (PRD) and Station 7. A program manager or supervisor was able to conduct a tour of the facilities via Facetime and phone interviews were conducted with youth at each of the programs. Since the last review SSP had moved buildings and is now housed in the same facility as PGP, PBP and PRD. All of the programs appeared clean and in good repair with the exception of one wall in the Regional Crisis Center that was patched with plywood. It was noted the plywood was covering a hole that had been recently kicked in the drywall and a work order had already been submitted to facilities for a permanent repair. There were no concerns noted during the walkthroughs and no licensing violations were noted.

Corrective Actions and Timeframes:

Please submit the following to verify compliance.

Within 45 days of receipt of this report Looking Glass Community Services must submit a letter of verification indicating the agency is in compliance with the specific rules cited above and describing how compliance will be maintained going forward. Along with the letter of verification, the agency must submit any and all specific documentation requested in the body of this report. The letter of verification and any additional requested documents can be emailed directly to todd.cooley@dhsoha.state.or.us or sent by regular mail to the following address:

Department of Human Services
Children's Care Licensing Program
Attn: Todd Cooley
201 High St. SE Suite 500
Salem, OR 97301

Licensing Coordinator's Signature:  Date: 1-4-2021

Manager Review:  Date: 12-18-2020