



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: Lifeworks Zenith Place
Executive Director: Mary Monnat
Program Director(s): Greg Spadafora
Site Manager: Whitney Kusters
Date of Unannounced: December 11, 2020
Licensing Coordinator: Holly Ivey
Other Regulatory or Accrediting Agencies: The Oregon Health Authority

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>Physical Plant 413-215-0046(3)(a) Foster Rights Posted (if children in DHS custody)</p> <ul style="list-style-type: none"> The Foster Rights was not posted at the program. 	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<p>Holly Ivey, Licensing Coordinator, was assisted by Whitney Kusters, Site Manager in conducting a face time call. During the face time call Holly Ivey, observed the Foster Bill of Rights hung at the program, verifying compliance.</p>
<p>Medication Storage and Dispensing 413-215-0746(5) Written record of disposal by 2 staff and includes when and how the medication was disposed.</p> <ul style="list-style-type: none"> The disposal log observed did not have two staff signatures. 	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<p>On 11.25.2020, Whitney Kusters, sent a copy of the Medication Disposal Log in the mail to Holly Ivey. The Medication Disposal Log had two staff signatures verifying compliance.</p>
<p>Personnel Files 413-215-0061(1)(b) & (3)(b) reference checks complete and documented.</p>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<p>Whitney Kusters emailed two reference checks of staff to Holly Ivey on 11.30.2020, which verified compliance.</p>

<ul style="list-style-type: none"> Documentation of reference checks were not found consistently in the files reviewed. 		
<p>Ongoing Training (Staff & Volunteers) 413-215-0726(2)(c) Discipline and behavior management</p> <ul style="list-style-type: none"> The program must train staff annually in behavior management and discipline. It was occurring every two years. 	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Whitney Kusters, emailed certificates of Behavior Management Training for two staff members to Holly Ivey, on 11.20.2020. Whitney Kusters also submitted the programs Plan of Correction which stated, "All staff were trained in ProACT on 5/29/20. ProACT is a three-year certification. In the future all staff will participate in ProACT maintenance/refresher training annually. The training documents, and the Plan of Correction verified compliance.</p>
<p>Child Records 413-215-0741(2)(c) authorization for medical treatment(d) Consent to treat the child with interventions in use at the program. (e) Signed acknowledgment that child is responsible for requesting medication at prescribed times.</p> <ul style="list-style-type: none"> Authorizations for medical treatment, consents for interventions and signed acknowledgements that youth are responsible to request medications were not found consistently in the files reviewed 	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>On 11.25.2020, Whitney Kusters, sent a copy of two updated consents to Holly Ivey, providing verification of the required language. Holly Ivey, verified the consents were in compliance.</p>
<p>Assessment 413-215-0741(2)(f) & 413-215-0731 Assessment (2)(a)-(c) Includes mental health history (including diagnoses and current prescriptions). (3) Statement as to whether child meets eligibility requirements to be admitted to program.</p> <ul style="list-style-type: none"> Mental health history and eligibility documentation was missing on the assessments reviewed. 	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>N/A The program's last Plan of Correction was due 12.6.20. The program staff had not written an assessment with the new form at the time this report was written. On 12.22.20, Holly Ivey, had a phone conversation with Greg Spadafora, Program Manager, who verified the program will be utilizing the example assessment form sent by Licensing. The assessment meets all the requirements per Licensing Rules. Zora House plans to provide a copy of an assessment for Licensing to review.</p>
<p>Service Planning 413-215-0741(2)(g) & 413-215-0736(2)(a) Includes family, staff & other interested parties</p> <p>There was no documentation to verify the above requirement has been met.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>On 11.25.2020, Whitney Kusters, sent a copy of the form used for the Service Plan Meeting which documented attendance. The form had lines for parents, therapists, staff, and others to sign if they attended the treatment meeting. This form will verify participation.</p>

<p><u>Corrective Action Documents Required:</u></p> <p>Fire Marshal Inspection. Due to COVID, if an inspection is still unable to occur, documentation must be given to Licensing regarding efforts made by the program in the last six months to try and schedule one. The program leadership must submit documentation of efforts made to request an inspection over the past six months to Licensing, including copies of any correspondence with the Fire Marshal's office.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>The Fire Marshal Inspection was completed on 11.11.2020, a copy was sent to Holly Ivey, in the mail on 11.25.2020.</p>
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New Findings from Site Visit	Comments
	N/A

Interview Summary
<p>Holly Ivey, Licensing Coordinator, was assisted by Whitney Kusters, Site Manager, in conducting an unannounced face time call due to the pandemic, and the Governor's Stay at Home recommendations. The face time call consisted of the following: a walk-through of the program, vehicle inspection, and an interview of a youth in the program. There were no concerns about the program identified in the youth interview. The youth reported things were going pretty good for her in the program. She stated staff was easy to communicate with and helpful to her. The staff would go the extra mile for youth. She reported there was always plenty of food available. She was always able to contact family while being in the program. She stated she has always felt safe in the program.</p>

Observations

The program was observed to be clean and in good repair. The youth that were at the program that day seemed to be at ease and appeared to be comfortable in the setting.

Corrective Actions and Timeframes:

Please submit the following to verify compliance.

Within 45 days of receipt of this report **Lifeworks Zenith Place**, 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 Holly.r.ivey@state.or.us or sent by regular mail to the following address:

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

Licensing Coordinator's Signature:  Date: 1-13-2020

Manager Review:  Date: 1-13-2020