



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: The Boys and Girls Aid Society of Oregon

President & CEO: Suzan Huntington

Program Director(s):

Vera Stoulil	- Vice President of Programs and Government Affairs
Andrea Logan Sanders	- Vice President of Services and Licensing
Michelle Ottaviano	- Program Services Administrator for Seneca and STEP
Diane Brandsma	- Program Director at Seneca House
Drew Williamson	- Director of Shelter and Housing Services
Elisa Ruiz-Hom	- Program Coordinator at the Safe Place Shelter
Monica Ford	- Program Director at The Nest
Nicole Liliberte	- Program Coordinator at The Nest

Date of Unannounced: December 15, 2020

Licensing Coordinator: Tom Heidt

Other Regulatory or Accrediting Agencies:

Department of Human Services
US Department of HHS Administration for Children and Families - FYSB
Clackamas County Juvenile Department
Multnomah County Department of Community Justice
Washington County Juvenile Department
City of Beaverton Community Development
Washington County Office of Community Development

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>413-215-0581 Information About Children in Care (1) (e) (C) (D) On each child’s summary sheet, Boys and Girls Aid must include the name and contact information of professionals and other persons who are identified as being significant to the child.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	
<p>413-215-0581 Information About Children in Care (1) (f) Boys and Girls Aid must ensure that each parent or guardian receives and acknowledges in writing the receipt of all the required consents, disclosures, and authorizations.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	

413-215-0541 Residential Care Agencies: Safety (3) (a) The Nest must conduct monthly unannounced evacuation drills.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
413-215-0581 Information About Children in Care (2) (b) (d) (e) (A) (C) Service plans at The Nest must be completed within the required timeframes.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	

New Findings from Site Visit	Comments
413-215-0561 Minimum Staffing Requirements (2) (b) During normal sleeping hours, the minimum staffing requirement is one awake direct care staff on duty in the facility for each 10 children in care.	BGAID has had difficulty filling the overnight position at The Nest. When day staff cover the position, they have been allowed to sleep while the two clients are asleep in their room with an alarm on each of their bedroom doors.

Interview Summary

I interviewed two youth at the Safe Center. The 17 year old female had been in the program for one month and she really enjoyed it. She said staff there were like family and described them as super nice and comforting. She has fun going on outings such as bowling and to see Christmas lights. They also help with school. She said the food was good and that they give options. The 19 year old male has been in the program for ten months, which is highly unusual. He is undocumented and came into the program just before COVID-19 hit. He has an immigration attorney who is working on his case, but the courts have not been processing anything during the pandemic so he has been stuck in limbo and unable to work. He said some staff are respectful, but expressed frustration with some others for being on their phone at work, cussing, and being bad drivers. He said he doesn't want to go to college as he feels he is smarter than the teachers. To bide his time, he is writing a book and says he has 140 inventions. Neither youth knew what to do if they had a complaint or wanted to file a grievance. I spoke to the Program Coordinator about this. It is explained at intake, but that is often an overwhelming time for the youth so staff remind the youth of the process.

I interviewed 13 and 17 year old youths at the Seneca House. The girls expressed that they felt safe in the program. One said the staff were good and the other said she trusted staff. They both felt the program was too restrictive. One cited the schedule being too structured and the other said staff are too strict regarding the internet. They described the food as being okay. No concerns were noted.

The two children at The Nest were not interviewed. One was gone and the other was leaving as I arrived.

Staff are doing all they can to meet the needs of the kids during the pandemic. COVID-19 has been in all three programs. This has impacted staffing and added the stress that staff are putting their health on the line every day they come to work. Census is down in the programs. The kids don't seem as concerned about becoming infected and they all said staff are doing a good job following COVID protocols.

Observations

The physical plant in all the programs looked great. Everything was clean and in good repair. The Nest could use some paint in the playroom. The Safe Place was nicely decorated for the holidays and the girls at Seneca were all singing together during my visit. Staff were wearing masks in the three programs. The interactions I observed between staff and youth were all appropriate.

Corrective Actions and Timeframes:

Please submit the following to verify compliance.

Within 45 days of receipt of this report the Boys and Girls Aid Society of Oregon 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 or sent by regular mail to the following address:

Tom Heidt, Licensing Coordinator
Department of Human Services
Children's Care Licensing Program
201 High Street SE, Suite 500
Salem, Oregon 97301
Phone: 503-373-2062
E-Mail: Tom.Heidt@DHSOHA.State.OR.US

Licensing Coordinator's Signature: Tom Heidt

Date: 1-7-2020

Manager Review: H. Gilre

Date: 1-5-2021