



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: Hearts with a Mission

Executive Director: Kevin Lamson

Program Director(s): Sharon Rush

Date of Unannounced: 5-4-2021

Licensing Coordinator: Irvin Minten

Other Regulatory or Accrediting Agencies: DHS Treatment Services

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
413-215-0056(b)(B) Licensing Umbrella Rules: Policies and Procedures. The program did not have a written policy and procedure on critical events and what situations require the writing of a critical event report.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	The program has created a written policy and procedure on critical events and what situations require the writing of a critical event report. The program has also created separate incident report and critical event forms in their electronic system. The program’s critical event form also contains the definition of a critical event and some common examples of such.

The program also did not note on their incident reports whether the report met the definition of a critical event.		
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New Findings from Site Visit	Comments	
There were not any new findings noted at the time of the unannounced site review.	Please note that the unannounced review occurred only at the Medford location. This is because as of February 1, 2021, the Grants Pass shelter began accepting only those into the program who were at least 18 years of age. Since the Grants Pass shelter is no longer accepting individuals under the age of 18, the Grants Pass shelter no longer needs to be licensed by the Children’s Care Licensing Program.	

Recommendations: Currently, when a youth enrolled in the program goes on a day or overnight pass, and the youth is taking prescribed medication, the youth or the youth’s parent or legal guardian is given the youth’s prescription bottle of remaining medications to take with them. It is recommended that this process be modified so that when a youth enrolled in the program goes on a day or overnight pass, and the youth is taking prescribed medication, the youth’s parent/guardian, or other adult who the youth is visiting, be given only the amount of prescribed medication they will need during their day or overnight pass. Medications provided for youth who will be away from the program should be packed in a separate container for each individual medication and labeled in accordance with the physician’s original prescription, including the name of the medication, the dose and the time of administration. A paper copy of the physician’s prescriptions and information about possible side effects and drug interactions should also be provided to the adult a youth is visiting.

Interview Summary


During the unannounced site review, a significant amount of individual conversation took place with Kevin Lamson, Executive Director of HWAM; Bill Hague, Program Manager; Will Young, Youth and Family Services Director; and Brian Wenzel, Case Manager. In addition, 3 youth and 1 line staff were randomly selected and interviewed. During individual interviews with the 3 youth, neither of the youth reported they would change anything about the program, and all the youth reported they felt the staff were well trained. All 3 youth also reported the staff did a good job of making them feel welcome and they all felt the staff cared about them, as each of the staff did a good job of connecting with and getting to know them. The youth also reported the program was teaching them valuable skills, especially in the areas of improving their skills to manage their emotions and communicating with others, and one of the youth appreciated how the program was assisting him in searching for and gaining employment. The youth also stated they could call people who supported and cared about them whenever they wanted.

In interview with the HWAM line staff, she had a clear understanding of the program's mission and core values and stated that HWAM was a great place to work. She also stated that she feels valued and appreciated since her supervisor and managers have told her in the past how much they appreciate her work. She also reported that she felt well trained, and she was able to articulate the program's suicide prevention and behavior management protocols. She also stated the best part of her job was working with the youth and seeing them make positive changes over time, and she appreciated how the program's all-staff meetings regularly included a valuable training.

Observations

During walkthrough of the program, it was found to be well maintained and in good repair. The living areas were comfortable, inviting, and well decorated, and at several areas throughout the program contained multiple framed paintings completed by current and former youth at the program. There was also a good deal of healthy snacks and other foods accessible to the youth.

If you have any questions, please feel free to contact Irvin Minten by email at Irvin.minten@dshoha.state.or.us or by phone at 503/428-1355.

Licensing Coordinator's Signature:  Date: 05-21-2021

Manager Review:  Date: 5-7-2021