



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: MWVCAA Taylor's House

Executive Director: Jimmy Jones

Program Director(s): Tricia Frizzell

Date of Unannounced: 10/25/2021

Licensing Coordinator: Mary Torres

Other Regulatory or Accrediting Agencies: Oregon Department of Human Services, Child Welfare - 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 from May 2021	Repeat Findings Further Action Needed	Comments
<p>New Employee Orientation (30 days) 413-215-0061(4)</p> <ul style="list-style-type: none"> (a) Agency policies and procedures (b) Ethical and professional guidelines (c) Organizational lines of authority (d) Attributes of population served (e) & (5)(a) to (c) Mandatory reporting that includes: <ul style="list-style-type: none"> (a) legal definition of child abuse ORS 419B.005, Oregon Laws 2016, chapter 106, section 36 (b) legal responsibility to immediately report (c) legal responsibility to report is personal to the employee (f) Privacy laws (g) Emergency procedures 	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Complete employee files were unavailable at the time of this unannounced visit. The program was able to demonstrate the reformatted training log implemented to ensure efficient documentation of training moving forward. The implementation of this form will be confirmed during subsequent on-site visits.</p>

<p>Reviewed two files of employees hired within the last two years. One file had documentation of orientation training that included all required training except emergency procedures. The second file did not have any documentation of orientation training.</p>		
<p>Initial Training (Must be completed before staff is alone with youth) 413-215-0726 (1)</p> <ul style="list-style-type: none"> (a) Completion of agency's orientation (b) Understanding of supervision structure (c) Understanding of behavior management policies (d) Understanding of presenting issues of the youth served (e) Safety procedures (f) Sanitation procedures (g) First aid kit contents and use (h) Report writing (i) CPR and First Aid (j) Crisis intervention training <p>Reviewed two files of employees hired within the last two years. One file had documentation of initial training that was thorough and included all required training. The second file did not have any documentation of initial training.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Complete employee files were unavailable at the time of this unannounced visit. The program was able to demonstrate the reformatted training log implemented to ensure efficient documentation of training moving forward. The implementation of this form will be confirmed during subsequent on-site visits.</p>
<p>Client Files 413-215-0741</p> <ul style="list-style-type: none"> (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>One of the five files reviewed did not have a signed document which contained all of the following: authorization for medical treatment, consent to treat with interventions used at the program and acknowledgment child is</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>A new intake form has been created to ensure accountability for all required documents and signatures. The implementation of this form will be confirmed during subsequent on-site visits.</p>

responsible for requesting medication at prescribed times.		
<p>Admissions and Assessments 413-215-0731</p> <p>(3) Statement as to whether child meets eligibility requirements to be admitted to program.</p> <p>No clear statement on intake documents stating youth meets eligibility requirements for DHS youth.</p>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Statement added to call log in addition to the BRS packet.
<p>Service Planning 413-215-0736</p> <p>(2)(a) Includes family, staff & other interested parties</p> <p>(3) Reasonable effort to involve family within 72 hours when possible</p> <p>No documentation of efforts to include other parties in service planning. Each service plan only listed name of employee creating the service plan.</p> <p>Majority of reviewed files did not have clear documentation of efforts to involve the family within 72 hours.</p>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<p>Form updated to provide additional space for other parties involved in service planning.</p> <p>Efforts to involve family occurs at the time of intake, but a separate form was created to document these efforts.</p>

New Findings from Site Visit	Comments
No new findings from this unannounced visit	

Interview Summary

At the time of the on-site visit, two direct care staff and the program's director were present. The program is currently serving two youth who were at school during this time. An attempt to interview youth at a later time was unsuccessful due to youth availability.

The following information was gathered during the course of the tour in conversations with the above personnel.

- Youth attend a regular school setting within their own community. Staff transport youth as arranging bus transportation is a difficult and lengthy process.
- The program has surveillance with approximately 23 different cameras located on the inside and outside of the program.
- Each youth is assigned a coach who is the youth's point of contact throughout the week. Youth meet with their case managers once a week or as needed.
- The program is looking to obtain more locked storage areas for youth to secure their belongings. This would allow youth to access their things without having to request access by staff. Items considered contraband or of value will still be secured by staff in a separate area of the home that only staff would be able to retrieve for youth upon request.
- The facility is a hands-off program. The de-escalation system used by staff is ProAct.
- Room searches/checks are unannounced and are usually conducted while the youth is not present to prevent conflict. The youth is informed of the search upon return and is advised of any confiscated item(s).
- Electrical updates were recently completed and a new generator was installed.
- A new Assistant Program Director was hired over the summer. This staff person will be compiling and documenting staff training.
- The program uses an evidence and strength-based curriculum called One Circle that integrates relational theory, resiliency practices and skills training for pre-teens and adolescents to build capacities and find innate value.
- The program has and plans to continue adding components to the bedrooms where youth can personalize their space. Items recently added were hooks for clothing and blackboard messaging boards. Currently the rooms are all a neutral color.

In conversation, there was reference to an evaluation completed on Taylor's House. This evaluation was made available to Licensing to review. In summary, in the summer of 2021, the program hired an independent third-party company to evaluate whether the program's operations aligned with best and emerging practices nationally. Biweekly conversations were held with leadership, interviews were conducted with local stakeholders and focus groups were held with staff members and youth. In addition, staff surveys were completed and the program's policies and procedures were reviewed. In the end, areas for improvement included staffing, safety and youth voice and input. At the conclusion, the evaluator's overall impression of Taylor's House was positive.

Observations

The residence was found to be clean and organized.

Staff were observed practicing good COVID precautions taking temperatures of visitors and incoming staff.

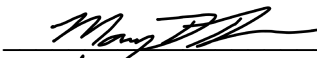
Visitors as asked to sign a confidentiality statement upon arriving on site.


Corrective Actions and Timeframes:

Please submit the following to verify compliance.

Within 45 days of receipt of this report Mid-Willamette Valley Community Action Agency 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 Mary Torres at mary.torres@dhsoha.state.or.us or sent by regular mail to the following address:

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

Licensing Coordinator's Signature:  Date: 11/10/2021

Manager Review:  Date: 11-10-2021