



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: Jackson Street Shelter

Executive Director: Ann Craig

Program Director(s): Kendra Phillips-Neal

Date of Unannounced: November 10, 2021

Licensing Coordinator: Holly Ivey and Robin DuVal

Other Regulatory or Accrediting Agencies: ODHS 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
<p>Documents as indicated on the form titled “Renewal Licensing Required Documents” Supplemental Information Provided by CCA Documents as indicated on the form titled “Renewal Licensing Required Documents” 413-215-0081 The agency must submit to the Licensing Coordinator, verification of adequate fire, auto and liability insurance: \$1 million each occurrence, \$3 million aggregate.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>413-215-0081 The agency must submit to the Licensing Coordinator, verification of adequate fire, auto and liability insurance: \$1 million each occurrence, \$3 million aggregate.</p> <ul style="list-style-type: none"> The agency sent proof of adequate insurance via email on August 31, 2021, to Holly Ivey, Licensing Coordinator.
<p>All required policies and procedures as identified in the “Umbrella Rules” Supplemental Information Provided by CCA All required policies and procedures as identified in the “Umbrella Rules” Some of the policies submitted did not have all the required information per Licensing Rule requirements. See details on last page of licensing report.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>All required policies and procedures as identified in the “Umbrella Rules” Supplemental Information Provided by CCA All required policies and procedures as identified in the “Umbrella Rules” Some of the policies submitted did not have all the required information include per Licensing Rule requirements.</p> <ul style="list-style-type: none"> The agency revised policies as part of their Plan of Correction from the last site inspection.

<p>All required policies and procedures as identified in "Agency Type Specific Rules" Supplemental Information Provided by CCA All required policies and procedures as identified in "Agency Type Specific Rules" Some of the policies submitted did not have all the required information include per Licensing Rule requirements. See details on last page of licensing report.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>All required policies and procedures as identified in "Agency Type Specific Rules" Supplemental Information Provided by CCA All required policies and procedures as identified in "Agency Type Specific Rules" Some of the policies submitted did not have all the required information include per Licensing Rule requirements.</p> <ul style="list-style-type: none"> The agency revised policies as part of their Plan of Correction from the last site inspection.
<p>413-215-0756 Grouping (1) A child-caring agency must have and follow written policies regarding the grouping of children in care. (2) Except as provided in section (3) of this rule, an agency must place children in care in groups based on the following factors: (a) Age. (b) Developmental level. (c) Physical maturity. (d) Social maturity. (e) Behavioral functioning. (f) Cognitive level. (g) Medical concerns. (h) Individual needs.</p> <ul style="list-style-type: none"> The above stated requirements must be added to the agencies policies. 	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>413-215-0756 Grouping (1) A child-caring agency must have and follow written policies regarding the grouping of children in care. (2) Except as provided in section (3) of this rule, an agency must place children in care in groups based on the following factors: (a) Age. (b) Developmental level. (c) Physical maturity. (d) Social maturity. (e) Behavioral functioning. (f) Cognitive level. (g) Medical concerns. (h) Individual needs.</p> <ul style="list-style-type: none"> As part of the Plan of Correction the agency revised a policy to include the information listed above and submitted it to Holly Ivey, Licensing Coordinator.
<p>Safety - Building Requirements 413-215-0761(6) (b)(B) Clean and in good repair. The following required repair:</p> <ul style="list-style-type: none"> Some walls were requiring touch up paint in small areas throughout the house, including around door frames. Small amounts of pinkish brown discoloration found above the showers. Some black discoloration was found on the caulking around the outside and inside of the showers. A screen in an upstairs window was bent and popped partially out needing to be fixed. 	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Safety - Building Requirements 413-215-0761(6) (b)(B) Clean and in good repair. The following required repair:</p> <ul style="list-style-type: none"> Some walls were requiring touch up paint in small areas throughout the house, including around door frames. (REPEAT FINDING) Small amounts of pinkish brown discoloration found above the showers. (Found to be in compliance, November 10, 2021) Some black discoloration was found on the caulking around the outside and inside of the showers. (Found to be in compliance, November 10, 2021) A screen in an upstairs window was bent and popped partially out needing to be fixed. (Found to be in compliance, November 10, 2021) <p>The house is still needing touch up paint to occur in small areas throughout. The agency will have it professionally painted after the Albany Site is complete. (REPEAT FINDING)</p>
<p>Personnel Files 413-215-0061(1)(b) & (3)(b) reference checks complete and documented (1)(a) & (3)(c) Background check was completed and documented. <i>Reference Checks:</i></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Personnel Files 413-215-0061(1)(b) & (3)(b) reference checks complete and documented (1)(a) & (3)(c) Background check was completed and documented.</p> <ul style="list-style-type: none"> In the personnel files reviewed the agency was in compliance with the above stated requirements.

<ul style="list-style-type: none"> Some personnel files were missing verification of reference checks being completed. <p>Background Checks:</p> <ul style="list-style-type: none"> In reviewing the personnel files, some of the background check dates indicated there was delay in initiating them from date of hire. Background checks must be initiated prior to, or at date of hire. <p>Two background checks were run on Oregon's previous background check system and did not have documentation of the final determination in the personnel file.</p>		
<p>New Employee Orientation (30 days) 413-215-0061(4) (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:(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> <ul style="list-style-type: none"> The personnel files were missing verification of the above stated orientation trainings which are required to occur within 30 days of hire. 	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>New Employee Orientation (30 days) 413-215-0061(4) (b) Ethical and professional guidelines(c) Organizational lines of authority(d) Attributes of population served(e) & (5)(a) to (c) Mandatory reporting that includes:(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 (g) Emergency procedures</p> <ul style="list-style-type: none"> The personnel files reviewed November 10, 2021, were missing documentation verifying that employees had been trained in most of the subject areas listed above. REPEAT FINDING Files did contain documentation of staff training in policies and procedures and privacy laws.
<p>Staffing Requirements 413-215-0721Staff (at least one for each shift) has been trained in non-violent crisis intervention</p> <ul style="list-style-type: none"> The personnel files were missing verification of the above stated requirements. 	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Staffing Requirements 413-215-0721Staff (at least one for each shift) has been trained in non-violent crisis intervention</p> <ul style="list-style-type: none"> The personnel files reviewed November 10, 2021, were missing documentation of staff training in non-violent crisis intervention. REPEAT FINDING.
<p>Staffing Requirements 413-215-0721 Initial Training (Must be completed before staff is alone with youth) 413-215-0726 (1) (a) Completion of agency's orientation(b) Understanding of supervision structure(c)</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Staffing Requirements 413-215-0721 Initial Training (Must be completed before staff is alone with youth) 413-215-0726 (1) (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(e)</p>

<p>Understanding of behavior management policies(d) Understanding of presenting issues of the youth served(e) Safety procedures(e) Safety procedures(f) Sanitation procedures(f) Sanitation procedures(g) First aid kit contents and use(h) Report writing(i) CPR and First Aid(j) Crisis intervention training</p> <ul style="list-style-type: none"> The personnel files were missing verification of staff having received the above stated trainings. 		<p>Safety procedures(f) Sanitation procedures(f) Sanitation procedures(h) Report writing(j) Crisis intervention training The personnel files were missing verification of staff having received the above stated trainings</p> <ul style="list-style-type: none"> The personnel files reviewed November 10, 2021, were missing verification of training in most of the subject areas listed above. REPEAT FINDING. Files did have documentation of training in 1st aid kit contents and CPR/1st aid..
<p>Staffing Requirements 413-215-0721 Ongoing Training (Staff & Volunteers) 413-215-0726(2)(a) Confidentiality413-215-0726(2)(b) Universal precautions413-215-0726(2)(c) Discipline and behavior management413-215-0726(3) Training in CPR/First Aid sufficient to retain current certification413-215-0726(4) Staff working with food must possess a food handler's card413-215-0061(5) Mandatory reporting that includes: 413-215-0761(3)(b) Employees transporting children meet the driver requirements (current driver's license, and training for 15+ passenger vans if applicable)</p> <ul style="list-style-type: none"> Verification of the above required annual trainings was not consistently found in the personnel files. CPR First Aid cards were not consistently found in files. Some files lacked copies of staff's driver's license, and signatures verifying staff were able to drive youth in their personal vehicles. 	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Staffing Requirements 413-215-0721 Ongoing Training (Staff & Volunteers) 413-215-0726(2)(a) Confidentiality413-215-0726(2)(b) Universal precautions413-215-0726(2)(c) Discipline and behavior management413-215-0726(3) Training in CPR/First Aid sufficient to retain current certification413-215-0726(4) Staff working with food must possess a food handler's card413-215-0061(5) Mandatory reporting that includes: 413-215-0761(3)(b) Employees transporting children meet the driver requirements (current driver's license, and training for 15+ passenger vans if applicable)</p> <ul style="list-style-type: none"> The personnel files reviewed November 10, 2021, were missing documentation of training in the subjects listed above. REPEAT FINDING.
<p>Child Records 413-215-0741(2) (h) Documentation of child's illness and injuries and follow up by program The youth files did not have this documentation</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Child Records 413-215-0741(2) (h) Documentation of child's illness and injuries and follow up by program.</p> <ul style="list-style-type: none"> On November 10, 2021, youth records were reviewed, and Licensing found documentation verifying the agency was in compliance with the above requirement.
<p>Service Planning 413-215-0741(2)(g) &413-215-0736(2)(a) Includes family, staff & other interested parties</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Service Planning 413-215-0741(2)(g) &413-215-0736(2)(a) Includes family, staff & other interested parties.</p>

<ul style="list-style-type: none"> The youth files did not have verification of the above parties' participation in planning or, in lieu of participation, documentation of attempts to involve the identified parties. 		<ul style="list-style-type: none"> Licensing was unable to verify through the documentation in the youth files that the above requirement was met. REPEAT FINDING.
<p>413-215-0091 Licensing Umbrella Rules: Responsibilities of Licensees (Amended 1/1/19) A licensee is responsible to do all of the following: (11) Notify the Department in the following circumstances: (b) Within one business day if a critical event occurs. As used in this section, "critical event" means a significant event occurring in the operation of a child-caring agency that is considered likely to cause complaints, generate concerns, or come to the attention of the media, law enforcement agencies, first responders, Child Protective Services, or other regulatory agencies. Compliance with this notification requirement does not satisfy mandatory child abuse reporting requirements under ORS 419B.005 to 419B.045.</p> <ul style="list-style-type: none"> Two critical incidences were found, that were not reported to Licensing. The agency must report all critical events to Licensing per the above stated timeline. It was unclear from documentation if the agency reported a critical event where a child was given the wrong dosage of melatonin into the Child Abuse Hotline, as it was not on the incident report. 	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>413-215-0091 Licensing Umbrella Rules: Responsibilities of Licensees (Amended 1/1/19) A licensee is responsible to do all of the following: (11) Notify the Department in the following circumstances: (b) Within one business day if a critical event occurs. As used in this section, "critical event" means a significant event occurring in the operation of a child-caring agency that is considered likely to cause complaints, generate concerns, or come to the attention of the media, law enforcement agencies, first responders, Child Protective Services, or other regulatory agencies. Compliance with this notification requirement does not satisfy mandatory child abuse reporting requirements under ORS 419B.005 to 419B.045.</p> <ul style="list-style-type: none"> Licensing reviewed the agencies incident reports which verified the following information: Licensing must be notified within one business day of a critical event with a box to check if one occurs. There hadn't been any critical events since the last Licensing Review.

New Findings from Site Visit	Comments
<p>Safety - Building Requirements 413-215-0761(6) (b)(B) Clean and in good repair. The following required repair:</p>	<p>The site had the following maintenance issues:</p> <ul style="list-style-type: none"> A light cover in the upstairs boy's bathroom was missing. The area around the shower and floorboards near the shower were dirty. The game closet door in the dinning room was off its hinges.

Interview Summary

Holly Ivey, and Robin Duval, DHS Licensing Coordinators, walked through the Corvallis facility lead by a staff of the program. An unannounced inspection was not conducted at the Albany facility, as it had been under construction for months prior to the unannounced inspection. The only youth that was present in the Corvallis Site that day was interviewed privately by the two Licensing Coordinators.

Below are the youth comments from the interview:

- When the youth was asked, what he liked best about the program he stated, "He liked how he was treated by youth and staff at the program, he felt respected by staff, and he got to socialize."
- When the youth was asked, how the food was at the program and if he got enough food to eat, he stated, "The staff let the youth choose what they want to eat, he always gets enough to eat, and snacks were always available."
- When the youth was asked what he would change about the program, he stated, "The youth would be a little cleaner, youth get reminded of hygiene sometimes".
- The youth reported that he gets private phone calls with people on his approved contact list.
- The youth reported feeling safe in the program.

Observations

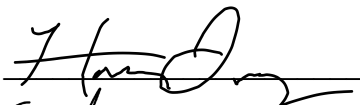
The facility appeared to be clean and in good repair , with the exception of the maintenance issues noted above. One youth and some staff were observed at the time of the review, the youth appeared to be comfortable and at ease in the program.

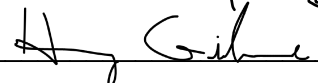
Corrective Actions and Timeframes:

Please submit the following to verify compliance.

Within 45 days of receipt of this report **Jackson Street Shelter**, 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@dhs.oha.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: 12-4-2021

Manager Review:  Date: 12-2-2021