



**Licensed Child Caring Agency Unannounced Site Visit Report  
Homeless/Runaway/Transitional Living Shelters**

**Licensee:** Looking Glass Community Services  
**Executive Director:** Craig Opperman  
**Program Director(s):** Maleigha Myers  
**Date of Unannounced:** 12.16.2021  
**Licensing Coordinator:** Aubrey Kelly  
**Other Regulatory or Accrediting Agencies:** Child welfare

**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: License Renewal 06-15-2021	Repeat Findings Further Action Needed	Comments
413-215-0761(6) (c)(A)(vi) adequate ventilation: <ul style="list-style-type: none"> <li>Main floor bathroom/shower near the kitchen had signs of black mold or mildew on the ceiling.</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	The bathroom/shower was clean and no black mold or mildew on the ceiling. No further action required.
413-215-0061(1)(b) & (3)(b) reference checks complete and documented: <ul style="list-style-type: none"> <li>One of the reviewed files was missing reference checks</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
413-215-0061(1)(a) & (3)(c) Background check was completed and documented: <ul style="list-style-type: none"> <li>One of the reviewed files did not have an updated background check after employee promoted.</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
413-215-0061(3)(d) Annual performance evaluations:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.

<ul style="list-style-type: none"> <li>Annual performance evaluation not on file for employee who has worked for LGCS over one year (<b>repeat finding</b>)</li> </ul>		
<p>413-215-0061(3)(h) Current job description (1)Employee meets minimum qualifications stated in current job description:</p> <ul style="list-style-type: none"> <li>One of the reviewed files did not have a current job description matching the employee's position.</li> </ul>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Current job descriptions were missing from two files reviewed. The program shall ensure current job descriptions are placed in each's staff personnel file.
<p>413-215-0061(4)(a) Agency policies and procedures:</p> <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of some or all New Employee Orientation Training except for Privacy Laws.</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
<p>413-215-0061(4)(b) Ethical and professional guidelines:</p> <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of some or all New Employee Orientation Training except for Privacy Laws.</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
<p>413-215-0061(4)(c) Organizational lines of authority:</p> <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of some or all New Employee Orientation Training except for Privacy Laws.</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
<p>413-215-0061(4)(d) Attributes of population served:</p> <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of some or all New Employee Orientation Training except for Privacy Laws.</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
<p>413-215-0061(4)(e) &amp; (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</p>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.

<p>(c) legal responsibility to report is personal to the employee.</p> <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of some or all New Employee Orientation Training except for Privacy Laws. <b>(repeat finding for Mandatory Reporter training)</b></li> </ul>		
<p>413-215-0726 (1)(a) Completion of agency's orientation:</p> <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of all areas of Initial Training</li> </ul>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Files reviewed contained the required documentation.</p>
<p>413-215-0726(1)(b) Understanding of supervision structure:</p> <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of all areas of Initial Training</li> </ul>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Files reviewed contained the required documentation.</p>
<p>413-215-0726(1)(c) Understanding of behavior management policies:</p> <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of all areas of Initial Training</li> </ul>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Files reviewed contained the required documentation.</p>
<p>413-215-0726(1)(d) Understanding of presenting issues of the youth served:</p> <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of all areas of Initial Training</li> </ul>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Files reviewed contained the required documentation.</p>
<p>413-215-0726(1)(e) Safety procedures:</p> <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of all areas of Initial Training</li> </ul>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Files reviewed contained the required documentation.</p>
<p>413-215-0726(1)(f) Sanitation procedures:</p> <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of all areas of Initial Training</li> </ul>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Files reviewed contained the required documentation.</p>

413-215-0726(1)(g) First aid kit contents and use:  <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of all areas of Initial Training</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
413-215-0726(1)(h) Report writing:  <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of all areas of Initial Training (<b>repeat finding for Report Writing</b>)</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
413-215-0726(1)(i) CPR and First Aid:  <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of all areas of Initial Training</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
413-215-0726(1)(j) Crisis intervention training:  <ul style="list-style-type: none"> <li>Half of the reviewed files were missing documentation of all areas of Initial Training</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
413-215-0726(2)(a) Confidentiality:  <ul style="list-style-type: none"> <li>Reviewed files were missing documentation of these required trainings: -Confidentiality (<b>repeat finding</b>)</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
413-215-0726(2)(b) Universal precautions:  <ul style="list-style-type: none"> <li>Reviewed files were missing documentation of these required trainings. -Universal Precautions (<b>repeat finding</b>)</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
413-215-0726(2)(c) Discipline and behavior management:  <ul style="list-style-type: none"> <li>Reviewed files were missing documentation of these required trainings. -Discipline and Behavior Management</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
413-215-0726(3) Training in CPR/First Aid sufficient to retain current certification:  <ul style="list-style-type: none"> <li>Reviewed files were missing documentation of these required trainings. -One file had expired CPR certification (6/20/20)</li> </ul>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.

<p>413-215-0061(5) 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</p> <ul style="list-style-type: none"> <li>Reviewed files were missing documentation of these required trainings:  -Files only contained 2021 Mandatory Reporter training, but nothing for previous years.</li> </ul>	<b>Yes</b> <input type="checkbox"/> <b>No</b> <input checked="" type="checkbox"/>	Files reviewed contained the required documentation.
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New Findings from Site Visit	Comments
None	

Interview Summary
Client: They are 16 yo and been at the program for 6 days. They have been able to shower and staff are helping them learn how to take care of their hair. Staff are really nice, they like everyone. The other residents are nice. They feel safe at the program and if they didn't, there are staff they can go to. The food is really good.



Observations
The program was in good condition. The house was decorated for Christmas.

**Corrective Actions and Timeframes:**

Please submit the following to verify compliance.

Within 45 days of receipt of this report **Looking Glass Community Services** 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 **Aubrey Kelly** at [AUBREY.J.KELLY@dhsosha.state.or.us](mailto:AUBREY.J.KELLY@dhsosha.state.or.us) or sent by regular mail to the following address:

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

Licensing Coordinator's Signature:  Date: 02-08-2022  
Manager Review:  Date: 1-20-2022