



Licensed Child Caring Agency Site Visit Re-licensing Report Homeless/Runaway/Transitional Living Shelters

Licensee: Lifeworks Northwest

Executive Director: Mary Monnat

Program Director: Greg Spadafora

Other Regulatory or Accrediting Agencies: The Oregon Health Authority

Board Chairperson: Abby Weast

Date of site visit: 2/03/2022

Licensing Coordinator: Ed Wyller, assisted by Holly Ivey

Program Compliance: The program was found to be compliant or will be compliant with OAR 413-215-0001 to 413-215-0131, Licensing Umbrella Rules, and OAR 413-215-0701 to 413-215-0766, Licensing Homeless, Runaway, and Transitional Living Shelters Rules. Personnel records were reviewed and compliance with required background checks was documented for employees in all programs.

Program Description(s): Zenith RTH is a Young Adult Transition (YAT) program that provides services to youth and young adult clients who are experiencing severe and persistent mental illness and behavioral problems. The services provided include medication management, individual and group counseling, and skills training.

Program type and services: Homeless Runaway Transitional Living Shelter License, the program is a Young Adult Transition program. The services provided include medication management, individual and group counseling, and skills training.

Capacity and Age Range: 5 young adults ages 17-24

Funding sources: The State of Oregon

Contracts and sources for referrals: Zenith has contracts with Washington County. Referrals come from: The Oregon State Hospital, The Oregon Health Authority, and acute care facilities.

Average length of stay: 6 months – 1.5 years

Average daily population served: 5

Number of children served annually: 6

Interviews, Observations: I interviewed two of the five clients. Both reported that they feel safe at Zenith Program. Both reported staff and other clients treat each other with respect. Both clients have been in the program for over one year. Both could explain their goals, and both reported receiving outside supports as well. Both reported the food to be good and that they cook their own food. Both clients reported having enough food to eat and the environment to be clean. When asked to rank the program on a scale from 0-10 (0=worst program and 10 =best program) clients reported Zenith to be 6.5 and an 8. The client reporting Zenith to be a 6.5 reported it was the best program he has been in and could not think of anything to improve the program. Both youths reported the following activities they enjoyed at the program: walks, watching tv, listening to music, and playing music in room.

Interactions observed between staff and clients was supportive and a trauma informed approach. New paint was observed throughout the building. Furniture is replaced regularly and in good condition.

Program Strengths: Lifeworks NW reports, “Zenith RTH is designed to help residents re-acclimate and reintegrate with the community. Residents gain important transitioning skills in four areas including: Housing, employment, education, and mental health stability. The program’s focus is around independent living skills.”

Program Challenges: Lifeworks NW reports, “Covid-19 challenges have had a direct impact on resident’s ability to access community services such as accessing educational and participation in crucial/important socializing skill development. Resident admissions were affected in the last two years with multiple declines of admission (9 declines) due to concerns with community living settings. Program structure and predictable services have been affected due to need for social distancing and concerns for transmission of C-19. Program staffing has been impacted as well as many long-time staff chose to leave social services.”

Changes that have occurred in the last 2 years: Lifeworks NW reports, “Driveway black top installed/paved in the front yard. Backyard pavement re-paved and filled in. All cracks removed from weathering. Replaced refrigerators, microwaves, and dishwashers. Changed the medication cabinet to be in line with licensing review in 2021. Covid-19 protocols put into place to decrease amount of possible transmission of Covid.”

Lawsuits: Lifeworks NW reports N/A

Grievances and complaints filed in the last two years: Lifeworks NW reports no formal grievances generated by clients, parents, or staff in the last two years.

Corrective Actions and Timeframes: Please submit the following to verify compliance.

Within 45 days of receipt of this report Lifeworks Northwest 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 Ed Wyller at Edward.Wyller@dhsosha.state.or.us or sent by regular mail to the following address:

Due to Covid-19 pandemic and working remotely the preferred method is to send directly to Ed Wyller at his email address

Department of Human Services, Children's Care Licensing Unit
Attn: Ed Wyller
500 Summer St NE (E-94)
Salem, OR 97301

Changes in License: Nickerson Day Treatment is closed. Lifeworks NW did not resubmit license renewal for that program. Please remove Nickerson Day Treatment from License issued in February of 2022.

Summary of Review					
Program and Services 413-215-0011(2)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Program and services are in scope of license	x				
Governance of the Agency 413-215-0021	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed

(1)(a) Minimum of 5 board members 413-215-0711 (1) Composed of a cross-section of the community, parents, employees, children in care.	x				
(2)(f) Formally evaluate the exec. Director's performance annually	x				
(2)(g) Approves annual budget	x				
(2)(h) Obtain and review an annual independent financial review or audit of financial records.	x				
(2)(k) Written quality improvement program	x				
(2)(l) Meeting minutes	x				
Executive Director or Program Director 413-215-0021	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(3)(a) knowledge of requirements for providing care and treatment appropriate to programs	x			<ul style="list-style-type: none"> Need new BCU check for Executive Director and Program Director for Zenith 	
(3)(g) Approval from BCU		x			
Discipline, Behavior Management, and Suicide Prevention 413-215-0076	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(3) Agency uses appropriate and positive methods of behavior management and nationally recognized non-violent crisis intervention	x				
(3)(b)(C) Agency does not use chemical and mechanical restraint (excluding medically necessary devices/prescriptions)	x				
(3)(c) Agency uses appropriate time-out rooms (adequate space, heat, light and ventilation and is not capable of locking) and documents use in child's record when applicable			x		
(3)(e) Agency uses seclusion appropriately/consistent with policy			x		
(4) Agency has adequate plan in place to respond to suicidal behavior/warning signs	x				
Contractors (if applicable) 413-215-0061(6)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) Agency ensures the contractor meets the requirements of this rule and Chapter 413 division 215			x		
(b)(B) Contract includes the following: (i) Services provided (ii) Contractor fees			x		

(iii) Disclosure of information from contractor to agency (iv) Lines of authority (v) Adherence to rules, including background check (vi) Any liability of the agency for acts of the contractor, rights of indemnity and limitations on liability					
Supplemental Information Provided by CCA	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Documents as indicated on the form titled "Renewal Licensing Required Documents"		x		<ul style="list-style-type: none"> Missing completed Executive Director and Program Director background checks Missing completed Fire Marshall Inspection Missing completed environmental health inspection 	
Documents as indicated on form titled "Required Financial Documents and Information"		x		<ul style="list-style-type: none"> Missing tax compliance certification 	
All required policies and procedures as identified in the "Umbrella Rules"	x				
All required policies and procedures as identified in "Agency Type Specific Rules"	x				
Staffing Requirements 413-215-0721	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1) Has and follows a written plan for minimum staffing	x				
(2) One staff for each shift is trained in non-violent crisis intervention	x				
(3) Staffing ratio is sufficient for adequate supervision Days: 2:5 Evenings: 2:5 Sleeping: 1:5	x				
Grouping 413-215-0756	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1) & (2) Has and follows policies for grouping children that meets requirements (age, developmental level, maturity, behavior, medical...)			x	<ul style="list-style-type: none"> Youth have individual bedrooms. 	
(4) Care was taken to assess and minimize risk for children placed with emancipated children or adults	x				
Service Planning- Establish & maintain links with community agencies that provide: 413-215-0736	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(5)(a) Alternative living arrangements	x				

(5)(b) Medical services	x				
(5)(c) Mental health services	x				
(5)(d) Educational services	x				
(5)(e) Independent living services	x				
(5)(f) Other assistance required	x				
Physical Plant	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
413-215-0046(3)(a) Foster Rights Posted (if children in DHS custody)	x				
413-215-0051(1) Sufficient safe space, equipment, and office equipment	x				
413-215-0091(12) License is posted in common area at each facility	x				
413-215-0001(5)(d) Adequate furnishings and personal items	x				
413-215-0746(2) Medication is kept in locked storage and inaccessible to children in care	x				
Safety - Transporting Children in Care 413-215-0761(3)(a)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(A) Vehicle is registered	x			<ul style="list-style-type: none"> Vehicle insurance has just expired. Program reports it is insured and will contact HR to get the new proof of insurance for program vehicle. 	
(B) Vehicle is insured		x			
(C) Maintained in safe condition	x				
(D) Equipped with first aid kit	x				
(E) Fire extinguisher - secured	x				
Safety - Building Requirements 413-215-0761(6)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(b)(A) Smoke free	x			<ul style="list-style-type: none"> Upstairs bathroom shower / tub continues to have mold on joining pieces from shower wall to tub basin. Licensor can see caulking repairs recently however water appears to be leaking out of caulking and discoloring / possible molding is occurring. 	
(b)(B) Clean and in good repair		x			
(b)(C)(i) continuous supply of hot and cold water	x				
(b)(D) room temps are w/in normal range, ventilated and free from odors	x				
Safety - Bathrooms 413-215-0761(6)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(c)(A)(i) 1:8 ratio for toilet and sink	x				
(c)(A)(ii) If self-closing metered faucet –15 sec.	x				
(c)(A)(iv) 1:10 ratio for bathtub or shower	x				
(c)(A)(v) individual privacy	x				
(c)(A)(vi) window covering	x				
(c)(A)(vii) permanently wired light fixtures	x				
(c)(A)(viii) mirror affixed at eye level	x				
(c)(A)(vi) adequate ventilation	x				
Client Rights 413-215-0716	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed

(2) Nutritional needs are met as appropriate for each child in care	x				
Medication Storage and Dispensing 413-215-0746	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(2) Medication is locked and inaccessible to children	x			<ul style="list-style-type: none"> N/A Program administers client's medication 	
(3) Medication is self-administered after children have requested their medication at prescribed times			x		
(4) Written record of administration of medication includes (name, description, date and time dispensed, dosage, staff who dispensed)	x				
(5) Written record of disposal by 2 staff and includes when and how the medication was disposed	x				

Personnel Files 413-215-0061	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Staff Name/Position					
(3)(g) Date of Hire	x				
(3)(a) record of education, training and previous employment	x				
(1)(b) & (3)(b) reference checks complete and documented	x				
(1)(a) & (3)(c) Background check was completed and documented	x				
(3)(d) Annual performance evaluations	x				
(3)(f) Record of personnel actions	x				
(3)(g) Termination date, reason for termination	x				
(3)(h) Current job description (1)(c) Employee meets minimum qualifications stated in current job description	x				
New Employee Orientation (30 days) 413-215-0061(4)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) Agency policies and procedures	x				
(b) Ethical and professional guidelines	x				
(c) Organizational lines of authority	x				
(d) Attributes of population served	x				

(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	x				
(f) Privacy laws	x				
(g) Emergency procedures	x				
Staffing Requirements 413-215-0721	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Staff (at least one for each shift) has been trained in non-violent crisis intervention	x				
Initial Training (Must be completed before staff is alone with youth) 413-215-0726 (1)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) Completion of agency's orientation	x				
(b) Understanding of supervision structure	x				
(c) Understanding of behavior management policies	x				
(d) Understanding of presenting issues of the youth served	x				
(e) Safety procedures	x				
(f) Sanitation procedures	x				
(g) First aid kit contents and use	x				
(h) Report writing	x				
(i) CPR and First Aid	x				
(j) Crisis intervention training	x				
Ongoing Training (Staff & Volunteers)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
413-215-0726(2)(a) Confidentiality	x				
413-215-0726(2)(b) Universal precautions	x				
413-215-0726(2)(c) Discipline and behavior management	x				
413-215-0726(3) Training in CPR/First Aid sufficient to retain current certification	x				
413-215-0726(4) Staff working with food must possess a food handler's card	x				

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	x				
413-215-0761(3)(b) Employees transporting children meet the driver requirements (current driver's license, and training for 15+ passenger vans if applicable)	x				
Comments:					

Child Records	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
413-215-0741(2)					
Name of Child				<ul style="list-style-type: none"> N/A Program prompts clients to take medication 	
Date of Admission					
(a) Sufficient information about the child's family or legal guardian to enable staff to contact them at any time	x				
(b) & 413-215-0731(2) Custody status	x				
(c) authorization for medical treatment	x				
(d) Consent to treat the child with interventions in use at the program	x				
(e) Signed acknowledgment that child is responsible for requesting medication at prescribed times			x		
(h) Documentation of child's illness and injuries and follow up by program	x				
Assessment	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
413-215-0741(2)(f) & 413-215-0731 Assessment	x				

(2)(a)-(c) Includes family history, health history, mental health history (including diagnoses and current prescriptions). (3) Statement as to whether child meets eligibility requirements to be admitted to program.					
Service Planning 413-215-0741(2)(g) &	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
413-215-0736(2)(a) Includes family, staff & other interested parties	x			<ul style="list-style-type: none"> Client charts were consistently missing the required monthly reviews. Discharge summary was missing a summary of client's stay and results of evaluations, condition of child, compliance with program and recommendations. 	
(2)(b) Monthly review		x			
(2)(c) Addresses physical and medical needs, behavior management issues, mental health treatment, education, and special needs	x				
413-215-0736 (3) Reasonable effort to involve family within 72 hours when possible	x				
413-215-0746 (4) Medication logs	x				
413-215-0736 (6) Discharge summary (summary, results of evaluations, condition of child, compliance with program, recommendations and discharge destination)		x			
Records and Documentation 413-215-0071	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1) Stored safely and are available for inspection by Dept.	x				
(2) Permanent, legible, dated, and signed	x				
(3)&(4) Uniform in organization, readily identifiable and accessible, current, and complete, containing all required info. No eraser tape or white out.	x				
(7) Permanent registry for each child includes: Name Gender Birth date Names, addresses of parents or guardians Dates of admission Placement upon discharge	x				
Comments: Additional Findings:					

- Lifeworks must update related Lifeworks - Zenith policies and intake forms to reflect the changes to licensing rules related to Senate Bill 710, which passed during the 2021 state legislative session: Restraints and Involuntary Seclusions (Oregon Administrative Rule (OAR) 413-215-0077) 8e, 11d, 11e, and (OAR 413-215-0078) 1a, 1b, 1c.

OAR 413-215-0077 (8)(e): Update Policy regarding restraints and seclusion

OAR 413-215-0077 (11)(e): Each child agency shall provide notice regarding how to access the quarterly reports to the parents or guardians of children in care in the program. The child caring agency shall provide the notice upon the child in care's admission and at least two times each year thereafter.

OAR 413-215-0078 (1) Each child in care receiving services from a child caring agency must be given the following:

- (a) Instruction regarding how a child in care may report suspected inappropriate use of restraint or seclusion.
- (b) Assurance that the child in care will not experience retaliation for reporting suspected inappropriate uses of restraint or involuntary seclusion.
- (c) The telephone number for the toll-free child abuse hotline described in ORS 417.805 and the telephone numbers and electronic mail addresses for the program's licensing agency, the child in care's caseworker, and attorney, the child in care's court appointed special advocate and Disability Rights Oregon.

Licensing Coordinator's Signature: Ed Wyller Date: 2-4-2022

Manager Review: H. Gilre Date: 2-4-2022