



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

Licensee: JBARJ Youth Programs – Grandma’s House / The LOFT

Executive Director: Stephanie Alvstad

Program Director: Amber Simmons/Grandma’s House; Liz Langmas
/The LOFT

Board Chairperson: Jeannette MacKenzie

Date of site visit: 7/5/2022 – 7/7/2022

Licensing Coordinator: Ed Wyller, assisted by Irvin Minten, and
Jorge Pelinski

Other Regulatory or Accrediting Agencies: Oregon Department of Human Services (ODHS) – Treatment Services, Oregon Youth Authority (OYA), and Council of Accreditation (COA)

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): J BAR J Youth Services promotes innovative options for at-risk youth and families toward self-sufficiency and personal responsibilities. J BAR J Youth services is a 501c non-profit corporation founded in 1968 and is currently the largest provider of services to youth and families in Central Oregon.

Grandma’s House: JBARJ website reports, “Essential nurturing resources for a fragile population: Emergency and transitional shelter to homeless and or abused pregnant girls, parenting young mothers, and young mothers choosing adoption for their child. For over 20 years, this home has provided 24/7 hope, support, tools, and education to help young parents make good life decisions and become self-sufficient. A safe and supportive environment for pregnant girls and young mothers where they can learn about health and parenting, continue their education, and gain the needed life skills for a smooth transition into independent living or a safe return to family. The only shelter and program of its kind east of the Cascades in Oregon.”

Cascade Youth and Family Center (CYFC) – The Loft (Living Options for Teens): JBARJ website reports, “A safe haven for young people in jeopardy: Providing runaway and homeless teens with safe, stable living conditions, mediation with family, and innovative options for developing self-sufficiency. Providing victims of human trafficking support for rebuilding their lives. Homeless and Runaway Youth: Outreach provides kids

living on the street with drop-in hours to shower and have a meal as well as get access to other help, including mediation with family. Emergency Shelter gives teens a safe place to escape the perils of living on the streets, and longer-term Transitional Living at the Loft helps them complete their education and develop skills for self-sufficiency. CYFC offers only shelter and programs of its kind within 200 miles.”

Program type and services:

Grandma's House: Homeless, Runaway and Transitional Shelter.

Grandma's House of Central Oregon is a maternity group home for pregnant and parenting mothers and their children. Grandma's House provides a range of services for clients. While at Grandmas House, clients have intensive case management services, referrals to medical / mental health services, education / employment support, parenting classes and childbirth education classes. Grandma's House partners with many resources in the area including Deschutes County Home Health Nurse Program and Bend High Teen Parent Program. In addition, Grandmas House runs an aftercare and outreach program for the community called Angels Wing. Angels Wing provides clothing and other necessities to children and their families

Cascade Youth and Family Center (CYFC) – The Loft (Living Options for Teens): Homeless, Runaway and Transitional Shelter.

CYFC provides shelter and community-based services to youth who are runaways, homeless, living on the streets and victims of human trafficking. The Oregon Department of Human Services and Oregon Youth Authority also refer to youth to the Independent Living Program Behavior Rehabilitation Services (BRS -3). The Loft provides a comprehensive spectrum of prevention and intervention services. These services include emergency and transitional shelter, counseling / support, targeted education completion, employment and independence skills.

Capacity and Age Range:

Grandma's House: Capacity 10, ages 12-20 years

Cascade Youth and Family Center (CYFC) – The Loft (Living Options for Teens): Capacity 18, ages 12-20

Funding sources:

Grandma's House: HUD Maternity Group Home Grant, United Way, Mable Clark McDonald Foundation, HUD Emergency Solutions Grant, Hope Foundation, service clubs, churches and private donors.

Cascade Youth and Family Center (CYFC) – The Loft (Living Options for Teens): Federal sources: Department of Health and Human Services (Runaway and Homeless Youth Transitional Living Program (RHY-TLP). State sources: Oregon Department of Human Services and Oregon Youth Authority. Local sources: City of Bend – Community Development Block Grant, United Way, Emergency Solutions Grant, donations and fundraising

Contracts and sources for referrals:

Grandma's House:

- Memorandum of Understanding with Deschutes County Home Health Nurse program

- ODHS contract
- Pregnancy Resources Center
- Planned Parenthood
- Bend High School Teen Parent Program
- Bend La Pine Schools
- Crook County Schools
- Jefferson County Schools
- Confederated Tribe of Warm Springs
- Burns Paiute Tribe
- Referrals from social media accounts

Cascade Youth and Family Center (CYFC) – The Loft (Living Options for Teens):

- ODHS – Independent Living (BRS 3)
- OYA – Independent Living (BRS 3)
- DHHS – Runaway & Homeless Youth (RHY) – Transitional Living Program (TLP) (Referrals from families, youth, and community partners)

Average length of stay:

Grandma’s House: 9-12 months

Cascade Youth and Family Center (CYFC) – The Loft (Living Options for Teens): 6-9 months

Average daily population served:

Grandma’s House: 5 mothers, 4 babies

Cascade Youth and Family Center (CYFC) – The Loft (Living Options for Teens): 18 residents

Number of children served annually:

Grandma’s House: 15 mothers, 10 babies

Cascade Youth and Family Center (CYFC) – The Loft (Living Options for Teens): 50 residents

Interviews, Observations:

Grandma’s House: I interviewed two residents from Grandma’s House. On a scale from 0-10 (0=worst program and 10=best program) residents reported Grandma’s House an 8, and 8.5. Both residents reported that they feel safe and food to be good as they make their own food. They

reported on Thursdays they have Pizza as a group. One resident reported “They are really helpful, they have clothes, baby stuff, diapers, and diaper wipes for me.” Another resident reported staff as “Awesome”, and “Place is pretty cool”. This resident reported Grandma’s House helped them in attaining food handlers’ card, birth certificate, car seat, and a stroller. Residents reported nearby park in neighborhood has been good to take a break and or take their toddler to for activities.

Cascade Youth and Family Center (CYFC) – The Loft (Living Options for Teens): I interviewed two residents from The Loft. On a scale from 0-10 (0=worst program and 10=best program) both youths reported The Loft to be a 8.5. Both youths reported that they feel safe. Youth reported on the weekends the program goes hiking. Other activities youth shared was going for walks, music, and watching movies. One youth expressed program helped them in getting a job. Another youth reported, “They really do a good job and are super respectful”. Youth reported learning independent living skills and communication skills.

Program Strengths: JBARJ reports, “Accredited with the Council on Accreditation, as well as Cognia Accreditation for our Education systems (schools). Leadership and Board have 10 plus years longevity. Use Evidenced Based Cognitive Behavioral treatment. Over thirty years of service to the community, program started in 1968, the administration and treatment philosophy has been in place since 1989. Involvement in the community and respond to community needs to continue to develop programs. Parent agency has oversight of smaller programs, thus making insurance, fiscal oversight, marketing, human relations, and development attainable for small programs. Annual fund raiser brings financial support in the from the region. Staff encouraged to join boards, and network with local, state, and federal agencies to continue bringing in best practices and staying on top of new treatments, rules, and regulations.”

Program Challenges: JBARJ reports, “Staffing, turnover, and workforce stability. Funders pay rate doesn’t always keep up for what we need to pay employees to keep them. Keeping up with new rules and regulations that hare expected but not funded. Federal and state rules are consistently in flux (Covid mask policy, vaccination policy, etc.) while we are just trying to run treatment programs for youth. New state laws and rules that don’t necessarily help our youth but increase out workload.”

Changes that have occurred in the last 2 years: JBARJ reports, “High staff turnover. Unfunded mandates that increase workload on an already depleted existing workforce. New law in Oregon that now can charge staff for stepping between two youth to stop a fight which in now considered a “restraint” and staff could potentially be charged with “wrongful restraint”. This is ironic as we currently are engaged in a lawsuit against our agency, for “failing” to intervene to protect a student that was getting hit by another student. If we fail to intervene, we face lawsuits, fi we intervene we face lawsuits, or an already depleted workforce being charged with “wrongful restraint”. We find this is increasingly the case, whereby federal agencies, state agencies, and the legislature, make rules in silos, without looking at the global picture. This is making it incredibly difficult to run programs to help youth.”

Lawsuits:

Grandma’s House: None

Cascade Youth and Family Center (CYFC) – The Loft (Living Options for Teens): None

Grievances and complaints filed in the last two years: JBARJ reports, “No”.

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

Within 45 days of receipt of this report JBARJ Youth Programs 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 edward.wyller@dhsola.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.

Oregon Department of Human Services, Children’s Care Licensing Program
 Attn: Ed Wyller
 201 High St SE, Suite 500
 Salem, OR 97301

Exceptions: N/A

Changes in License: N/A

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					
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				
(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 (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			x		
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				

Documents as indicated on form titled "Required Financial Documents and Information"	x				
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: Evenings: Sleeping:	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				
(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				
(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				
(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				
(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				

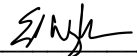
(5) Written record of disposal by 2 staff and includes when and how the medication was disposed	x				
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Personnel Files 413-215-0061	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Staff Name/Position					
(3)(g) Date of Hire					
(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				<ul style="list-style-type: none"> Grandma's House – Food Handlers all four staff files missing food handlers' card 	
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 413-215-0741(2)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Name of Child				<ul style="list-style-type: none"> The Loft and Grandma's house was missing consent to treat the child with interventions in use at program The Loft and Grandma's house were missing youth acknowledgement that they are responsible for requesting medication at prescribed times. 	
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 413-215-0741(2)(f) &	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
413-215-0731 Assessment (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.	x				
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"> Grandma's House was missing monthly reviews of service plans. Found on average to be quarterly review. 	
(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,	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 Related to SB 710: 413-215-0077 (8)(e): Update Policy regarding restraints and seclusion 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. 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:  Date: 7-25-2022

Manager Review:  Date: 7-22-2022