



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

Licensee: New Avenues for Youth, Alba Collaborative

Date of site visit: 8-16-2022

Executive Director: Sean Suib

Licensing Coordinator: Irvin Minten, Jeff Minden, Jorge

Program Director: Sarah Nedeau

Pelinski

Board Chairperson: Vanessa Sturgeon

Other Regulatory or Accrediting Agencies: Multnomah County Youth and Family Services Division

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): The program opened on June 1, 2021 and has continued to provide outreach and supportive services to youth, ages 9 through the age of 17, who are at-risk of or who are experiencing homelessness. Services include: Mentoring and advocacy; Access and/or referrals to emergency and transitional housing options; Food, clothing, hygiene items, bus tickets/public transportation support; Information and support with street safety; referral, support and access to health insurance, crisis management, medical care, and recreation activities. The program also provides resources and referrals to services for gang affected youth, youth with alcohol and drug addictions, sexually trafficked youth, and they refer LGBTQ youth to LGBTQ specific programs and support. The program also provides access and/or referrals to alternative education options as well as access to employment programs and services. In addition, the program allows youth who come to the program in the evening hours and who request housing and treatment services, to remain at and sleep at the program until the next day, when they can be successfully screened and enrolled in short term therapeutic foster care services through a collaborative agreement with Youth Progress Association.

Program management report that since the program's opening, they are most excited about the program's continued growth in the total number of youth served each day, which continues to increase. Currently, 2-4 youth sleep at the program each week after coming to the program late in the evening to request housing and treatment services, and 10-15 youth come to the program each day to request and/or receive services. In addition, program management report the program is averaging 8 short term foster care placements per month in their collaboration with YPA. Since opening, the program has also received funding to employ one full time Educational Specialist.

Program type and services: The program is licensed as homeless and runaway. The program's services are described above.

Capacity and Age Range: The program's capacity is 4 youth, ages 9 through 17.

Funding sources: The program's funding sources include a Basic Center Grant, funding through the Oregon Department of Education and the ODHS Self Sufficiency Program, and significant funding through Multnomah County.

Contracts and sources for referrals: Schools, counselors, parents, self-referrals, other partners, and law enforcement agencies.

Average length of stay: The average length of stay in the foster care program is about 4.6 days. Youth who do not enter the foster care program can receive services for as long as they continue to need services and want to be enrolled.

Average daily population served: The program averages a little more than 3 overnight stays per week and serves approximately 60 youth daily with case management and other supportive services.

Number of children served annually: It is estimated that in the next year, the program will provide about 100 youth with overnight services and hundreds of individual youth with case management and other supportive services.

Interviews, Observations: During the review, a great deal of conversation took place with the program's director, Sarah Nedeau and the program's manager, Deonza Watson. A walkthrough of the program was also completed. During the walkthrough and during the review, the program's locked medication cabinet and medication security and administration processes were discussed. The program's medication administration records (MARs) were also observed. We also discussed the program's intake and the program's assessment and discharge plans as well as the program's service array. In addition, during the review, 3 randomly selected employee and child files were reviewed for compliance and the 1 child present at the

program during the review was interviewed. In addition, individual interviews were completed with 1 line staff and 2 managers of the program.

During the walkthrough, it was observed that the program was inviting and nicely furnished. The walls were colorful, and the building was well maintained. Youth were provided the opportunity to do their laundry in the program's nicely furnished laundry area, and youth also had access to healthy food and snacks. The youth's bathroom was also very clean and well maintained and provided youth the opportunity to shower.

During the review, there was 1 youth present at the program throughout the day. This youth, age 16, had spent the previous night at a short-term foster home licensed by Youth Progress Association in collaboration with New Avenues. After agreeing to be interviewed, the youth stated that she felt the program was "great" and that she felt staff were adequately trained and were good listeners and helpful. She stated that she was surprised by the fact that after finding out about the program through NARA, that she "could just walk into the program and they would help her." In addition, she stated she liked her foster mother and foster home and stated that even though her foster mother and her "got into it," her foster mother "took her back" into the home after she left for a few minutes and that her foster mother "didn't judge her or act mad" at this time. When asked if she would change anything about the program, she stated she wished the program could provide foster care services for a longer duration.

During interview with the 1-line staff, it was reported that she has been working at the program for about a year and that she "loved her job." She also believed the youth were "well taken care of and that their needs were being met." She stated she felt supported by her supervisors and her teammates, and she stated there were a lot of opportunities to grow and learn through the trainings offered. She described feeling free to ask for training opportunities "all the time." She also feels like she will have an opportunity to promote after she gets more experience. This staff also expressed that she loved taking the youth on outings to the zoo, roller skating, and other fun trips. This staff described her biggest challenge was building relationships with residents as it is a short-term placement for them. This staff described growing and learning from this and as always doing the best she could to build relationships and "plant seeds" with the youth.

During interview with the 2 managers, both were knowledgeable of the policy and procedures around suicide prevention and behavior management. The managers reported the program provides services which are culturally specific, and trauma informed. They both felt supported by co-workers and supervisors. One manager described the culture as "collaborative and great cross team communication." One manager described the core mission as "Stabilization and supporting kids in finding personal independence." Another manager described the core mission as "Preventing or disrupting long term houselessness by supporting autonomy and well-being through relationship and services provided." One manager described that their team does

a great job of taking care of one another by checking in on how other employees are doing and prioritizing tasks to support positive mental health.

During the review, it became apparent that program staff understand the core mission of the agency and that staff are “meeting youth where they are at,” while providing trauma informed services.

Program Strengths: The program’s staff report the program meets youth where they are at, is supportive and respectful of each youth’s unique qualities, and is flexible and adaptive in meeting each youth’s needs. The program also builds safe, supportive, and trauma informed relationships with the youth and families they serve. Since the program owns a large van, they are also able to meet with youth experiencing homelessness in the community where they are residing, and they can provide these youth with much needed preventative services and essentials such as tents, food, clothing, phones, and coats. The program is also able to provide ongoing and community-based case management services to youth and their family systems. In addition, the program’s managers’ report that due to their agency’s wide service array, outreach, and professional relationships with other community service providers, they can connect and/or enroll youth and their families in a wide range of valuable services. The program’s managers’ also report they intentionally hire staff from diverse backgrounds and experiences, and this allows the program to better understand, engage, and meet youth’s needs. In addition, for more than a year the program’s managers’ report they have had a 6-member youth advisory board which provides valuable feedback and direction to the program. The program’s managers also proudly report that due to the program’s protective measures, since the program opened in June 2021, the program has had not had any documented on-sight transmission of COVID-19.

Program Challenges: The program reports the COVID-19 pandemic has placed a great deal of stress on the program’s staff and the families and children served by the program. In addition, the program reports that since the program is growing at such a fast pace and is experiencing a great deal of change in routine and practice as a result, there have been some staff in recent months who have terminated their employment since they found that working in the midst of so much change was challenging for them.

Changes that have occurred in the last 2 years: In the past 45 days, due to additional investment and funding through Multnomah County staffing at the program has doubled and the program now has 15 full-time staff. This has allowed the program to leverage additional outreach services, increase the number of partners of the program, and purchase a 15-passenger van which has allowed the program to engage the youth in daily and weekly activities in the community.

Lawsuits: There have not been any lawsuits filed since the program opened.

Grievances and complaints filed in the last two years: There have not been any grievances or formal complaints since the program opened. If a written grievance is filed by a youth or a staff person, the youth and staff person will have the opportunity to meet with a manager or director to voice their concerns. If a grievance is filed, it is always the agency's goal to resolve the dispute at the lowest level. Over the past two years, a grievance has not risen to the level where it had to be heard by the Board of Directors or the Executive Director.

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

Within 45 days of receipt of this report New Avenues for Youth, Alba Collective, 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 Irvin Minten at Irvin.minten@dhsosha.state.or.us or sent by regular mail to the following address:

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

Recommendations: NA

Exceptions: N/A

Changes in License: NA

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			<ul style="list-style-type: none"> New Avenues for Youth has yet to obtain and review an annual independent financial audit of financial records. New Avenues for Youth must obtain and review an independent financial audit of financial records. (Note, the agency reports the audit is currently being completed and they expect to receive the completed review by November 2022. 	
(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	- The program does not utilize any contractors.	
(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 the program's policies and procedures were reviewed as a part of this review and all policies and procedures were found to be in compliance with current statute.	
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			- On any given night, if more than one youth is sleeping at the program after arriving at the program in the early morning hours,	-

(4) Care was taken to assess and minimize risk for children placed with emancipated children or adults	X			each youth will sleep in a separate room on a cot and there is a staff always present to ensure safety and supervision.	
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			- In the past month, the program has begun to transport children with a 15-passenger van which the program recently purchased.	
(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				

Personnel Files 413-215-0061	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Staff Name/Position	X				
(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		<ul style="list-style-type: none"> The program is not yet tracking required ongoing training for staff and volunteers. The program must track all required ongoing training for staff and volunteers and ensure that all required ongoing training is completed on a yearly basis. 	
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 413-215-0741(2)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Name of Child	X				
Date of Admission	X				
(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			- Since the maximum length of stay in the program's foster care program is 21 days, the program is not required to complete service plans and to complete a monthly review of these plans.	
(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:	X				

Name Gender Birth date Names, addresses of parents or guardians Dates of admission Placement upon discharge				
Comments:				

Licensing Coordinator's Signature:  Date: 8-25-2022

Manager Review:  Date: 8-24-2022