



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: Hearts with a Mission

Executive Director: Kevin Lamson

Shelter Manager: Bill Hague

Date of Unannounced: 10/7/22

Licensing Coordinator: Mary Torres

Other Regulatory or Accrediting Agencies: State of Oregon Department of Human Services (ODHS) Child Welfare 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 from the 2021 November Review	Repeat Findings Further Action Needed	Comments
<p>Documents as indicated on the form titled “Renewal Licensing Required Documents”</p> <p>The program is missing proof of fire, auto, and liability insurance</p> <p>Corrective Action: Submit proof of insurance</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Proof of insurance submitted via email on 2/1/22.</p>
<p>Documents as indicated on form titled “Required Financial Documents and Information”</p> <p>The program is missing a completed Tax Compliance Certificate</p> <p>Corrective Action: Submit Tax Compliance Certificate once processed and completed by the Department of Revenue</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Tax Compliance Certificate submitted via email on 2/1/22.</p>

<p>All required policies and procedures as identified in the “Umbrella Rules”</p> <p>The program’s Suicide Ideation Policy is missing some required information</p> <p>Corrective Action: Modify current existing Suicide Ideation Policy to include the following missing components as per Licensing Rule.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Revised policy submitted via email on 2/1/22.</p>
<p>Safety - Transporting Children in Care 413-215-0761(3)(a) (D) Equipped with first aid kit</p> <p>Hyundai Elantra– does not have 1st aid kit in vehicle. This vehicle’s first aid kit is pulled from the office when the vehicle is in use.</p> <p>Corrective Action: Provide this vehicle with its’ own first aid kit</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>First aid kit purchased and placed in vehicle as per program via email dated 2/1/22.</p>
<p>Safety - Transporting Children in Care 413-215-0761(3)(a) (E) Fire extinguisher – secured</p> <p>Eleven Passenger Ford Van – fire extinguisher is close to expiring.</p> <p>Corrective Action: Monitor the fire extinguisher. Service or purchase new fire extinguisher.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Fire extinguisher has been recharged as per program via email dated 2/1/22.</p>
<p>Initial Training (Must be completed before staff is alone with youth) 413-215-0726 (1)</p> <p>(f) Sanitation procedures</p> <p>Personnel files reviewed did not reflect documentation of Sanitation Procedure training</p> <p>Corrective Action: Ensure that newly hired staff are trained in this area moving forward and that this information is documented in their respective personnel files</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Program confirms that Sanitation Procedures is included in a new hire’s initial training and that documentation will be clearly noted in employee training logs moving forward. During the unannounced visit, an employee’s file was randomly selected and completion of this training topic was verified.</p>

<p>Ongoing Training (Staff & Volunteers) 413-215-0726(2)(b) Universal precautions Two out of the five files reviewed did not reflect completion or documentation of Universal Precautions</p> <p>Corrective Action: Ensure that annual training of Universal Precautions is completed and documented in all personnel files from this point forward.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Program confirms that Universal Precautions is included in annual training and that documentation will be clearly noted in employee training logs moving forward. During the unannounced visit, an employee's file was randomly selected and completion of this training topic was verified.</p>
	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	

New Findings from Site Visit	Comments
No new findings were noted during this unannounced visit.	

Interview Summary
<p>Prior to the facility's walk through, this Licensor met with the program's Exec. Dir. and Chief Program Officer. Leaders shared the program's most recent experiences with youth and partners and how the program is making every effort to run the program as designed and avoid a "correctional facility" atmosphere. During conversation, the following information was gathered:</p> <ul style="list-style-type: none"> - The program is moving towards an electronic personnel filing system. - As a result of a recent reimbursement program, there are two CPI trainers designated. The trainers provide trained staff with a 2-year CPI certification and there are monthly CPI refreshers during staff meetings. - Child Welfare -Treatment Services' audit is scheduled for this month. - Current census includes 5 youth (2 females, 3 males) <p>One newly arrived youth participated in an interview. This particular youth is a returning resident, having stayed for a month during his first stay. The youth reported feeling safe in the program during both stays. The Shelter Manager was specifically named as a person to report concerns to and as a person who</p>

would resolve any reported issue "by the next day." A strength of the program included being exposed to other youth in similar situations. No weaknesses were identified. This youth did recommend adding an extra snack time between breakfast and lunch. Currently, the program offers a snack time between 3:00 pm and 5:00 pm. The youth did confirm fruit being openly available to youth throughout the day. Family contact was reported as frequent. Youth can have up to four calls a day, 2 in the am, 2 in the pm, with no time limit on those calls. Youth reports that staff support him by providing space when needed to help youth calm down.

Observations

The facility remains welcoming, clean, and well organized. There were no building violations during this visit. Many youths were at school at the time of the unannounced. Two youth, having arrived the evening before, appeared comfortable in their new setting with staff immediately at hand for help and/or conversation.

Corrective Actions and Timeframes:


Please submit the following to verify compliance.

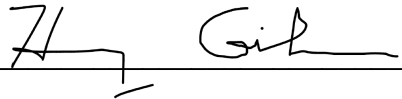
Within 45 days of receipt of this report **Hearts with a Mission** must submit a letter of verification indicating the agency is in compliance with the specific rules cited above and describing how compliance will be maintained going forward. Along with the letter of verification, the agency must submit 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 **Mary Torres** at mary.torres@odhsoha.oregon.gov or sent by regular mail to the following address:

Department of Human Services
Children's Care Licensing Program

Attn: Mary Torres

201 High St. SE Suite 500
Salem, OR 97301

Licensing Coordinator's Signature:  Date: 10/18/22

Manager Review:  Date: 10-18-2022