



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: Community Counseling Solutions, New Roads

Executive Director: Kimberly Lindsay

Program Director(s): Stephanie Cronein

Date of Unannounced: 11-8-2022

Licensing Coordinator: Irvin Minten

Other Regulatory or Accrediting Agencies: Oregon Health Authority

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	Repeat Findings Further Action Needed	Comments
413-215-0061 (3) Personnel Files. The child-caring agency and its contractors must have a personnel file for each employee that is maintained for a minimum of two years after the termination date of each employee and includes all of the following: --- (c) Documentation that a background check was completed as required in OAR 407-007-0200 to 407-007-0370.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	All employees at New Roads have yet to have a completed and approved BCU check. The program’s Administrator, Tom Bailor, reports that 3 program employees have yet to have a completed and approved BCU check. The program reports these employees each failed to provide their electronic signature/consent, which would have allowed the BCU to complete each of their checks. Mr. Bailor reported on 11-9-22, that the program is doing all they can to ensure that each of these employee’s BCU checks are completed. New Roads must ensure that all employees of the program have a completed and approved BCU check. New Roads must also immediately notify CCLP when all employee BCU checks are completed and approved.

	Yes <input type="checkbox"/> No <input type="checkbox"/>	
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New Findings from Site Visit	Comments
<p>413-215-0746(5), Disposal of unused or abandoned medication. Designated program staff must dispose of all medication abandoned by a <i>child in care</i> or for which the period of potency, as indicated on the label, has passed. Two staff members must be present at and document the disposal of the unused medication, including when and how the medication was disposed.</p>	<p>The program's medication disposal log does not provide the date of disposal, how the medication was disposed, and a signature line for 2 staff who were present at the time of disposal. The program's written record of disposal must provide the date of disposal, how the medication was disposed, and a signature line for 2 staff who were present at the time of disposal.</p>

Interview Summary
<p>During the unannounced site review, a great deal of conversation took place with Tom Bailor, Program Administrator. In addition, 2 youth enrolled in the program and 3 staff were randomly selected and individually interviewed.</p> <p>During individual interviews with the 2 youth, they both stated they liked living at the program and that they felt safe both during the day and at night while at the program. Both youth also stated they felt the staff were sufficiently trained and that the staff were helpful and nice to them. Both youth also stated that the staff assisted them in meeting their goals, both while in the program and while in the community. Both youth also denied ever being treated badly by a staff or ever being restrained by a staff, and both youth stated they could call their parent or guardian whenever they wanted. Both youth also reported they got enough to eat in the program and that the food was pretty good. One of the youth reported she wished the program would purchase more food which was easy for them to cook, although she also realized that the program was teaching them skills to prepare healthy meals.</p> <p>During individual interviews with the 3 staff, all reported they enjoyed working at the program and all stated that the culture of the program was positive and that all staff supported one another in their work and were helpful to one another. All 3 staff also reported</p>

that the culture supported them asking any questions they had, and that their supervisors and managers at the program were available, knowledgeable, and supportive. All 3 staff also stated that they received excellent medication administration training from the program's nurse, and that the nurse was available to them if they had any concerns about a youth's presentation or if they had general questions. All 3 staff also reported that they received enough information about each youth at the time of each youth's initial intake into the program and that the program's exchange of information about each of the youth's behaviors and issues at the time of shift change was good. In addition, about 2 months ago, a youth who was previously enrolled in the program had a serious suicide attempt which involved the youth jumping off a bridge located about a quarter mile from the program. The youth survived the suicide attempt, despite falling 30 feet from the bridge onto a dry riverbed. This incident was witnessed by a night shift staff, who had arrived at the bridge, at the request of law enforcement, shortly before the youth jumped from the bridge; an event which was very traumatizing for this staff and other staff employed at the program. 2 of the 3 staff interviewed were employed at the program at the time of this suicide attempt, and both staff reported that CCS provided excellent support/therapy to the staff who witnessed the attempt, and that CCS also scheduled a supportive meeting to process the event for all other New Roads staff who wished to attend.

During interviews with the 2 staff who have been employed with New Roads since CCS assumed the contract in mid-September, they both stated that the changeover from Columbia Care to CCS has had some bumps in the road, which they stated was to be expected. Both staff stated the biggest change has been in the amount of training offered, especially specific to training on the program's new data entry system and training on the program's policies and procedures, such as suicide prevention, search protocols, what to do when a youth runs, and behavior management. However, both staff did indicate that they did receive some training, but it was not as good as the training offered by Columbia Care. Both staff also indicated that they were able to get their questions answered and were able to consult with other line staff and managers in the program specific to the program's policies and procedures. As for the staff who was hired in the past month, they reported they had received some orientation training, but they wished they had received more. This staff stated she felt comfortable consulting with program managers and line staff, if she had questions. In addition, the 2 staff interviewed who had worked in the program for some time stated that since CCS assumed the New Road's contract, they have had to learn how to use a new documentation system, as Columbia Care utilized Care Logic and CCS utilizes Credible. Both staff stated this change has been difficult and, although they are figuring it out, they have received limited instruction on how to navigate and enter information into the new system.

During conversation with Mr. Bailor, we discussed that all the staff who had previously worked at Columbia Care, New Roads, had chosen to continue to work for CCS since they assumed the contract. We also discussed that the staff turnover at the program continued to be low and that, although there were some changes as to how the work was completed after CCS assumed the New Road's contract, the changes did not affect the youth's experience in the program, and that CCS also maintained the same policies and procedures of Columbia Care. Mr. Bailor also indicated that CCS and New Roads management was doing all they could to ensure that program staff continued to receive a high level of new employee orientation and on-going training. Mr. Bailor also stated that the program continued to foster a supportive atmosphere and that management continued to foster an atmosphere which supported and answered all questions which line staff may have. In addition, Mr. Bailor reported that Columbia Care had an electronic tracking system for employee training. CCS does not have an electronic system to support and track employee training, thus CCS management is currently in the process of completing a hard copy form to track employee training.

Observations

During walkthrough of the program, the program's main living areas, kitchen, youth bedrooms, and offices were well maintained, clean, and well furnished. The walls were also colorfully painted, and the furniture and decorations were inviting. The outside of the residence was also sufficiently maintained.

Corrective Actions and Timeframes:

Please submit the following to verify compliance.

Within 45 days of receipt of this report **Community Counseling Solutions, New Roads**, 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**.

Licensing Coordinator's Signature:  Date: 11-23-2022

Manager Review:  Date: 11-22-2022