



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: Family Solutions

Executive Director: Tom Johnson

Chief Operating Officer: Dorothy Provencio

Date of Unannounced: November 3, 2020

Licensing Coordinator: Robin DuVal

Other Regulatory or Accrediting Agencies: DHS Child Welfare and 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: License Renewal Site Visit: 07/14/2020 Program: Cascade House	Repeat Findings Further Action Needed	Comments
413-215-0061(4) (d) Attributes of population served: "Attributes of population served was missing from new employee orientation training. The agency shall ensure this training is provided and appropriately documented. REPEAT FINDING 2018. "	Yes ☐ No ☒	
413-215-0576(1) (f) Impose a dress code: "Consents (e) and (g) were missing. While onsite, corrections were made, and form updated. The agency shall ensure the updated form with consents is utilized going forward and appropriately documented."	Yes ☐ No ☒	
413-215-0581(1) Summary sheet contains the following: (a) The name, gender, date of birth, religious preference, and previous address: "Documentation of religious preferences and previous address were	Yes ☐ No ☒	

missing on the summary sheet. The agency shall ensure this information is captured."		
413-215-0581(1) Summary sheet contains the following: (b) Name and location of previous and current school: "Documentation of current and/or previous school were missing on the summary sheet. The agency shall ensure this information is captured."	Yes ☐ No ☒	
413-215-0071(3)&(4) Uniform in organization, readily identifiable and accessible, current, and complete, containing all required info. No eraser tape or white out: "Youth records are incomplete missing consents and summary sheet information as noted above."	Yes ☐ No ☒	

Initial License Issued 08/01/2020 Program: Willow House	
This unannounced visit consisted of a physical plant walk-through. Before and since opening, Willow House staff have shadowed Cascade House staff and they continue to collaborate in improving their program operation.	

New Findings from Site Visit	Comments
None	

Interview Summary
Cascade House: Youth D. is 17 years old, has been in the program for 1 year 2 months, it's their first program and feels like home. Feels safe here but wishes for a different group of youth due to daily drama and chaos. Feels staff are protective with all youth. Trusts the program supervisor and lead staff. School is good and she gets helps. Youth described activities inside and outside, but outside activities are getting more limited due to weather and time change. Food is good, likes it, gets plenty, and really likes a certain meal a staff person makes. Youth has input into their treatment plan and feels listened to. Contact with others outside the program is not limited or restricted, only if there's an immediate issue staff are dealing with. States that the program does well at everything. Willow House: Youth C. is 16 years old and has been in the program 19 days. This is their first program, and the transition has been easy enough and is learning the strict schedule. Feels safe and somewhat overprotected but understands the reasons why and is getting accustomed to it. The food is good "enough" and there's always a PBJ alternative. Indoor and outdoor activities were described. Has contact with those on

approved contact list without restrictions. Contributes to treatment plan and feels listened to. This youth expressed to program staff that they want better and more timely communication, instead of last minute, and the program is working on that. Likes not “being hated” here, it isn’t the worst thing ever, and is socializing well here. The program does well at supporting the youth.

Observations

Cascade House: The program had good COVID-19 protocols and all staff wore face masks. Adequate food supply was evident by dry and canned goods on shelves, fresh fruit in fruit bowl, and in multiple refrigerators and freezers. The living room furniture gets moved around allowing exercise “stations” for physical activity time. The medication area, including documentation, was in compliance. Some youth bedrooms were observed “messier” than average, and a recommendation was provided to utilize Collaborative Problem Solving techniques to encourage the youth. This facility is an aging building, and the program makes efforts to maintain good repair.

Willow House: The program had good COVID-19 protocols and all staff wore face masks. Adequate food supply was evident by dry and canned goods on shelves and in multiple refrigerators and freezers. Youth bedrooms were clean and had new dressers. The dining area had new tables. The medication area, including documentation, was reviewed and recommendations were provided to improve the MAR form as well as designating and labeling the medication disposal area.

Corrective Actions and Timeframes:

Please submit the following to verify compliance.

Within 45 days of receipt of this report **Family Solutions** 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 are to be emailed directly to **Robin DuVal** at ROBIN.M.DuVal@dhsosha.state.or.us.

Licensing Coordinator's Signature: Robin DuVal Date: 12/4/2020

Manager Review:  Date: 12-4-2020