



Licensed Child Caring Agency Site Visit Report Residential Care

Licensee: Family Solutions – Willow House

Executive Director: Tom Johnson

Chief Operating Officer: Dorothy Provencio

Willow House Manager: Rachel Raines

Board Chairperson: Roy Lindsay

Date of site visit: January 20-21, 2021

Licensing Coordinator: Robin DuVal

Other Regulatory or Accrediting Agencies: Oregon Department of Human Services (ODHS) Child Welfare Treatment Services

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 413-215-0501 to 413-215-0586, Licensing Residential Care Agencies Rules. Personnel records were reviewed and compliance with required background checks was documented for employees in all programs. ODHS Licensing is required to verify compliance with the rules in OAR chapter 413, division 215 during the first six months of a newly established Child Caring Agency.

Program type and description(s): Therapeutic Residential Care program opened August 2020 serving adolescents with emotional and behavioral issues.

Program services include individual counseling; skill building; group skill building; individual, group and family therapy; educational services; medication management; case manager on-site; and recreation.

Capacity and age range: Capacity 8; age range 12-17

Funding sources: ODHS

Contracts and sources for referrals: ODHS

Average length of stay: 9-12 months

Average daily population served: 8

Placements since August 2020 opening: 12

Use of seclusion or restraint: Nonviolent Crisis Intervention Prevention Institute (CPI) – only as last resort.

Youth M Interview: Youth M is 12 years old and has been here for one month, and reports this program is helping with goals; staff are trusting; is allowed to talk with family; food is ok; likes school the best; enjoys hanging out in bedroom; and wishes youth were allowed to have pets. Feels safe, except around some peers but staff are helping. Outings are limited due to COVID-19 but they go to the park, store and on drives.

Youth D Interview: Youth D is 15 years old and has been here for 6 months, and reports this program is helping with goals; staff are trusting; likes it here; and feels safe. Described things they do for fun. Food is good, gets enough and was excited about being able to choose a meal for birthday. Favorite thing is that staff really care. Falling behind in school but getting help. Has input into treatment plan and feels listened to. Feels that sick day rules are sometimes unfair and inconsistent.

Staff C Interview: Staff C has been here for 5 months in the same position. Described training received when first hired and feels client centered care and client rights are important. Staff could benefit from more regular medication training. Likes it here because it's a hands-off approach and uses Collaborative Problem Solving. Weekly staff meetings plus daily "handoff" between staff. Feels free to express concerns to managers. Staffing is within required staff-to-youth ratios and usually above the required ratios. Youth engage in daily recreation, and staff get involved. Food is good in quality and quantity. Described process of how staff are informed of service goals for new children in care.

Observations: Staff were wearing face masks, as mandated statewide due to the COVID-19 pandemic. Adequate food supply in pantry, refrigerator and freezer. The classroom is welcoming and calming. Each youth has their own bedroom. Some youth bedrooms were "messier" than average, and a recommendation was provided to utilize Collaborative Problem Solving techniques to encourage the youth.

Program Strengths: Use of Collaborative Problem Solving. Efforts to create a collaborative environment, thinking outside the box. Staff have taken interest in the collaborative approach not to be punitive and reframe as a learning moment. On-site supervisor who's invested in staff, youth and the program. Staff interest in meal planning. Daily therapist and staff support for the youth. Creating an environment as homelike as possible

Program Challenges: Acuity of youth's treatment needs right now is high. Since opening in August 2020, there have been additional challenges of the COVID-19 pandemic and the fires. Navigating procedural changes - there's an assigned staff person who conducts daily quality checks on processes, Incident Reports, etc.

Lawsuits: none

Grievances and complaints: There have been 3-4 youth grievances since opening. The grievance process was described and how grievances were resolved.

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**.

Recommendations: It's recommended that the program communicate with their assigned contract administrator in the Child Welfare Treatment Services Unit to verify that the way in which the program is documenting service hours and treatment progress in individual client records meets the requirements of their Behavior Rehabilitations Services (BRS) contract with DHS Child Welfare.

Exceptions: None

Changes in License: 6-month initial license will expire and then rolled into the whole Family Solutions license, expiring August 31, 2022.

Summary of Review					
Physical Plant	Yes	No	N/A	Corrective Actions	Corrective Action Completed
413-215-0046(3)(a) Foster Rights Posted (if children in DHS custody)	X			The left front window nearest the front door has tape over the cracked glass and furniture inside blocks access to the window. The agency is aware and working on repair, including possible other solutions for that window space.	
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), 0516(4)(a)(I) & 0521(1) Adequate furnishings and personal items	X				
413-215-0511(2)(a) &(c) Buildings are smoke free, clean and in good repair		X			
413-215-0511(2)(d) Rooms are free of harmful drafts, odors, and excessive noise	X				
413-215-0511(2)(e) Rooms are adequate in size and arrangement	X				
413-215-0511(2)(f) System provides a continuous supply of hot and cold water to taps located throughout the facility	X				
413-215-0511(2)(h) Building is well ventilated and room temperature is within a normal comfort range	X				
413-215-0516(1) All parts of the facility ensure the safety of children	X				

Room and Space Requirements Bedrooms 413-215-0516(3)	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(a) Adequate furnishings and personal items	X				
(b) Separate from rooms used for dining, living, laundry, kitchen, and storage	X				
(c) Outside room with window allowing egress from building	X				
(d) Ceiling at least 90 inches	X				
(e) Minimum 60 SF per bed	X				
(f) No more than 25 if dorm style	X				
(g) Permanently wired fixtures	X				
(h) Window covering	X				
(i) Beds are 3 feet apart and maintained to ensure safety	X				
Room and Space Requirements Bathrooms 413-215-0516(4)	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(a)(A)&(B) 1:8 ratio for toilets and sinks	X				
(a)(D) Hot and cold running water, soap, and approved hand drying options	X				
(a)(E) 1:10 ratio for shower or bathtub	X				
(a)(E) Individual privacy	X				
(a)(F) Window covering	X				
(a)(G) Permanently wired fixtures	X				
(a)(H) Adequate ventilation	X				
(b)&(c) Wooden racks on floors are prohibited and impervious shower mats are disinfected & dried daily	X				
Room and Space Requirements Kitchen 413-215-0516(6)	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(a) Used exclusively for storage, food preparation, dish washing and activities related to eating	X				
(b) Walls, floors are easily cleanable	X				
(c) Equipment and utensils are easily cleanable, durable, nontoxic, and kept clean	X				
(e) Equipment is easy to clean beneath, between and behind	X				
Room and Space Requirements 413-215-0516	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(2) There is a separate living room or lounge area – 15 SF minimum per child	X				
(5) There is a separate dining room with capacity for ½ of children in care and 15 SF per child in care	X				

(7) Laundry is separate from living areas, kitchen and dining	X				
(8) Separate storage areas are provided for food, kitchen supplies, utensils, clean linens, soiled linens and clothing, cleaning supplies and equip, poisons, chemicals, outdoor recreational and maintenance equipment	X				
(9) Outdoor activity area is protected from vehicles and other hazards and of a size and availability appropriate to the age and needs of children in care	X				
(11) & 413-215-0076(3)(c)(C)Time out rooms have adequate space, heat, light and ventilation and is not capable of locking			X		
Furnishings and Personal Items 413-215-0521	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(1) There is a bed with frame, clean mattress and pillow and personal storage (dresser, closet)	X				
(2) Linens are in good repair. There is a waterproof mattress cover or mattress. Linens are appropriate and towels and washcloths are provided	X				
(3) Bedding is changed weekly or when soiled	X				
(4)&(5) Personal hygiene supplies and appropriate clothing are provided	X				
Food Services 413-215-0536(1)&(2)	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(1)(a) Meals are arranged daily, consistent with normal mealtimes that occur during the hours of operation	X				
(1)(b) Menus are prepared in advance in accordance with USDA guidelines, provide a variety of foods and are adjusted for seasonal changes.	X				
(1)(b) Menus are kept for at least 6 months	X				
(1)(c) Drinking water is freely available	X				
(2)(a) Food is stored, prepared & served in a sanitary manner	X				
(2)(c) & (d) Food products are obtained from commercial suppliers (exception of fruits & vegetables), unpasteurized juice is prohibited, and only Grade A pasteurized and fortified milk in appropriate container.	X				

Safety 413-215-0541	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(2)(a) Written emergency plan	X				
(2)(b) Telephone numbers for local police and fire are posted near all telephones	X				
(2)(c) Operative flashlights sufficient in number are readily available to staff	X				
(3)(a) Evacuation drill occurs monthly under varying conditions, is retained 2 yrs and contains; (A) identify of person conducting drill (B) date & time (C) notification method (D) staff participating (E) # of children & staff evacuated (F) special conditions simulated (G) problems encountered (H) time to complete	X				
Safety – Transportation 413-215-0541	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(5)(b) Vehicle has insurance policy, is smoke free, safe operating condition, and has first aid kit and fire extinguisher 2-A:10-BC	X				
Medication 413-215-0551	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(3)&(7)(e) Medications have a prescription and are stored in the original container with prescription label	X				
(7)(c) Medications are inaccessible to children	X				
(8) Medications are disposed in accordance with state and federal law	X				
(9) Written record of the disposal of medications is maintained and includes: (a) description and amount (b) name (c) reason (d) method (e) staff & witness signature	X				
(10) Written record of the administration of medication includes: (a) name (b) description (c) dates and times (d) missed doses		X		The requirement is unmet for (10)(h) Adverse Reactions. The agency shall ensure possible adverse reactions are listed for all medications.	

(e) medication disposed (f) method of administration (g) ID of person administering (h) possible adverse reactions (i) medication taken outside facility					
Extracurricular, Enrichment, Cultural & Social Activities 413-215-0554	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(2) Children have ongoing opportunities to participate in at least one age-appropriate or developmentally appropriate activity	X				
Minimum Staffing Requirements 413-215-0561	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(1)&(2) Supervision is adequate for the type of program, location, age and type of children, ability of supervisor to respond, electronic back-up systems. Minimum ratios are maintained: Under 30 months of age: 1:4 30 months to > 6 yrs or non-ambulatory: 1:6 Ages 6 and older: 1:7 Overnight (staff awake) 1:10	X				
(4)(a) When one staff on duty, there is additional staff immediately available with max response time of 30 minutes	X				
(5) There is at least one on-site employee authorized to apply the <i>reasonable and prudent parent</i> standard	X				
Separation of Residents 413-215-0566	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(1) Children are in separate bedrooms than adults, unless parent and child, or there is written approval from guardian/parent and licensing coordinator			X		
(2) There is adequate supervision of children if both males and females are served by the program			X		

Personnel Files 413-215-0061	Yes	No	N/A	Corrective Actions	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 completed and documented	X				
(1)(a) & (3)(c) Background check 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 – Umbrella Requirements (30 days) 413-215-0061(4)	Yes	No	N/A	Corrective Actions	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				
New Employee Orientation – Residential (30 days) 413-215-0556	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(1)(a) Discipline and behavior management including de-escalation, crisis prevention, positive behavior management, and	X				

disciplinary techniques that are non-punitive in nature					
(1)(b) Restraint and seclusion (if applicable)	X				
Ongoing Training	Yes	No	N/A	Corrective Actions	Corrective Action Completed
413-215-0536(2)(b) Employees who handle food served to children have a valid food handler's card	X				
413-215-0541(5)(a) Employees transporting children have: current driver's license, insurance, trained in emergency procedures and behavior management, and training for 15+ passenger vans if applicable)			X		
413-215-0556(2)(a) Environmental emergencies	X				
413-215-0556(2)(b) Universal Precautions	X				
413-215-0556(2)(c) Discipline and Behavior Management	X				
413-215-0556(3) Staff providing direct care must maintain current CPR/First Aid certification	X				
413-215-0556(4) Designated staff authorized to apply reasonable and prudent parent standard are trained in application of the standard	X				
413-215-0061(5) Mandatory reporting (annually) 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		
Contractors (if applicable) 413-215-0061(6)	Yes	No	N/A	Corrective Actions	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			X		

(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					
Comments: The annual Mandatory Reporting training is N/A since this program has only been operating for 6 months.					

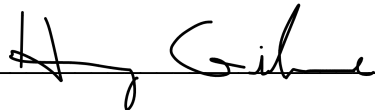
Children's Records	Yes	No	N/A	Corrective Actions	Corrective Action Completed
Health Services 413-215-0546					
(2) Medical history obtained within 30 days (significant findings, current immunizations, history of surgical procedures-health issues-injuries, allergies, dental, vision, hearing, behavioral health, and physician orders)	X			Documentation of age appropriate instruction is unmet. The agency shall ensure age appropriate instruction occurs and is appropriately documented.	
(2)(e) Documentation of age appropriate instruction – pregnancy prevention, nutrition, prevention of HIV & AIDS, and prevention and treatment of sexually transmitted disease		X			
(4)(a) to (f) Medical exams (3 in first year of life, 2,4,6,9,14)			X		
Consents 413-215-0576(1)	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(a) Provide routine and emergency medical care	X				
(b) Use the discipline and behavior management system	X				
(c) Use restraint or seclusion (if applicable). Must specify the reasons for the intervention and how staff are trained and supervised	X				
(d) Restrict contact with persons outside of the agency	X				

(e) Allow access as defined in 413-215-0091 & 0101	X				
(f) Impose a dress code	X				
(g) Apply the reasonable and prudent parent standard	X				
Disclosures 413-215-0576(2) Parent/guardian has acknowledged in writing:	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(a) Information regarding personal or room searches and protocols for confiscation of contraband	X				
(b) Statement of Rights of Children and Parents/Guardians	X				
(c) Any policies and procedures upon request	X				
Authorizations 413-215-0576(3)	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(a) Disclose or exchange information with others	X				
(b) Child specific visitors	X				
(c) Visitation resources are pre-approved	X				
(d) Activity specific authorizations are pre-approved to allow children to participate in potentially hazardous activities, including but not limited to using motorized yard equipment, swimming, and horseback riding.	X				
Information about Children in Care 413-215-0581(1) Summary sheet contains the following:	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(a) The name, gender, date of birth, religious preference, and previous address		X		The summary sheets are missing religious preference; and name and location of previous and/or current school. The agency shall ensure this information is captured and appropriately documented.	
(b) Name and location of previous and current school		X			
(c) Date of admission	X				
(d) Legal custody	X				
(e) The name, address, and telephone number of: (A) The child in care's parents. (B) The child in care's legal guardian, if different than the parents, and a copy of the document that provides for his or her authority over the <i>child in care</i> .	X				

(C) Other persons significant to child (D) Other professionals to be involved in service planning (if applicable)					
Service Planning 413-215-0581(2)	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(b) Intake document is completed the date child accepted into care (emergency placement 48 hours)	X				
(d) Assessment is completed within 30 days and contains relevant historical info., current behavioral observations, identified need for services, and how agency will provide services	X				
(e) (A)&(B) Service plan within 60 days (parent, guardian and child actively involved). Describes how child's issues will be addressed, anticipated outcomes and reviewed by child and guardian/parent.	X				
(e)(C)&(D) Service plan is reviewed quarterly and revised when information indicates other services should be provided	X				
Case Management 413-215-0581(3)	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(a) Services are documented, progress toward achieving goals is tracked	X				
(b)-(d) discharge planning and instructions	X				
(f) Incident Reports	X				
Financial Records 413-215-0581(4)	Yes	No	N/A	Corrective Actions	Corrective Action Completed
Records contain date, amount, source, purpose, signatures		X		The agency shall update the form to include source and purpose of deposits to and withdrawals from youths' personal funds and ensure signatures are obtained instead of initials.	
Personal Possessions Records 413-215-0581(5)	Yes	No	N/A	Corrective Actions	Corrective Action Completed
Individual written inventory of all personal possessions is maintained and updated as needed	X				
Records and Documentation 413-215-0071	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(1) Stored safely	X				

(2) Permanent, legible, dated, and signed	X			Youth records are incomplete missing information as noted above.	
(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:					

Licensing Coordinator's Signature: Robin DuVal Date: 2/1/2021

Manager Review:  Date: 02-01-2021