



Licensed Child Caring Agency Site Visit Report Residential Care

Licensee: Northwest Youth Discovery
Executive Director: Rich Streeter
Board Chairperson: Jennifer Weeks

Date of site visit: March 30th, 2021
Licensing Coordinator: Ed Wyller

Other Regulatory or Accrediting Agencies: Oregon Youth Authority (OYA)

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.

Program Description(s): NWYD reports the following description of their program, "Northwest Youth Discovery (NWYD) serves adolescent females ages 12-21 within a therapeutic milieu supported by professionally trained staff. Most of our clients have experienced some form of trauma in their lives which has contributed to school failure, drug and alcohol abuse, emotional dysregulation, poor self-esteem, and the development of maladaptive coping strategies. NWYD serves youth who have not met success within a less restrictive level of care and demonstrate a need for 24-hour supervision.

NWYD provides Behavior Rehabilitation Services (BRS) by utilizing evidence-based approaches to target those psychosocial, emotional, and behavioral issues that have impeded our clients from achieving their full potential. Our high staff to youth ratio enables us to meet success at providing physical, emotional, and psychological support while remediating our risk factors. NWYD's services include but are not limited to case management, treatment planning, goal development, aftercare services, individual / group counseling, psycho-education, therapeutic work experience, crisis support, therapeutic recreation, educational support, culinary experience, cultural / spiritual involvement, milieu therapy, and independent living skills. NWYD employ interventions and strategies from evidence based models such as Dialectical Behavior Therapy and Therapeutic Crisis Intervention."

Program type and services: Residential – Behavior Rehabilitation Services

Capacity and age-range: 10, 12-20 years

Funding sources: Oregon Youth Authority

Contracts and sources for referrals: Oregon Youth Authority

Average length of stay: 161 days

Average daily population served: 7-8 youth

Number of children served annually: 24 youth

Use of seclusion or restraint: No

Interviews, Observations: I interviewed two youth on March 30th, 2021 onsite at Northwest Youth Discovery outside on the back deck as to ensure privacy of the conversations. Both youths indicated that they feel safe at NWYD. Both youths indicated that if they did not feel safe, they would be able to talk with staff about why they are feeling unsafe. Youth reported learning several skills at Northwest Youth Discovery. One youth reported learning coping skills in managing her anger and the ability to advocate for herself. One youth reported the following treatment groups: DBT, house group, treatment group, and life skills group. Additional reported counseling included two counseling sessions a week on-site and an additional counseling session off-site once a week. The other youth spoke about the community meetings which occur on Wednesdays and include all staff and youth. This includes the Executive Director and clinical team. This youth is on the youth leadership team that meets with staff to discuss items that youth would like addressed by NWYD employees. This youth was able to state that changes have resulted from these meetings through this process.

On a scale from (0-10 where 0=worst program in the State and 10=best program in the State). Youth reported Northwest Youth Discovery to be a 6 and an 8 on that scale. The youth that indicated NWYD to be a 6 could not think of anything to improve the program and reports if she had a magic wand to improve the program, she would leave it as it is. The one youth who indicated the program to be an 8 reported she would wish for more outings. She reported now that all who are eligible at NWYD have been vaccinated, they are able to do more. Youth reported the following activities during Covid-19: hikes, going to park, going on walks, gym, reading, coloring, scrapbooking, knitting, and watching movies – Netflix. Both youths indicated having plenty of food to eat and that the quality of the meals to be, “pretty good” and “good”. Both youth were able to articulate their goals and their next placement they are working towards after NWYD.

I toured the facility, and many capital improvements have occurred. These include a new counseling office and space on site. A new sand volleyball court and fire ring on the property. A new locked space for yard equipment. Trex decking materials were on site for replacement of the back deck. NWYD is scheduled to be repainted in May of 2021. In addition, another project will be creating and expanded a space in an outbuilding for more common space for youth. The facility is well maintained as NWYD has hired an individual to assist in maintaining the property. I observed positive supportive interactions between NWYD employees and youth that were on-site. When checking in with employees, they reported they enjoy working at NWYD and have learned from the Clinical Team.

Program Strengths: Northwest Youth Discovery reports Northwest employs multicultural staff that frequently exceed licensing and contractual requirements. For example: the Executive Director has two master's degrees in a related field and over twenty five years of experience, the clinical director has a master's degree and over ten years' experience, the director of operations has a master's degree and over ten years' experience, etc. Northwest also exceeds staffing ratios by an average of 1.75 FTE each week to ensure adequate support for clients and staff. Northwest utilizes two evidence-based curricula with extreme efficacy, Therapeutic Crisis Intervention and Dialectical Behavior Therapy, as well as having a relationship-based program, designed by the Executive Director, over the past twenty-five years. Generally, there are administrative staff on premises Sunday through Friday. There is a large outdoor area for clients and staff.

Program Challenges: Northwest Youth Discovery reports, "Like all programs, Northwest experienced significant challenges over the past year due to Covid. Additionally, even though Northwest has made several structural improvements over the past year, additional living space would be beneficial. However, Northwest has saved the financial resources, and is in discussions with their contractor to renovate the detached garage to address this need."

Changes that have occurred in the last 2 years: Northwest Youth Discovery reports, "In April of 2020 Northwest started to utilize their outpatient therapy services for another level of support for the residential clients. This change also led to other structural changes such as adding a clinical director position. Northwest also constructed another office space on the property."

Lawsuits: None reported.

Grievances and complaints filed in the last two years: Northwest Youth Discovery reports, "clients have submitted two grievances. After reviewing the concern, they did not rise to the level of a formal grievance (i.e., clients were concerned about not having privileges, not that their rights were being violated)."

Corrective Actions and Timeframes:

Please submit the following to verify compliance. Within 45 days of receipt of this report **Northwest Youth Discovery** 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 Ed Wyller edward.wyller@dhsosha.state.or.us or sent by regular mail to the following address:

Due to Covid-19 pandemic and working remotely the preferred method is to send directly to Ed Wyller at his email address.

Department of Human Services
Children's Care Licensing Program
Attn: Ed Wyller
201 High St. SE Suite 500

Summary of Review					
Program and Services 413-215-0011(2)	Yes	No	N/A	Corrective Actions	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	Corrective Action Completed
(1)(a) Minimum of 5 board members	x				
(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	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	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			x		

documents use in child's record when applicable					
(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				
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		
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	Yes	No	N/A	Corrective Actions	Corrective Action Completed
Bedrooms 413-215-0516(3)					
(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	x				

(E) # of children & staff evacuated (F) special conditions simulated (G) problems encountered (H) time to complete					
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			(10) Written record of the administration of medication is missing (h) possible adverse reactions	
(4)&(5) Herbal supplements and remedies, medical treatments, special diets, physical therapy, physical aides or limitations have a written order signed by a physician or qualified medical professional.	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 (e) medication disposed (f) method of administration (g) ID of person administering (h) possible adverse reactions (i) medication taken outside facility		x			

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			NWYD has not been training staff or aware of the reasonable prudent parent standard.	
(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		
Supplemental Information Provided by CCA	Yes	No	N/A	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 required policies and procedures as identified in "Agency Type Specific Rules"	x				
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Personnel Files 413-215-0061	Yes	No	N/A	Corrective Actions	Corrective Action Completed
Staff Name/Position					
(3)(g) Date of Hire					
(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 disciplinary techniques that are non-punitive in nature	x				
(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			Repeated Finding: NWDYD will need to ensure staff are trained in 413-215-0556(4). Program is not training to the standard and will need to ensure designated staff authorized to apply reasonable and prudent parent standard are trained in application of the standard.	
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 (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		
Comments:					

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				
(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				

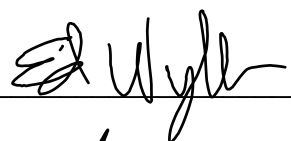
Consents 413-215-0576(1)	Yes	No	N/A	Corrective Actions	Corrective Action Completed
(a) Provide routine and emergency medical care	x				
(b) Use the discipline and behavior management system	x				
(c) Use restraint or seclusion (if applicable). Must specify the reasons for the intervention and how staff 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			Repeated Finding: Disclosures were missing that parent/guardian can request, (c) any policies and procedures upon request.	
(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		NWYD currently has two face sheets that were missing many of the requirements in a summary sheet. NWYD will need to develop a summary sheet including the requirements listed in 413-215-0581 (1) a through e.	
(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> . (C) Other persons significant to child (D) Other professionals to be involved in service planning (if applicable)		x			
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				
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				
(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: Additional Findings:

- OAR 413-215-0056: NWYD will need to update their mandatory abuse policy to meet the requirements in OAR 413-215-0056.
- OAR 413-215-0051: During the renewal review it was found that medication policy did not meet all the requirements. NWYD has submitted a revised policy that now meets this requirement and will no longer require corrective action.

Licensing Coordinator's Signature:  Date: 4-5-2021

Manager Review:  Date: 4-2-2021