



## Licensed Child Caring Agency Unannounced Site Visit Report

**Licensee:** Trillium Family Services, Children's Farm Home

**Executive Director:** Kim Scott, CEO

**Program Director(s):** Amy McAdams

**Date of Unannounced:** April 22, 2021

**Licensing Coordinator:** Todd Cooley

**Other Regulatory or Accrediting Agencies:** OHA, Joint Commission

**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<br>Further Action<br>Needed              | Comments |
|----------------------------------------|----------------------------------------------------------|----------|
| No previous findings from last review. | Yes <input type="checkbox"/> No <input type="checkbox"/> |          |
|                                        | Yes <input type="checkbox"/> No <input type="checkbox"/> |          |

| New Findings from Site Visit                                                                    | Comments                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">413-215-0511(2)(a) &amp; (c)</a> Buildings are smoke free, clean and in good repair | Sequoia Cottage had derogatory writing on the walls of the common area to the effect of, "I must die" and "You are trash".                                                                                           |
| <a href="#">413-215-0516(1)</a> All parts of the facility ensure the safety of children         | Cummings Cottage had 2-3 rooms which appeared cluttered. Trillium has historically limited the amount of belongings and personal items allowed in individual rooms in order to minimize the potential safety hazard. |
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## Interview Summary

Licensing met with Amy McAdams, VP of Operations for Children's Farm Home (CFH), on April 22, 2021 after arriving on campus for an unannounced visit. The purpose of the unannounced visit was explained and McAdams provided a tour of all operating cottages at CFH, which is currently at four. During the tour licensing was able to interview clients from various cottages, but due to current staffing levels no staff interviews were conducted. Contact information for licensing was provided if any staff wanted to be interviewed at a later time.

In general the clients felt their needs were being met and were comfortable talking with staff about any concerns they might have. One client did state personal concerns over their ability to stay safe around staff and peers and did not feel like they received enough support. These concerns were communicated to management at the time they were disclosed.

Clients stated school was going well and they were either ahead or on schedule as far as credits except for one client who said they have historically struggled with school. One was working on their diploma and another was almost a full year ahead and seemed very focused on staying on top of school work.

The clients had mixed reviews on the food at Farm Home. From gross and could be better to it is good, but greasy. They all said there is always plenty to eat and snacks are available when asked for. A salad bar is offered daily along with a main course cooked in a central kitchen.

Clients also had varying opinions on the amount of recreation and outside time they had. Some felt it was plenty while others wanted a lot more. One common theme among all of the clients around recreation and life on the units in general was staffing. Clients were acutely aware of the low staffing and some stated it has been an ongoing issue for a long time (1+ years). The clients felt the staffing contributed to fewer check-ins, fewer walks and other activities across campus. Clients also recognized it affected other parts of their daily routine as staff were frequently engaged with peers and not able to provide the personal attention they felt they needed or deserved.

When asked if there was anything they would change, communication between staff and finding ways to calm kids down were the two comments. It was felt sometimes staff either on shift or between shifts did not always communicate client needs as well as they could. Another client thought staff needed to be more aware of clients triggers and calming strategies to be able to calm clients before they tried to self-harm or became aggressive and required a restraint.

Clients were also asked what they thought staff did well. Most clients stated staff listened well and really seemed to care. Staff made clients feel like they were not just there for a paycheck, but really engaged with the clients.

## Observations

Overall, the campus was in good condition other than the graffiti noted above. With the addition of the Redwood building Trillium has been working on updating the older cottages of Powers and Cummings. As observed in the client interviews and confirmed by management, the current staffing levels are very low right now. Lower census levels are being self-imposed down to 9 clients per cottage from the usual 12. Management has open and ongoing recruitment, but stated it is very difficult to attract applicants right now. The current license is set to expire in September, and a full license renewal review will be scheduled and conducted prior to that time.

## Corrective Actions and Timeframes:

Please submit the following to verify compliance.

Within 45 days of receipt of this report Trillium Family Services 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 Todd Cooley, [todd.cooley@dhsosha.state.or.us](mailto:todd.cooley@dhsosha.state.or.us) or sent by regular mail to the following address:

Department of Human Services  
Children's Care Licensing Program  
Attn: Todd Cooley, Licensing Coordinator  
201 High St. SE Suite 500  
Salem, OR 97301

Licensing Coordinator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Review:  \_\_\_\_\_ Date: 05-06-2021