



Licensed Child Caring Agency Site Visit Report Day Treatment

Licensee: Trillium Family Services Sagebrush Program
Executive Director: Kim Scott
Program Director: Terri Bachler, Clinical Supervisor

Board Chairperson: Mike Larson
Date of site visit: April 29, 2021
Licensing Coordinator: Todd Cooley

Other Regulatory or Accrediting Agencies: OHA

Program Compliance: The program is or will be compliant with OAR 413-215-0001 to 413-215-0131, Licensing Umbrella Rules, and OAR 413-215-0801 to 413-215-0856, Licensing Day Treatment Agencies. Personnel records were reviewed and compliance with required background checks was documented for employees in all programs.

Program Description(as defined in the Sagebrush Handbook): Sagebrush is a collaborative program that specializes in individual and family therapy, group skills training, psychiatric oversight, treatment planning, care coordination, and educational services for students ages 5 – 17 who experience emotional or behavioral difficulties impacting their ability to be successful in the school and home environments.

They are a multi-disciplinary group of mental health and educational professionals working as a team with students and families to assist them in managing mental health symptoms, demonstrate safe behaviors, and engage successfully in the classroom and community.

Day Treatment offers multiple classrooms that are a part of the High Desert Educational School District (HD ESD), including elementary, middle, and soon high school classrooms. These classrooms are each led by a HD ESD teacher and educational assistant, supported by milieu staff, and guided by the clinical team. Students and family also receive individual and family therapy on a weekly basis, participate in treatment planning and review meetings, and attend psychiatric medication management appointments.

Capacity and Age Range: 8 youth Ages 5-17

Funding sources: OHP (all CCO's), private insurance

Contracts and sources for referrals:

Contracts: PacSource Central Oregon, FirstChoice, MHN, Moda, Optum, PacSource, Point Comfort, Providence, Regence and Samaritan
Referrals: Hospitals, Emergency Departments, Outpatient treatment teams, CCO Care Coordinators, County Wrap Facilitators, Commercial Insurance Companies, Residential Providers, direct contact from guardian, direct contact from ODHS Caseworker, internal referral from

Average length of stay: 37 days

Average daily population served: 8

Number of children served annually: Currently has served 12 clients in 4 months

Interviews, Observations: The site review consisted of a file review conducted on April 28th at the Parry Center campus and then onsite at Sagebrush for interviews of students, staff and a walkthrough of the facility on April 29th. During the review the following Trillium management staff were present and available during the review and tour of the facility: Chiharu Malone (VP of Valley Community Services), Terri Beachler (Clinical Supervisor) and Bethany Wallace (Director of Quality Improvement). Carrie Wouda (OHA) was also present and conducting a review simultaneously. Two students and one staff were interviewed.

Both students had very positive things to say about the program. The students liked it there, felt safe and were comfortable with staff. They liked the schoolwork and felt they were learning some really good lessons from their groups. The students stated they were staying on track with their classes and one of them said they had completed three years' worth of computer modules during their time there. The food was just okay, and one student stated it was typical school food, while the other didn't like it and stated they were hungry a lot because their mom wouldn't pack them a lunch. There are snacks available to the students if they are hungry outside of the breakfast and lunch they are provided at the school. They stated there are lots of activities from board games, crafts and physical activity games. Neither student seemed particularly concerned about the limited outdoor space and felt they had plenty of recreation time while in the program. Students stated they participate in therapy at least twice a week and there are daily groups. When asked what they felt could be done better and what they felt staff did well, other than the food the students could not think of any areas they could improve on. They said the staff are all really good people, they are glad they are there and overall, it has been very helpful.

Staff interviewed was a Skills Trainer with previous experience working in a residential setting with another CCA for two years. Staff stated they received adequate training through Relias, Trillium's online training program, and in person for skills like CPI. They said they received twice the amount of CPI training with Trillium than they had experienced with their previous program. They felt the Relias training provided a solid foundation to build on prior to working with the students. This staff had not been involved in any restraints at Sagebrush but had witnessed a few holds and from their experience stated they were conducted very well. They stated the Skills Trainers get to lead groups three times a week and the therapists lead groups on the other two days. Staff felt communication was good and they have 30 minutes in the morning to game plan before the students arrive and a few hours after they leave to debrief and complete paperwork. Overall, they feel very supported and stated their supervisor Lex was very good.

Program Strengths (as described by the program): One significant success we have had within the past 6 months is engaging the local Central Oregon Community in the day treatment level of care. This is a resource which has been needed and we have been able to navigate opening and

supporting clients through COVID. Additionally, we have been able to collaborate well with HDESD to provide educational services during our day treatment day.

Program Challenges (as described by the program):

- COVID-19 precautions have impacted some of our programming, and have had to adjust census to support social distancing
- Maintaining a consistent psychiatrist for the program
- Acuity of clients
- Difficulty integrating distance learning without support initially when opening
- Still being on a paper MAR

Changes that have occurred in the last 2 years: N/A

Lawsuits: N/A

Grievances and complaints filed in the last two years: N/A

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 or sent by regular mail to the following address:

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

Exceptions: None

Changes in License: None

Summary of Review

Program and Services 413-215-0011(2)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Program and services are in scope of license	X				
Governance – Board Responsibilities 413-215-0021	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1)(a) Minimum of 5 board members			X	- Not reviewed as part of the 6-month initial license renewal. These items were verified prior to issuance of the original license.	
(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/Comments	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	Corrective Actions/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 documents use in child's record when applicable	X				
(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				
Contractors (if applicable) 413-215-0061(6)	Yes	No	N/A	Corrective Actions/Comments	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:			X		

(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					
Supplemental Information Provided by CCA	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Documents as indicated on the form titled "Renewal Licensing Required Documents"			X	- Not reviewed as part of the 6-month initial license renewal. These items were verified prior to issuance of the original license.	
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		
Educational Services 413-215-0856	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
School is accredited Accrediting body _____			X	- All educational resources are provided by High Desert ESD.	
(2) 1:15 ratio for qualified teacher/children	X				
(4) Secondary schools – verification provided that meets academic standards to obtain admission to higher education and receive high school diploma or GED			X		
Physical Plant	Yes	No	N/A	Corrective Actions/Comments	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				
413-215-0816(8) Adequate in size and arrangement for programs offered	X				
413-215-0091(12) License is posted in common area at each facility	X				
413-215-0001(5)(d) & 0816(9)(a)&(b) Adequate furnishings and personal items; storage for personal items	X				

413-215-0816(2) Buildings are smoke free, clean and in good repair	X				
413-215-0816(3) Rooms are free of harmful drafts, odors, and excessive noise	X				
413-215-0816(4) Rooms are adequate in size and arrangement	X				
413-215-0816(5) System provides a continuous supply of hot and cold water	X				
413-215-0816(7) Building is well ventilated and room temperature is within a normal comfort range	X				
Bathrooms 413-215-0816(8)(a)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(A) 1:15 ratio for toilets	X				
(B) 1:2 ratio for sinks to toilets. Hand-washing sink not used for food prep	X				
€ Hot and cold running water, soap, and approved hand drying options	X				
(D) Individual privacy	X				
€ Permanently wired fixtures	X				
(F) Window covering			X		
(G) Mirror, permanently affixed	X				
(H) Adequate ventilation	X				
Room and Space Requirements 413-215-0816	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(8)(A)(B) Laundry is separate from food storage, kitchen and dining	X			The outdoor recreation area is a fenced corner of the facility parking lot. The fencing provides a visual barrier to vehicles and physical barrier to students from wandering into an unsafe situation. The area is very small and minimally adequate for the age and needs of the students. When high school students are added this space will likely not meet their needs. The building does have a sizeable indoor area currently being used for recreation and allows enough room for students to run around and play games like tag or sharks and minnows.	
(8)(c) 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				
(8)(g) Recreational 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			
(8)(f) Time out rooms have adequate space, heat, light and ventilation and is not capable of locking	X				
Food Service area 413-215-0816(8)(d)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(A) Areas used for storage, food preparation, and dish washing are separate from child-caring areas	X				

(B) Walls, floors are easily cleanable	X				
(C) Equipment and utensils are easily cleanable, durable, nontoxic, and kept clean	X				
(D) Equipment is easy to clean beneath, between and behind	X				
Food Services 413-215-0831	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1)(a) Meals are arranged daily, consistent with normal mealtimes that occur during the hours of operation	X			- All food is prepared offsite by the local school district and delivered daily.	
(b) Menus are prepared in advance in accordance with USDA guidelines, provide a variety of foods and are adjusted for seasonal changes.	X				
(b) Menus are maintained for at least 6 months			X		
(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				
(2)(e) Children are supervised when in the food-preparation area			X		
Safety 413-215-0836	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(2)(a) Written emergency plan	X			- Emergency numbers were not posted near telephones. When staff were asked, they all knew how to access the appropriate information. While licensing was still on site, the emergency numbers were printed and posted as required.	
(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 years and contains; (A) identity 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 413-215-0836(5)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(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 413-215-0846	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(2)&(5)(e) Medications have a prescription and are stored in the original container with prescription label	X			- No medication disposal log was present, but there had been no medication which needed to be disposed of to date. Trillium already has an agency wide medication disposal log that will be printed and added to the medication cart documentation.	
(5) Medications are kept in locked storage	X				
(6) Medications are disposed in accordance with state and federal law	X				
(7) Written record of the disposal of medications is maintained (description, name, reason, method, staff & witness signature)			X		
(8) Written record of the administration of medication includes: (a) name (b) description I dates & times (d) missed doses I medication disposed (f) method of administration (g) ID of person administering (h) possible adverse reactions (i) medication taken outside facility	X				
Staff Qualifications and Minimum Staffing Requirements 413-215-0811	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1) Teachers are licensed in accordance with Teachers Standards and Practices Commission			X	- All teaching staff are from High Desert ESD	
(2) A qualified clinical supervisor directs the clinical program and supervises clinical staff	X				
(3) Mental health service delivery staff meet the qualifications in OAR 309-022-0125	X				
(4) Sufficient QMHP and other staff to meet the severity and acuity of children served. Does not exceed 1:12 QMHP Current Ratios 1:6	X				
413-215-0001(5)(f) Ensures safety and adequate supervision	X				

413-215-0001(5)(c) Engages in and applies appropriate behavior management techniques	X				
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Personnel Files 413-215-0061	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Name	X				
Position	X				
(3)(g) Date of Hire	X				
(3)(a) record of education, training and previous employment	X				
(1)(b) & (3)(b) reference checks complete and documented	X				
(1)(a) & (3)(c) Background check was 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/Comments	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				

Ongoing Training	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
413-215-0831(2)(b) Employees who handle food served to children have a valid food handler's card	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				
413-215-0836(5)(a) Employees transporting children meet the driver requirements (current driver's license, insurance, trained in emergency procedures & behavior management, and training for 15+ passenger vans if applicable)			X		
Contractors (if applicable) 413-215-0061(6)	Yes	No	N/A	Corrective Actions/Comments	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/Corrective Actions:					

Children's Records	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Name of Child	X				
Date of admission	X				

Medication 413-215-0846	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(3) Medical treatments, special diets, physical therapy, physical aides or limitations have a written order signed by a physician or qualified medical professional.	X				
(4) Self-administration is approved in writing by Physician, recommended by agency, and monitored by staff or guardian. (9) <i>If applicable</i> , there is documentation of the continuing evaluation of the ability of the child to self-administer medication	X				
(8) Medication record	X				
Records and Documentation 413-215-0071	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1) Stored safely and are available for inspection by Dept.	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:					

Licensing Coordinator's Signature:  Date: 5-28-2021

Manager Review:  Date: 5-20-2021