



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: Family Solutions – Cascade House and Willow House

Executive Director: Tom Johnson

Program Director(s): Dorothy Provencio

Date of Unannounced: May 13, 2021

Licensing Coordinator: Robin DuVal

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

Program Compliance: OAR 413-215-0001 to 413-215-0136 Licensing Umbrella Rules, and OAR 413-215-0501 to 413-215-0586, Licensing Residential Care Agencies Rules.

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 Further Action Needed	Comments
-Willow House 6-Mth Review 01/20/2021 -Cascade House Unannounced Site Visit 11/3/2020 (no Findings)		
413-215-0511(2)(a) &(c) Buildings are smoke free, clean and in good repair: 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."	Yes ☐ No ☒	
413-215-0551(10) Written record of the administration of medication includes: (h) possible adverse reactions: The requirement is unmet for (10)(h) Adverse Reactions. The agency shall ensure possible adverse reactions are listed for all medications."	Yes ☐ No ☒	Willow House - Note: The Adverse Reaction binder shall be easily accessible to staff.

413-215-0546(2)(e) Documentation of age appropriate instruction – pregnancy prevention, nutrition, prevention of HIV & AIDS, and prevention and treatment of sexually transmitted disease: Documentation of age appropriate instruction is unmet. The agency shall ensure age appropriate instruction occurs and is appropriately documented.	Yes ✓ No □	Willow House: Documentation of age appropriate instruction is unmet. The agency shall implement a systematic procedure to ensure this requirement is met. This is a REPEAT FINDING .
413-215-0581(1) Summary sheet contains the following: (a)The name, gender, date of birth, religious preference, and previous address(b) Name and location of previous and current school: 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.	Yes ✓ No □	Willow House: The summary sheet is missing religious preference and name and location of previous and/or current school. The agency shall ensure the updated form capturing all requirements is implemented going forward. This is a REPEAT FINDING .
413-215-0581(4) Records contain date, amount, source, purpose, signatures: 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.	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 information as noted above.	Yes ✓ No □	Willow House: Records are incomplete missing information as noted above.

New Findings from Site Visit	Comments
413-215-0511(2)(a) &(c) Buildings are smoke free, clean and in good repair:	At Willow House, several bedrooms were observed with large amounts of clothing, possessions, etc. strewn about the floors with minimal sight of the bare floor. The agency shall ensure cleanliness and safety from potential hazards.

Interview Summary

Youth M. is 14 years old and has been at Willow House for approximately 6 months and reports the program is helping with anger issues, staff are trusting, feels safe here, has contact with family and time isn't limited, food is good and plentiful. Gives input into treatment plan and feels listened to. No problems getting medications as ordered. Regular activities and outings were described. Doesn't really like school in general and they need additional explanation to help understand. Feels that staff really don't understand their background and what led up to them being in this program. Doesn't like the peers here and that the program only serves one gender population.

Youth T. #1 is 14 years old and has been at Cascade House for approximately 4 months. It's their first time being in a program and is still adjusting. The program is kind of helping but described some peer and environment stressors. There's a couple staff who are trusting and there when they need it. Feels safe in the house but doesn't like the neighborhood. Has contact with family and time isn't limited. Hasn't really thought about giving input into their treatment plan. Dislikes the food but is a picky eater, and reports big meals are made for leftovers. Favorite thing about the program is the friends that have been made. Least favorite is "everything". Has school on-site but would rather be in-person at a school building. Regular activities and outings were described.

Youth T. #2 is 13 years old and has been at Cascade House for approximately 3 weeks and reports the program is helping with coping techniques, cussing, and to think before speaking. Staff are trusting, especially the therapist. It's ok here, still adjusting and feels safe. Activities and outings were described. Has regular phone contact with family and time isn't limited. Food is good, gets enough and reports big meals are made for leftovers. No problems getting medications as ordered. Frustrated that caseworker never answers or returns calls but is looking forward to their upcoming team meeting. School is good and gets help. Feels there's some unfair privileges, especially with the youth that have runaway and returned, and peer boundaries and rules are unfair among peers. The program does well at teaching right and wrong.

Both youth at Cascade House shared some statements made by staff that they felt aren't appropriate for the youth being served in the program. This coordinator discussed the concerns with the House Manager, and the program is taking it seriously and is taking actions to correct.

Current census: 5 at Willow House and 6 at Cascade House.

Observations

Willow House: The program had good COVID-19 protocols and all staff wore face masks, as mandated statewide due to the COVID-19 pandemic. Adequate food supply was evident by dry and canned goods on shelves and in multiple refrigerators and freezers. Several bedrooms were observed with large amounts of clothing, possessions, etc. strewn about the floors with minimal sight of the bare floor, and a recommendation was provided to utilize Collaborative Problem Solving techniques to encourage the youth to maintain a level of cleanliness and reduce risk of safety hazards.

Cascade House: The program had good COVID-19 protocols and all staff wore face masks, as mandated statewide due to the COVID-19 pandemic. Adequate food supply was evident by dry and canned goods on shelves and in multiple refrigerators and freezers. The fire extinguisher

upstairs on A. side was missing from the mount, which was installed the following day. There are two egresses to the medication/staff office and one door had the glass replaced with wood. The facility is an aging building and the program makes efforts to maintain good repair.

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**, ROBIN.M.DuVal@dhsosha.state.or.us

Licensing Coordinator's Signature: Robin DuVal Date: 6/1/2021

Manager Review: H. Gilre Date: 5-31-2021