



Licensed Child Caring Agency Site Visit Report Day Treatment

Licensee: Klamath Basin Behavioral Health
Executive Director: Stanley Gilbert (CEO)
Program Director: Denise Norton

Board Chairperson: Mel Ferguson
Date of site visit: August 10th, 2021
Licensing Coordinator: Ed Wyller

Other Regulatory or Accrediting Agencies: Oregon Department of Education and Oregon Health Authority

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(s): KBBH reports: "Day Treatment is an intensive program for children with severe emotional and behavioral challenges and provides site-based treatment that integrates mental health services with educational services. This program provides an alternative to residential care and allows children to remain at home during intensive treatment. Individualized skills building offers development opportunities to strengthen children's abilities to be more successful in their home, school, and community. Youth in grades 1-12 attend Day Treatment year-round in place of public school and most students transition successfully back to mainstream school after 12 months."

Capacity and Age Range: Capacity 45, ages 3-17 years

Funding sources: Cascade Health Alliance (CCO), and contracts with city and county schools.

Contracts and sources for referrals: DHS, city and county school districts, and through community resource team (CRT)

Average length of stay: 10 ½ months

Average daily population served: 28 students

Number of children served annually: 53 students

Interviews, Observations:

I interviewed a student from each of the grade level categories, (elementary, middle, and high school). I met with students in the clinical director's office to ensure their privacy. On a scale from 0-10 (0=worst school, 10=best school) students reported the following 8.5, 9.5, and 10 on that scale. School food was reported to be "pretty good", "very good and love it", and "great, Ethan does amazing job". All students reported feeling safe at KBBH – Day treatment. All students discussed going on new outings due to the smoke this summer such as YMCA to swim and less visits to lakes. Students reported going to bowling alleys where in the past spent time with horses outside. One student reported they have learned how to practice deep breathing and how to ignore to cope with their anger. Another student reported "I have learned to control my anger and learn not to blurt out". One student stated, "The school is as good as it gets. Staff are good. They understand what you need and how to help".

During tour of KBBH day treatment noted the following new additions:- All classrooms have new smart boards and chrome books. New picnic tables are placed in the upper outside playground. A new trauma informed group room was created for group space with counselors' offices located in this group room. Lockers have been added for the middle school and high school students to become familiar with lockers to assist with transitions to mainstream schooling and to normalize the day treatment environment. A sensory room has been changed to a library setting with books creating a quiet space for students. High School students now eat in the gym to have their own space from the elementary and middle school students.

I observed the morning Covid-19 check of each student. The process starts once students deboard their bus, move towards building, and one student with one employee in front lobby to finalize the process. During the day of my visit the air quality was high, and youth were not able to go outside program took youth to go swimming in local indoor pool facility. At night medications are taken to the KBBH clinic and are double locked and only Doctors and Nurses would have access to the medication.

Program Strengths: KBBH reports the following: "KBBH: Leadership, facilities, collaboration with community agencies, leader in the community, Community Mental Health Program. Certified Community Behavioral Health Center, certification renewal track record, consistent financial audits, commitment to staff training, monthly cultural awareness trainings. 24/7 crisis team, great psychiatric team made up of PMHNP's. Day Treatment: Long term staff, strong teaching staff, commitment to kids, great facility, collaboration with Klamath Falls City Schools, Klamath County Schools, DHS, Juvenile Department, and Community Resource Team."

Program Challenges: KBBH reports the following: "KBBH: change at CEO position coming soon, legislative changes, Covid and the ongoing changes/mandates, workforce shortages, no psychiatrist on staff."

Changes that have occurred in the last 2 years: Covid -19 constantly changing mandates/rules, new insurance company starting in July 2021.

Lawsuits: No lawsuits for Day Treatment. A former employee in another KBBH program sued for improper termination and insurance company chose to settle.

Grievances and complaints filed in the last two years: Day treatment had one reported grievance in past two years. I have reviewed the grievance and issue was resolved appropriately.

Corrective Actions and Timeframes: Please submit the following to verify compliance.

Within 45 days of receipt of this report Klamath Basin Behavioral Health – Day treatment 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 **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
Salem, OR 97301

Exceptions: N/A

Changes in License: N/A

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				
(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: (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		
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		- Fires Marshall Inspection has findings that need to be completed. - Missing Certificate of Occupancy	

Documents as indicated on form titled "Required Financial Documents and Information"	x				
All required policies and procedures as identified in the "Umbrella Rules"		x		Mandatory abuse reporting policy missing current definitions of abuse for CCA's and the need to immediately report abuse. (OAR 413-215-0046)	
All required policies and procedures as identified in "Agency Type Specific Rules"		x		Policy regarding the rights of children and families missing sections f, g, and i of (OAR 413-215-0046)	
Educational Services 413-215-0856	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
School is accredited	x				
Accrediting body: Oregon Department of Education					
(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)(e) 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				
(C) Hot and cold running water, soap, and approved hand drying options	x				
(D) Individual privacy	x				
(E) 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	KBBH contracts for laundry	
(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				

(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				
(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	City Schools provides transportation for KBBH clients	
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				
(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 (c) dates & 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				
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				
(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: 1:6.5	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				

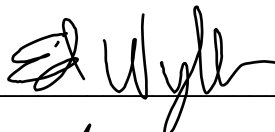
Personnel Files 413-215-0061	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Name					
Position	x				

(3)(g) Date of Hire	x				
(3)(a) record of education, training and previous employment	x				
(1)(b) & (3)(b) reference checks 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			KBBH Day treatment report that they train on organizational lines of authority. Reviewer was unable to see record or any indication of this training in personnel files.	
(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	x				

(c) legal responsibility to report is personal to the employee					
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: Program uses and electronic storage system called credible.					

Licensing Coordinator's Signature:  Date: 9-13-2021

Manager Review:  Date: 9-7-2021