



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: Affect Youth Services, Inc.

Executive Director: Mandy Augsburger

Board Chairperson: Mandy Straus

Date of Unannounced: September 22, 2021

Licensing Coordinator: Robin DuVal

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

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: License Renewal 04-30-2021	Repeat Findings Further Action Needed	Comments
413-215-0021(2)(f) Formally evaluate the exec. Director's performance annually: "Performance evaluations of the Executive Director are conducted annually, however not signed by the board chairperson as required by OAR 413-215-0021(2)(f). The agency shall ensure the board chairperson is involved in the annual performance evaluation and signed by the board chairperson."	Yes ☐ No ☒	
413-215-0551(8) Medications are disposed in accordance with state and federal law: "Unused medications were being stored in a separate container from current medications in the locked medication closet, to be given to the youth's guardian when available. The agency shall ensure all unused medications be disposed of and in a manner that ensures that they cannot be retrieved."	Yes ☐ No ☒	
413-215-0551(9) Written record of the disposal of medications is maintained and includes: (a) description and amount (b) name (c) reason (d) method	Yes ☐ No ☒	

(e) staff & witness signature “Unused medications were not documented on a written disposal record as required. The agency shall ensure all unused medications are documented utilizing the already established medication disposal form, capturing all required elements (a-e). The written disposal record shall be thoroughly completed and maintained.”		
413-215-0551(10) Written record of the administration of medication includes: (e) medication disposed; (i) medication taken outside facility: “The Medication Administration Record (MAR) form was missing required elements. The agency shall update the MAR form to include (e) and (i), and document appropriately going forward. The written MAR shall be thoroughly completed and maintained.”	Yes ☐ No ☒	
413-215-0061(3)(f) Record of personnel actions: “Records of personnel actions were missing from personnel files. The agency shall develop and implement a personnel action form for all employees to be utilized when there is a personnel action to be recorded or requires payroll action.”	Yes ☐ No ☒	
413-215-0556(1)(b) Restraint and seclusion (if applicable): “Two staff have not received restraint training to date. The agency shall ensure: 1) All current untrained employees are trained utilizing “Right Response” methods as their nationally recognized crisis intervention model. 2) Provide documentation when completed. 3) All new employees are trained within 30 days of hire. 413-215-0576(1) (c) Use restraint or seclusion (if applicable). Must specify the reasons for the intervention and how staff are trained and supervised: “The consent form was missing the agency’s use of restraint. The agency had previously updated their restraint and behavior consent form. However, it wasn’t updated in the intake packet, therefore the program is using the old form. The agency shall ensure the updated restraint consent is: 1) Included in all future intakes and retained in the youths file, and 2) Provided to and signed by all current youth guardians.	Yes ☐ No ☒	
413-215-0576(3) (a) Disclose or exchange information with others: “Authorization to disclose or exchange information was missing from youth records. The agency shall: 1) Develop and implement an authorization document to disclose or exchange information with others, and 2) Ensure this authorization is included in all future intakes and retained in the youth’s record.	Yes ☐ No ☒	

413-215-0581(1) Summary sheet contains the following: (a)The name, gender, date of birth, religious preference, and previous address: “Previous address was missing from the summary sheet. The agency shall ensure: 1) The form is updated to include previous address. 2) The previous address is documented on the summary sheet. Religious preference was not consistently documented on the summary sheet. The agency shall ensure an entry is noted for religious preference.	Yes✓ No□	The agency shall ensure the updated summary sheet containing all required elements is utilized with all new admissions.
413-215-0581(4) Records contain date, amount, source, purpose, signatures: “The financial form was missing required elements. The agency shall: 1) Update the form to include the source, purpose, and signatures (not initials). 2) Utilize the form when youth have any money, gift cards, etc. that are received or dispersed.	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: “Personnel and youth records are incomplete missing items noted above. The agency shall ensure the revised date is noted on documents (forms, policies, procedures, etc.) when revised.”		Youth records are incomplete missing required elements on the summary sheet. See comment above.

New Findings from Site Visit	Comments
None	

Interview Summary
The current census is 11 youth with an average age of 14 or 15. Mandy, Executive Director, shared that the Child Welfare grant money allows for educational training, and the program is utilizing that towards bilingual Spanish training for two staff and for Mandy to become a certified suicide prevention trainer, through QPR Institute, for three years. The program currently uses Right Response de-escalation techniques, and the team regularly checks in with each other about their “optimal performance range” (OPR). Youth became interested in staff talking about OPR, so the trainer, Chris, reviewed this concept with the youth.

Youth J is 17 years old, has been in the program for approximately one year, and it's their first program. Feels the program is helping with school and sobriety. Likes it here and feels safe. Staff are trusting and caring, and want to see the youth succeed, and they talk a lot about integrity. Football, basketball, cards, board games, going swimming and to the park are some of the things they do for fun. Talks to people outside the program and is given enough time. Food is good and gets enough. Provides input into service plan and feels listened to. No issues with getting medications as prescribed. Has school online, gets help and is on target to graduate in March. Favorite thing about this program is "definitely" the people and the food. Least favorite is not having their cell phone 24/7. The program does well at supporting the kids, sports, and school.

Youth K is 13 years old, has been in the program for approximately 6 weeks, and it's their first program. Feels the program is helping with integrity of doing the right thing when no one is watching. Staff are trusting, likes staff Chris. Likes it here and feels safe but doesn't like being away from mom. Basketball, scooter, playing pool, card games, going to parks, skate parks, the mall are some things they do for fun. Talks to people outside the program and is given enough time. Food is great and gets enough. Gives input into service plan and feels listened to. No issues with getting medications as prescribed. When asked if there was something to change about this program, nothing came to mind. States the program does well at "everything". Favorite thing is some of the other youth.

Observations

The program was clean and in good repair, although the youth bathroom sink could benefit from a good scrubbing. Youth sheets were off beds for weekly washing. Plenty of food was observed in the pantry, refrigerator, and freezers. Medications and logs were observed and met licensing requirements.

Corrective Actions and Timeframes:

Please submit the following to verify compliance.

Within 45 days of receipt of this report, **Affect Youth 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 are to be emailed directly to **Robin DuVal**, ROBIN.M.DuVal@dhsosha.state.or.us.

Licensing Coordinator's Signature: Robin DuVal Date: 10/19/2021

Manager Review:  Date: 10-19-2021