



**Licensed Child Caring Agency Unannounced Site Visit Report
Residential Care**

Licensee: Looking Glass Community Services
Executive Director: Craig Opperman
Program Director(s): Maleigha Myers
Board Chairperson: Daniel Lacoste
Date of Unannounced: 12.16.2021
Licensing Coordinator: Aubrey Kelly
Other Regulatory or Accrediting Agencies: OYA

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 06/15/2021	Repeat Findings Further Action Needed	Comments
Documents as indicated on the form titled "Renewal Licensing Required Documents" • Certificate of Occupancy not provided for either residential locations. Program is aware and in the process of obtaining for submittal to licensing. • Fire Marshal inspections have not been completed. LGCS started the process and paid for the inspections in June 2020 and due to COVID-19 the Fire Marshal has not conducted the required inspections. The program continues to communicate with the Fire Marshal's Office to get these completed as soon as possible.	Yes ☐ No ☒	All required documents have been received.

Documents as indicated on form titled "Required Financial Documents and Information" - A budget was not submitted, but the Board minutes show it has been approved. - Tax Compliance certificate has been applied for, but not yet received.	Yes ☐ No ☒	
413-215-0541(3)(a) Evacuation drill occurs monthly under varying conditions, is retained 2 yrs. and contains: (A) identify 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 AYS – Missing June '20 (repeat finding) RCC – Missing Sept '19 and Jan '20	Yes ☐ No ☒	RCC did not complete an evacuation drill in June of 2021. The program shall ensure evacuation drills are completed on a monthly basis and documented accurately.
413-215-0061(4) (a) Agency policies and procedures: AYS – Reviewed files of employees hired within the last two years were missing documentation of training on these required topics: Agency Policy and Procedure	Yes ☐ No ☒	Files reviewed contained the required documentation.
413-215-0061(4) (b) Ethical and professional guidelines: - RCC & AYS – Reviewed files of employees hired within the last two years were missing documentation of training on these required topics: - Ethical and Profession Guidelines	Yes ☐ No ☒	Files reviewed contained the required documentation.

413-215-0061(4) (c) Organizational lines of authority: • AYS & RCC – Reviewed files of employees hired within the last two years were missing documentation of training on these required topics: - Organizational Lines of Authority	Yes ☐ No ☒	Files reviewed contained the required documentation.
413-215-0061(4)(d) Attributes of population served: • AYS & RCC – Reviewed files of employees hired within the last two years were missing documentation of training on these required topics: - Attributes of Population Served	Yes ☐ No ☒	Files reviewed contained the required documentation.
413-215-0061(4) (g) Emergency procedures: • AYS – Reviewed files of employees hired within the last two years were missing documentation of training on these required topics: -Emergency Procedures	Yes ☐ No ☒	Files reviewed contained the required documentation.
413-215-0541(5)(a) Employees transporting children have: current driver's license, insurance, trained in emergency procedures and behavior management, and training for 15+ passenger vans if applicable: • AYS – Reviewed files were missing the following documentation: -Current Driver's License • RCC – None of the reviewed files contained documentation of current driver's license.	Yes ☒ No ☐	AYS – One file reviewed did not contain a current driver's license. The program shall ensure a current driver's license is in each staff's personnel file. RCC – One file reviewed did not contain a current driver's license. The program shall ensure a current driver's license is in each staff's personnel file.
413-215-0556(2)(a) Environmental emergencies: • AYS – Reviewed files were missing the following documentation: -Environmental Emergencies (repeat finding)	Yes ☐ No ☒	Files reviewed contained the required documentation.

413-215-0556(4) Designated staff authorized to apply reasonable and prudent parent standard are trained in application of the standard: • AYS – Reviewed files were missing the following documentation: -Ongoing Reasonable and Prudent Parent training • RCC – The reviewed files had no documentation of ongoing Prudent Parent training	Yes ☐ No ☒	Files reviewed contained the required documentation.
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New Findings from Site Visit	Comments
None	

Interview Summary
Client #1 (AYS): They are 18 years old and has been at the program for 6 months. This is their first program, came from Oak Creek. They are learning how to boost energy levels and love themselves better. Staff helps with those things. They hope to leave in Feb or March. They graduated from high school and wants to go to college someday. They get along with other girls well. They feel like staff are off and on. Their favorite staff is Tyler, she always been there for them, Tyler understands. The food is good sometimes, bad sometimes. They feel safe here and feels safe with themselves. They are hoping to get their 3rd covid shot. Client #2 (RCC): They will be 15 years old soon and has been at the program for 1.5 months. This is their first program, lots of drama here with the other kids. They don't like when the other kids yell. Staff offer them support when other kids are yelling. The food is good, better than hospital food. They like the burgers and the mushy zucchini is gross. Sometimes they feel safe when other kids aren't yelling. Their favorite staff is Bridget, she understands and relates. They speak to family for ten minutes every day. They have not been in a restraint since being here, no one has put their hands on them.

Observations

Both programs were clean and well taken care of. The programs were decorated for the holidays.

Corrective Actions and Timeframes:

Please submit the following to verify compliance.

Within 45 days of receipt of this report **Looking Glass Community 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 **Aubrey Kelly** at AUBREY.J.KELLY@dhsosha.state.or.us or sent by regular mail to the following address:

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

Licensing Coordinator's Signature:

Aubrey Kelly

Date:

02-09-2022

Manager Review:

H. Gilmer

Date:

1-20-2022