



Licensed Child Caring Agency Site Visit Report Day Treatment

Licensee: Lifeworks Northwest
Executive Director: Mary Monnat
Program Director: Erin Sewell

Board Chairperson: Abby Weast
Date of site visit: 1/25/2022
Licensing Coordinator: Ed Wyller, assisted by Holly Ivey

Other Regulatory or Accrediting Agencies: Oregon Health Authority Policy Analyst Carrie Wouda participated with ODHS Children's Care Licensing (CCLP) in a joint review.

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): Lifeworks NW reports the following: "Child Day Treatment Program (CDTP) provides day treatment services to children ages 5 to 11 including: individual therapy, family therapy, skills training, consultation, case management, safety planning, and education services. Adolescent Day Treatment Program (ADTP) day treatment services to children ages 11 to 18 including: individual therapy, family therapy, skills training, consultation, case management, safety planning, and education services."

Capacity and Age Range: CDTP reports a capacity of 16 and serves children from 5-11 years old. ADTP reports a capacity of 27 and serves children from 11-18 years old.

Funding sources: Coordinated Care Organizations (CCO's), and various school districts

Contracts and sources for referrals: Contracts with various school districts and CareOregon. Referrals from school districts, community therapists, and care coordinators.

Average length of stay: Lifeworks NW reports 8-24 months

Average daily population served:
ADTP: 14 during Covid / 18 pre-Covid
CDTP: 8 during Covid / 13 pre-Covid

Number of children served annually:

ADTP: 29

CDTP: 15

Interviews, Observations: Lifeworks NW has made several new improvements since last renewal review. Sensory rocking chairs have been added to classrooms and this has been a positive addition to the program. Program has painted trauma informed and soothing colors throughout the building. A sensory wall with activities has been added to engage students. A break room has been set up with a white board for students to express themselves on the wall. While touring witnessed a staff member in the Pond room throwing and playing catch with a nerf football. The Pond is a designated space to have sensory activities to help regulate students. These include gross motor skills, aroma, sound, and light. Students and employee interactions observed were calm, respectful, and encouraging. I observed students in a calming room with staff verbally assisting in regulating. Moments later student reengaged in classroom activity which involved putting together a floor puzzle.

I interviewed a student from both the ADTP program and the CDTP program. The student's reported feeling safe in their programs. Both reported it was the best school they have been in. One student reported the pond to be a good space for them to do fun activities with staff. This student reported they enjoy the daily art projects. Both students reported food to be good and enough to eat. One youth enjoys turkey sandwiches. The other student's reported favorite meal is the stir fry. One student reported they "feel valued" at the school. They reported that staff are "experienced and provide the help I need". This student reports meeting with their counselor weekly, and they know their treatment goals and are part of the process of developing those goals.

Program Strengths: Lifeworks NW reports, "Both ADTP and CDTP have strong and highly motivated teams with little turnover. Most of the staff on the ADTP team have been here for at least 3-5 years. Staff in the programs have a high degree of clinical skills, and the programs are highly regarded in the community. The overall success rate of the program is very high, and staff have strong relationships with parents with improving family functioning. ACORN scores show the effective rate for most students to be in the effective to highly effective range. Both teams have strong partnerships with local mental health treatment providers, local OHP insurance providers, school districts, and community partners. The programs are recognized as a strong training site for students and consistently have interns".

Program Challenges: Lifeworks NW reports, "Covid has had a significant impact on both overall census and enrollment. This has impacted our ability to meet our financial targets for the programs. The passage of SB 710 has created other challenges that have impacted screening."

Changes that have occurred in the last 2 years: Lifeworks NW reports, "The most significant change for the program has been adjusting to Covid. Services were offered virtually from March 2020 through approximately March 2021. Since the programs have returned to in-person services, capacity has been lower to reduce the risk of the spread of Covid and to ensure that the program can continue to be open even if several staff are quarantining due to a Covid exposure. Since the last review in February 2020, the CDTP team has a new program director. There are additional staff changes on both the CDTP and ADTP teams since the last review".

Lawsuits: Lifeworks NW reports N/A

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

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

Within 45 days of receipt of this report Lifeworks Northwest 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 Ed Wyller at 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 Unit
Attn: Ed Wyller
500 Summer St NE (E-94)
Salem, OR 97301

Changes in License: Nickerson Day Treatment is closed. Lifeworks NW did not resubmit license renewal for that program. Please remove Nickerson Day Treatment from License issued in February of 2022.

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			Need new BCU check for Executive Director and Program Director for day treatment programs.	
(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		Missing completed Executive Director and Program Director completed background check	
Documents as indicated on form titled "Required Financial Documents and Information"		x		Missing tax compliance certification	
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: Northwest Regional Education Service District / Oregon Department of Education	x				
(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			License is outdated and new license will need to be posted in common area	
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		
(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	x				

(G) problems encountered (H) time to complete					
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			Missing disposal records	
(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: 1:4	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					
(3)(g) Date of Hire					
(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			Missing mandatory abuse reporting training in 2020.	
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					
Date of admission					
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: Additional Findings: At conclusion of the onsite review, it was discovered that critical events are not being reported to DHS CCLP. A system will need to be put in place ensuring the following rule is followed: 413-215-0091(11) Notify the Department in the following circumstances: Within one business day if a critical event occurs. As used in this section, "critical event" means a significant event occurring in the operation of a child-caring agency that is considered likely to cause complaints, generate concerns, or come to the attention of the media, law enforcement agencies, first responders, Child Protective					

Services, or other regulatory agencies. Compliance with this notification requirement does not satisfy mandatory child abuse reporting requirements under ORS 419B.005 to 419B.045.

Licensing Coordinator's Signature: Ed Wyller Date: 2-4-2022

Manager Review: H. Gilre Date: 2-4-2022