



Licensed Child Caring Agency Site Visit Report Residential Care

Licensee: Josephine County Juvenile Department – Turning Point
Executive Director: James Goodwin (Juvenile Department Director)

Date of site visit: February 7th / 8th, 2022
Licensing Coordinator: Ed Wyller

Other Regulatory or Accrediting Agencies: Oregon Youth Authority (OYA), Oregon Department of Human Services (ODHS) Treatment Services

Program Compliance: The program was found to be compliant or will be compliant with OAR 413-215-0001 to 413-215-0131, Licensing Umbrella Rules, and OAR 413-215-0501 to 413-215-0586, Licensing Residential Care Agencies Rules. Personnel records were reviewed and compliance with required background checks was documented for employees in all programs.

Program Description(s): “Turning Point provides ODHS, OYA, and County Probation youth with individualized treatment service plans which include cognitive behavioral groups, individual counseling, and skill building services. Youth in the program work on treatment goals while also attending on-site school, as well as community, vocational, and recreational opportunities. On-site nursing and mental health services are available, as well as community partners for primary care, mental health, and Alcohol and Drug treatment services.”

Program type and services: Residential Care – BRS Basic Residential

Capacity and Age Range: Capacity 12 / 13–17-year-old age range

Funding sources: ODHS, OYA, and Josephine County Juvenile Probation

Contracts and sources for referrals: ODHS, OYA, and Josephine County Juvenile Probation

Average length of stay: 6-9 months

Average daily population served: 6

Number of children served annually: 20

Use of seclusion or restraint: Turning Point reports that they do not use either seclusion and or restraints.

Interviews, Observations: I interviewed an OYA youth and a county youth. Both reported feeling safe at Turning Point. Both reported that staff treat you with respect and it's a good place. Youth reported the following activities, going to YMCA, playing basketball at park, playing basketball on-site, doing artwork, bowling, and ice skating. Youth reported looking forward to going to Portland on Saturday to see the Portland Trailblazers play. It is a day game allowing program to travel from Grants Pass at reasonable hours for the youth. On a scale from 0-10 (0=worst program and 10=best program) youth reported Turning Point to be a 7.5, and an 8. Youth reported food to be really good. Youth reported cook makes Mexican, Chinese dishes and bakes often. One youth reported learning the skills of patience and listening. The other youth has been in multiple programs and reported being in groups and needing to apply what he has learned. When asked how the program could be improved, one youth reported they missed staff that had left. (Turnover of staff). The other youth reported when going out to get a shake at Inn and Out Burger she would like to order food.

During the site inspection reviewer noted new additions to the program:

- New walk-in fridge/freezer
- New gas kitchen stove
- New dishwasher
- New refrigerated water bottle fountain for youth in living area
- New milk refrigerator
- New outdoor bench in recreation area
- New outdoor shed for storage
- New communications board in staff office for relaying information about youth
- New extra long bed for tall youth (recent youth was 6 foot 7inches)
- An Automated External Defibrillator (AED) is on-site in staff office

During Kitchen tour I noted an allergy board in kitchen regarding what youth maybe allergic to. Cook has dedicated cutting boards for youth with food allergies to limit any possible cross contamination for those youth during meal prep.

Program Strengths: Turning Point reports:

- “1) Food service specialist providing fresh homemade meals cooked in our full-service kitchen
- 2) Development of community partnerships that provide consistent outings for youth in the program for recreation and vocational opportunities (horse ranch, YMCA, Vocational Tech program)
- 3) Contract services with Options for Southern Oregon which provides on-site mental health services with the ability for the Qualified Mental Health Professional (QMHP) to develop relationships with youth in the program setting and then also allow for additional counseling services off-site at Options as needed.
- 4) Purchase and implementation of BestNotes program for electronic documentation and tracking of all BRS services.”

Program Challenges: Turning Point reports:

- “1) Physical location of program is across the street from the Gospel Rescue Mission and next to the railroad tracks.
- 2) Limited outdoor area on-site for recreation purposes for youth to utilize.
- 3) The inability to hire and maintain staffing for the program. (Lack of applications for open positions and current staff moving away or taking jobs in other fields.”

Changes that have occurred in the last 2 years: Turning Point reports, “As mentioned, we have had a lot of staffing changes over that last two years. This creates difficulty in constantly needing to train new people, creating shifts with no experience, and requiring a lot of assistance from management and on-call managers regularly. Our Social Services Facilitator has been out for the past 7 months on medical leave. We have been using three qualified Juvenile Probation Officers to cover the position until her return. We are meeting all BRS requirements, but this obviously has been a difficult obstacle for the program. Our Juvenile Justice Manager stepped down from his position (this person is supervisor over Group Life Counselors) and a new manager took over. Our weekend / Asst Manager moved, thus requiring us to hire a new person externally.

Positive changes include new community partners that have been added: 715 Youth Ministries, which provides opportunities for interested youth to engage in a weekly VoTech program (auto repair, welding, construction, etc.) and additionally Project Youth+ which provides vocational training on-site including: food handler's cards, resume writing, career aptitude, interviewing, etc. We applied for and were awarded \$3,000 from the Carpenter Foundation Grant to purchase new recreation equipment and arts/craft supplies for the program.

After a long process and lots of hard work, in November 2020, the Council on Accreditation (COA), informed us that Turning Point Youth Residential Program, Josephine County Juvenile Justice had been accredited. We are now a Qualified Residential Treatment Program! We were able to purchase new “behavioral health” furniture for our dayroom area, a new industrial stove, and a new dishwasher / sanitizer for our kitchen with money we received from our grant for becoming an accredited QRTP.

Lawsuits: Turning Points reports, “No”.

Grievances and complaints filed in the last two years: Turning Points reports, “No”.

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

Within 45 days of receipt of this report Josephine County – Turning Point 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: Turning Point has requested to change their age range on their license from 11-17 to 13-17.

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 of the Agency 413-215-0021	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1)(a) Minimum of 5 board members			x	3 Douglas County Board of Commissioners	
(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		Fire Marshall reinspection needed to review finding regarding oven hood. Program has provided the maintenance has been completed, however are waiting for reinspection.	
Documents as indicated on form titled "Required Financial Documents and Information"	x				
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				
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			413-215-0511 (2) (a) and (c) - Vents throughout the facility had accumulation of dust, grime, and lint. (Laundry room, kitchen, bathrooms) - Kitchen floors have a built-in grime. Program reports they are cleaned but will need to be buffed out and redone. - Carpet in bedrooms and main room dirty. (Needs cleaning). - Carpet runner coming up by living room to dining area (tripping hazard) - Spit wads on ceiling in boy's bathroom need to be removed.	
413-215-0051(1) Sufficient safe space, equipment, and office equipment	x				
413-215-0091(12) License is posted in common area at each facility	x				
413-215-0001(5)(d), 0516(4)(l) & 0521(1) Adequate furnishings and personal items	x				
413-215-0511(2)(a) & (c) Buildings are smoke free, clean and in good repair		x			
413-215-0511(2)(d) Rooms are free of harmful drafts, odors, and excessive noise	x				
413-215-0511(2)(e) Rooms are adequate in size and arrangement	x				
413-215-0511(2)(f) System provides a continuous supply of hot and cold water to taps located throughout the facility	x				
413-215-0511(2)(h) Building is well ventilated and room temperature is within a normal comfort range	x				
413-215-0516(1) All parts of the facility ensure the safety of children	x				
Room and Space Requirements	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Bedrooms 413-215-0516(3)					
(a) Adequate furnishings and personal items	x				
(b) Separate from rooms used for dining, living, laundry, kitchen, and storage	x				
(c) Outside room with window allowing egress from building	x				
(d) Ceiling at least 90 inches	x				
(e) Minimum 60 SF per bed	x				
(f) No more than 25 if dorm style			x		
(g) Permanently wired fixtures	x				
(h) Window covering	x				
(i) Beds are 3 feet apart and maintained to ensure safety	x				
Room and Space Requirements	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Bathrooms 413-215-0516(4)					
(a)(A)&(B) 1:8 ratio for toilets and sinks	x				

(a)(D) Hot and cold running water, soap, and approved hand drying options	x				
(a)(E) 1:10 ratio for shower or bathtub	x				
(a)(E) Individual privacy	x				
(a)(F) Window covering			x		
(a)(G) Permanently wired fixtures	x				
(a)(H) Adequate ventilation	x				
(b)&(c) Wooden racks on floors are prohibited and impervious shower mats are disinfected & dried daily			x		
Room and Space Requirements Kitchen 413-215-0516(6)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) Used exclusively for storage, food preparation, dish washing and activities related to eating	x				
(b) Walls, floors are easily cleanable	x				
(c) Equipment and utensils are easily cleanable, durable, nontoxic, and kept clean	x				
(e) Equipment is easy to clean beneath, between and behind	x				
Room and Space Requirements 413-215-0516	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(2) There is a separate living room or lounge area – 15 SF minimum per child	x				
(5) There is a separate dining room with capacity for ½ of children in care and 15 SF per child in care	x				
(7) Laundry is separate from living areas, kitchen and dining	x				
(8) 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				
(9) Outdoor 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				
(11) & 413-215-0076(3)(c)(C)Time out rooms have adequate space, heat, light and ventilation and is not capable of locking			x		
Furnishings and Personal Items 413-215-0521	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed

(1) There is a bed with frame, clean mattress and pillow and personal storage (dresser, closet)	x				
(2) Linens are in good repair. There is a waterproof mattress cover or mattress. Linens are appropriate and towels and washcloths are provided	x				
(3) Bedding is changed weekly or when soiled	x				
(4)&(5) Personal hygiene supplies and appropriate clothing are provided	x				
Food Services 413-215-0536(1)&(2)	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				
(1)(b) Menus are prepared in advance in accordance with USDA guidelines, provide a variety of foods and are adjusted for seasonal changes.	x				
(1)(b) Menus are kept for at least 6 months	x				
(1)(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				
Safety 413-215-0541	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 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	x				

(G) problems encountered (H) time to complete					
Safety – Transportation 413-215-0541	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(5)(b) Vehicle has insurance policy, is smoke free, safe operating condition, and has first aid kit and fire extinguisher 2-A:10-BC		x		Turning Point Program Van was missing current proof of insurance for vehicle.	
Medication 413-215-0551	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(3)&(7)(e) Medications have a prescription and are stored in the original container with prescription label	x				
(4)&(5) Herbal supplements and remedies, medical treatments, special diets, physical therapy, physical aides or limitations have a written order signed by a physician or qualified medical professional.	x				
(7)(c) Medications are inaccessible to children	x				
(8) Medications are disposed in accordance with state and federal law					
(9) Written record of the disposal of medications is maintained and includes: (a) description and amount (b) name (c) reason (d) method (e) staff & witness signature	x				
(10) Written record of the administration of medication includes: (a) name (b) description (c) dates and 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				
Extracurricular, Enrichment, Cultural & Social Activities 413-215-0554	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(2) Children have ongoing opportunities to participate in at least one age-appropriate or developmentally appropriate activity	x				

Minimum Staffing Requirements 413-215-0561	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1)&(2) Supervision is adequate for the type of program, location, age and type of children, ability of supervisor to respond, electronic back-up systems. Minimum ratios are maintained: Under 30 months of age: 1:4 30 months to > 6 yrs or non-ambulatory: 1:6 Ages 6 and older: 1:7 Overnight (staff awake) 1:10	x				
(4)(a) When one staff on duty, there is additional staff immediately available with max response time of 30 minutes	x				
(5) There is at least one on-site employee authorized to apply the <i>reasonable and prudent parent</i> standard	x				
Separation of Residents 413-215-0566	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1) Children are in separate bedrooms than adults, unless parent and child, or there is written approval from guardian/parent and licensing coordinator	x				
(2) There is adequate supervision of children if both males and females are served by the program	x				

Personnel Files 413-215-0061	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Staff Name/Position					
(3)(g) Date of Hire	x				
(3)(a) record of education, training and previous employment	x				
(1)(b) & (3)(b) reference checks completed and documented	x				
(1)(a) & (3)(c) Background check 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				
New Employee Orientation – Residential (30 days) 413-215-0556	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1)(a) Discipline and behavior management including de-escalation, crisis prevention, positive behavior management, and disciplinary techniques that are non-punitive in nature	x				
(1)(b) Restraint and seclusion (if applicable)	x				
Ongoing Training	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
413-215-0536(2)(b) Employees who handle food served to children have a valid food handler's card	x				
413-215-0541(5)(a) Employees transporting children have: current driver's license, insurance, trained in emergency procedures	x				

and behavior management, and training for 15+ passenger vans if applicable)				
413-215-0556(2)(a) Environmental emergencies	x			
413-215-0556(2)(b) Universal Precautions	x			
413-215-0556(2)(c) Discipline and Behavior Management	x			
413-215-0556(3) Staff providing direct care must maintain current CPR/First Aid certification	x			
413-215-0556(4) Designated staff authorized to apply reasonable and prudent parent standard are trained in application of the standard	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 (c) legal responsibility to report is personal to the employee	x			
Comments:				

Children's Records	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Health Services					

413-215-0546					
(2) Medical history obtained within 30 days (significant findings, current immunizations, history of surgical procedures-health issues-injuries, allergies, dental, vision, hearing, behavioral health, and physician orders)	x				
(2)(e) Documentation of age appropriate instruction – pregnancy prevention, nutrition, prevention of HIV & AIDS, and prevention and treatment of sexually transmitted disease	x				
(4)(a) to (f) Medical exams (3 in first year of life, 2,4,6,9,14)	x				
Consents 413-215-0576(1)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) Provide routine and emergency medical care	x				
(b) Use the discipline and behavior management system	x				
(c) Use restraint or seclusion (if applicable). Must specify the reasons for the intervention and how staff are trained and supervised	x				
(d) Restrict contact with persons outside of the agency	x				
(e) Allow access as defined in 413-215-0091 & 0101	x				
(f) Impose a dress code	x				
(g) Apply the reasonable and prudent parent standard	x				
Disclosures 413-215-0576(2) Parent/guardian has acknowledged in writing:	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) Information regarding personal or room searches and protocols for confiscation of contraband	x				
(b) Statement of Rights of Children and Parents/Guardians	x				
(c) Any policies and procedures upon request	x				
Authorizations 413-215-0576(3)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed

(a) Disclose or exchange information with others	x				
(b) Child specific visitors	x				
(c) Visitation resources are pre-approved	x				
(d) Activity specific authorizations are pre-approved to allow children to participate in potentially hazardous activities, including but not limited to using motorized yard equipment, swimming, and horseback riding.	x				
Information about Children in Care 413-215-0581(1) Summary sheet contains the following:	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) The name, gender, date of birth, religious preference, and previous address	x				
(b) Name and location of previous and current school	x				
(c) Date of admission	x				
(d) Legal custody	x				
(e) The name, address, and telephone number of: (A) The child in care's parents. (B) The child in care's legal guardian, if different than the parents, and a copy of the document that provides for his or her authority over the <i>child in care</i> . (C) Other persons significant to child (D) Other professionals to be involved in service planning (if applicable)	x				
Service Planning 413-215-0581(2)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(b) Intake document is completed the date child accepted into care (emergency placement 48 hours)	x				
(d) Assessment is completed within 30 days and contains relevant historical info., current behavioral observations, identified need for services, and how agency will provide services	x				
(e) (A)&(B) Service plan within 60 days (parent, guardian and child actively involved). Describes how child's issues will	x				

be addressed, anticipated outcomes and reviewed by child and guardian/parent.					
(e)(C)&(D) Service plan is reviewed quarterly and revised when information indicates other services should be provided	x				
Case Management 413-215-0581(3)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) Services are documented, progress toward achieving goals is tracked	x				
(b)-(d) discharge planning and instructions	x				
(f) Incident Reports	x				
Financial Records 413-215-0581(4)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Records contain date, amount, source, purpose, signatures					
Personal Possessions Records 413-215-0581(5)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Individual written inventory of all personal possessions is maintained and updated as needed	x				
Records and Documentation 413-215-0071	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1) Stored safely	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 Finding Related to SB 710:					

- 413-215-077 (11) (e) – Each child caring agency shall provide notice regarding how to access the quarterly reports to the parents or guardians of children in care in the program. The child caring agency shall provide the notice upon the child in care's admission and at least two time each year thereafter.

The program must ensure compliance with this new requirement and provide evidence of compliance to the ODHS Licensing Coordinator.

Licensing Coordinator's Signature: Ed Wyller Date: 2-14-2022

Manager Review: H. Gilmer Date: 2-14-2022