



Licensed Child Caring Agency Site Visit Report Adoption Agency

Licensee: Open Adoptions and Family Services, Inc

Date of site visit: June 22, 2022

Board Chairperson: Sage Carter

Executive Director: Suzie Williams

Program Manager: Maria Villegas

Licensing Coordinator: Tom Heidt

Other regulatory or accrediting agencies:

Also licensed in the State of Washington

Program Compliance:

The program was found to be compliant or will be compliant with:

[OAR 413-215-0001 to 0136](#) Licensing Umbrella rules and

[OAR 413-215-0401 to 0481](#) Licensing Adoption Agencies

Personnel records were reviewed and compliance with required background checks was documented for the employees in the program.

Type of Adoptions provided:

Domestic (Indy/Private) X SNAC (DHS Foster Adopt) ____ International (Hague) ____ Home Studies X

Program Description:

Open Adoption and Family Services (OA&FS) is a private, nonprofit adoption agency that has been continuously licensed in the State of Oregon since 1985. During their 37 years, the agency has placed approximately 1,500 children in adoptive homes. They are a pro-choice agency that welcomes diversity and has a progressive approach to building healthy families. Open offers free all-options pregnancy counseling to women and couples, planned adoptions at no cost to birthparents, and lifelong services to their clients. The mission of OA&FS is to support expectant parents in exploring all of their pregnancy options in an atmosphere of dignity and respect. When the choice is adoption, they facilitate child-centered open adoptions. They assist birth parents and adoptive parents as they create healthy, long-term relationships that address the ongoing needs of the child. OA&FS states that they are the first and only agency in the Pacific Northwest founded on the philosophy of child-centered open adoptions. Adoption Agreements average three visits per year with the birthparents. They have 11 employees in Oregon with offices in Portland and Eugene. Open also has six staff in their Seattle office. They have an estimated annual budget of just over \$1.6 million. Each year, over 300 expectant parents inquired about their services. The Agency places more domestically-born newborns than any other agency in the Pacific Northwest. Over the last two years, the agency has placed 58 children.

Services Provided:

Pregnancy options counseling, prospective adoptive education, preparation and approval, adoption planning services, post-placement supervision and support, community outreach and education.

Disruptions/dissolutions in the last review period:

There have not been any disruptions or dissolutions.

Average daily population served – number of families currently serving:

OA&FS serves approximately sixty families each day.

Number of placements in the last two years:

OA&FS has placed 58 children over the last review period.

Program Strengths:

The Executive Director feels the following:

- Experts in child-centered open adoption.
- Promote best practices in adoption.
- Well-regarded by community partners.
- Referral source for all-options pregnancy counseling.
- Vibrant & engaged open adoption community.
- On-going support and counseling services.
- Birth parent led board of directors (all board members represent the clientele we serve).
- Strong interest in OA&FS hosted trainings.
- Staff longevity.
- Currently working on diversifying revenue streams and are seeking grant funding.
- Recently secured an unrestricted grant for \$25,000 (with more applications to continue).
- Long-term, established record of success with healthy cash reserves.
- OA&FS was instrumental in getting the COAA webinar on how private adoption agencies and ODHS can work together fully integrated into ODHS's training program.

Program Challenges:

- Adoptions are down
 - Declining birth rates.
 - National decrease in domestic adoptions.
- Due to challenges associated with the pandemic, prospective adoptive parents are moving through the process at a slower rate, which has negatively impacted revenue.
- The agency is facing the same challenges as all employers in this current market and have had difficulty filling positions and have had more staff turn-over during the pandemic.
- They don't need as much space as they used to in their Portland office, but are in a lease until 2024.

Changes that have occurred in the last 2 years:

- Retirement of former Executive Director, Shari Levine, in May 2021 after 29 years with OA&FS.
- Promotion of Suzie Williams from Program Manager to Executive Director in May of 2021.
- Hiring of new OR Program Manager, Maria Villegas (who formerly worked at OA&FS).
- Cindy Lee took a position with the Oregon Health Authority after 26 years with OA&FS.
- Just sold the Eugene office as there is a decreased need for office space due to staff working remotely.
- Renting new office space in Eugene (150 Shelton McMurphey Blvd, Suite 204, Eugene OR 97401)
- Hired a grants officer in 2021.
- Hired an HR Consultant in 2021(completed compensation analysis, Employee Handbook, and re-wrote job descriptions).
- Hired a Board Consultant in 2021 – actively completing a Board assessment.
- Have completed multiple agency-wide DEI trainings and have established a road map of DEI goals supported by active agency-wide committee work involving all staff.
- Update Bi-laws and Articles of Incorporation.

Lawsuits:

There have been no lawsuits over the last review period.

Grievances and complaints filed in the last two years:

OA&FS has not had any grievances or complaints in the last two years.

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

This review did not result in any corrective actions.

Recommendations:

The agency's Grievance Procedure needs to be updated to reflect the current contact information for their Licensing Coordinator.

Exceptions:

None.

Changes in License:

None.

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				
(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				
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				
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
413-215-0051(1) Sufficient safe space, equipment, and office equipment	X				
413-215-0091(12) License is posted in common area at each facility	X				

Personnel Files 413-215-0061	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Staff Name	X				
Position	X				
(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				
Meets the qualifications in 413-215-0416	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			Update contact info on Grievance Procedure	
(b) Ethical and professional guidelines	X				
(c) Organizational lines of authority	X				
(d) Attributes of population served					
(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 413-215-0421	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(2) Social services staff and contracted providers complete 10 hours minimum training on issues related to adoption	X				
(3) Social services staff and those who provide adoption services complete training in all of the following areas:					
(3)(a) Potential short and long term effects of prenatal exposure to alcohol, drugs, and poor nutrition	X				
(3)(b) Potential effects of separation and loss	X				
(3)(c) Process of developing emotional ties to an adoptive family	X				
(3)(d) Normal child and adolescent development	X				
(3)(e) Potential effects of physical abuse, sexual abuse, neglect, and institutionalization on the development of the child	X				
(3)(f) Potential issues of race, culture, and identity; issues of acculturation and assimilation; and if applicable, the effects of having been adopted internationally	X				

(3)(g) Emotional adjustment of adopted children and their families	X				
(3)(h) Open adoption	X				
413-215-0061(5) 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				
<i>Intercountry Adoptions</i> 413-215-0476(1)(d) Employees and volunteers are trained about the adoption laws and procedures of sending country.			X		
Comments:					

Birth Parent Records 413-215-0431(1)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
Name	X				
(a) Date and place of initial inquiry and those present	X				
(b) Date, place and purpose of subsequent contact	X				
(c) Evidence that following forms were provided: (A) Consent for Service (B) Receipt of grievance procedures (C) & 413-215-0441(5)(c) Rights and Responsibilities including notice of right to counseling (ORS 109.346) (D) Service plan	X				
(d) Each alternative to adoption discussed	X				
(e) Description of each discussion relating to fees, expenses, or other consideration or thing of value relating to the adoption	X				

(f) Date, time, and place of birth of the child, name and address of place of birth, pertinent prenatal information	X				
(g) Names, dates of birth, physical description of birth parents at time of child's birth (age, height, weight, color of eyes, hair, skin)	X				
(h) Personality traits of child's birth parents, siblings, and extended family	X				
(i) Medical history of birth parents, siblings, and extended family	X				
(j) Ethnicity of birth parent's and members of extended family	X				
(k) Efforts made by the agency to determine whether ICWA applies	X				
(l) Religious background of birth parents and extended family	X				
(m) Educational level and functioning, employment history, criminal history, social and emotional functioning of birth parents, siblings and extended family	X				
(n) Notation that identifies the adoptive parents sufficient for cross-referencing	X				
(o) Copy of placement agreement	X				
(p) Post-adoption communication agreements	X				
(q) Details about any termination of parental rights	X				
(r) Copy of general judgment of adoption	X				
(s) Copies of any documents signed by birth parent	X				
(2) If agency was unable to include documents (l) through (m) the record includes a description of reasonable effort	X				
Information to be provided to legal parent/putative father 413-215-0441(2)(c)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(A) Support and resources needed to parent a child	X				
(B) Options and consequences	X				

(C) Grief and loss	X				
(D) Effects and permanence	X				
(E) Availability or referral to appropriate support services	X				
(3) Guidance if birth parents disagree	X				
Identification of birth fathers 413-215-0441(4)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(d) Center of Health Statistics has been contacted to determine if father can be identified	X				
(e) File includes all reported information about legal or putative father	X				
Disclosures 413-215-0441(5)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) Potential disclosure of parental identity (to child)	X				
(b) Voluntary adoption registry	X				
Consent & Surrender is accepted after the following actions 413-215-0441(6)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) Full and accurate information provided with opportunity to discuss consequences	X				
(b) Discussing circumstances leading to decision	X				
(c) Informed of right to legal counsel	X				
(d) Written information to understand changes that result from adoption	X				
(e) Reassess mother's ability to understand consequences	X				
(f) ICWA (if applicable)	X				
(g) Informing parent that requests for placement based solely on race, color, or origin (unless Indian) cannot be honored	X				

Adoption Files Compliance	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
413-215-0431(3) Adoption records are permanently retained and stored in a fire-retardant, locked location.	X				
Name of Family	X				
Orientation (before approving of home study) 413-215-0446(2)	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(a) Adoption program, policies and procedures	X				
(b) Needs and characteristics of children available	X				
(c) Attachment, separation, and loss issues	X				
(d) Importance of cultural and ethnic identity to the child	X				
(e) Effects of adoption on child and family	X				
(f) Adoption process	X				
(g) Rights and responsibilities of adoptive family and agency	X				
(h) Information on potential risks and challenges	X				
(i) Pre-placement, placement, and post-legal adoption services and resources	X				
Training	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
413-215-0451(3)(a) 6 hour minimum pre-adoptive training and education before home study	X				
413-215-0456(1) 10 hours documented orientation and training independent of home study and covers the following:	X				
(a) Possible short and long term effects of prenatal exposure to alcohol, drugs and poor nutrition	X				
(b) Effects of separation and loss	X				
(c) Process of developing emotional ties to an adoptive family	X				
(d) Normal child and adolescent development	X				

(e) Research on potential effect on child's development from physical abuse, sexual abuse, neglect, institutionalization, and multiple caregivers	X				
(f) Issues related to race, culture, and identity	X				
(g) Acculturation, assimilation, and if applicable, effects of international adoption	X				
(h) Emotional adjustment of adopted children and their families	X				
(i) Intercountry adoption (if applicable)			X		
(2) Documented reasonable efforts to prepare prospective parents for each child under consideration <i>before</i> the earliest of the following; (a) child is placed (b) travel to child's country for purpose of adoption	X				
(3) Appropriate methods of training used	X				
(4)(a) Agency provided detailed written information on the following subjects:					
(A) Resources for financial support	X				
(B) Medical assistance availability	X				
(C) Support services	X				
(D) Identification of organization or individual who will be involved in proposed placement	X				
(E) Potential ramifications of a failure of birth	X				
Home Study 413-215-0451	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1)(a) Individual interviews completed with each household member	X				
(1)(b) Joint interview with couple (if applicable)	X				
(1)(c) On-site evaluation of home and compliance with CF979	X				
(2)Written Home Study includes all of the following:					
(a) Dates and places of interviews	X				
(b) Identity of each child to be considered for placement (if known)	X				
(c) Motivation for adoption	X				
(d) Family's plan for honoring ethnic and cultural heritage	X				
(e) Education or training needs	X				

(f) Need for support services and description of current support system	X				
(g) Life experiences and challenges	X				
(h) Marriage status or relationship	X				
(i) Names and ages of children in home	X				
(j) Names and ages of children not living in the home	X				
(k) Parenting skills and values	X				
(l) Lifestyle	X				
(m) Home and community	X				
(n) Health	X				
(o) Religion or spiritual beliefs	X				
(p) Employment and finances	X				
(q) Safety information and safety issues	X				
(r) Minimum 4 references - not related	X				
(s) Compliance with background check rules	X				
(t) Release of information	X				
(u) Background check from every state lived in for last 5 years	X				
(v) Background check from every country lived in last 5 years	X				
(w) Assessment of all information gathered and recommendations	X				
(x) Signed approval or denial by social services supervisor to use home for adoption	XX				
413-215-0461 Pre-placement evaluation					
DOMESTIC ADOPTIVE PLACEMENT 413-215-0466	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1) Pre-placement visit	X				
(2) Placement Agreement includes:					
(a) Agree to legally finalize adoption in time frame based on best interests of child	X				
(b) Agency will provide documents necessary for finalizing adoption	X				
(c) Agree to participate in supervision prior to finalization	X				
(d) Agree to provide prior written notification (change of residency, removal of child from state or in care of another person for more than 72 hours)	X				

(e) Supervision in accordance with ICPC if move out of state	X				
(f) Responsibilities in event of disruption	X				
(3) Medical consent to authorize care	X				
(4)&(5) Child and birth parent information	X				
(6) Post-placement supervision documentation includes:					
(a) Home visit within 30 days; frequency depends on adjustment	X				
(b) Changes in adoptive family	X				
(c) Medical information provided to adoptive parents	X				
(d) If placement likely to disrupt, efforts for counseling or replacement services	X				
(7) Post-legalization services (counseling, crisis intervention, respite care, support groups)	X				

Adoption Finalization 413-215-0471	Yes	No	N/A	Corrective Actions/Comments	Corrective Action Completed
(1) Documents required for filing with court are promptly provided to adoptive family or attorney	X				
(2) Agency promptly files all required documents with the court	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 of each child	X				

Licensing Coordinator's Signature: Tom Heidt

Date: 7/15/2022

Manager Review: HL Gil

Date: 07-11-2022