



## Licensed Child Caring Agency Unannounced Site Visit Report

**Licensee:** Connections 365

**Executive Director:** Debby Lute

**Program Director:** Brandi Haws

**Date of Unannounced:** 07/22/22

**Licensing Coordinator:** Mary Torres

**Other Regulatory or Accrediting Agencies:** Oregon Department of Human Services (ODHS) – Child Welfare Treatment Services, Oregon Youth Authority (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 from November 2021 Unannounced site visit and the program’s Review from June 2021                                                                                                                                                                                                                                                                                   | Repeat Findings Further Action Needed                               | Comments                                                                                                                                                                                                                                             |
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| <b>413-215-0079 Licensing Umbrella Rules: Safety</b><br>(b) Vehicle requirements.<br>(A) Each vehicle used to transport a child in care must be:<br>(ii) Covered by an insurance policy in full force and effect;<br><br>The P180 vehicle does not have an updated insurance card<br><br><b>Corrective Action:</b> Ensure that a current and active insurance card is in the vehicle. | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | An active insurance card was placed in the P180 vehicle as reported by the program on 2/3/22 via email.                                                                                                                                              |
| <b>413-215-0511 Physical Plant Requirements</b><br>(2) A residential care agency must meet all of the following requirements:                                                                                                                                                                                                                                                         | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | The hole behind the door in the lobby of Building B was repaired in February of 2022. The holes in the ceiling of The Continuum were repaired and painted as reported by the program on 3/2/22 via email and observed during unannounced site visit. |

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| <p>(c) All areas of buildings where children in care are present must be kept clean and in good repair.</p> <p>In the lobby of Building B, there is a hole in a door located near the back entrance.</p> <p>In the Continuum, there are holes in the hallway ceiling.</p> <p><b>Corrective Action:</b> Repair the above areas of damage.</p>                                                                                                                                               |                                                                            |                                                                                                                                                                                                                                                                                      |
| <p><b>413-215-0521 Furnishings and Personal Items</b></p> <p>A residential care agency must meet all of the following requirements:</p> <p>(2) Linens. Linens in good repair must be provided or arranged for each child in care, including:</p> <p>(a) A waterproof mattress cover or waterproof mattress;</p> <p>A resident in the Continuum does not have a waterproof mattress cover.</p> <p><b>Corrective Action:</b> Provide a waterproof mattress cover or waterproof mattress.</p> | <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> | <p><b>REPEAT FINDING:</b> The program's submitted Corrective Action Plan via email on 3/2/22 advised that waterproof mattress covers had been placed on all beds in The Continuum, however, during this unannounced visit, a bed still did not have a waterproof mattress cover.</p> |
| <p><b>Safety (Residential Care) 413-215-0541</b></p> <p>(3)(a) Evacuation drill occurs monthly under varying conditions</p> <p>It was confirmed during an unannounced visit in November of 2021 that P180 has conducted monthly evacuation drills since the program's review in June of 2021. In reviewing the Continuum's drills, their last documented drill was in September of 2021</p>                                                                                                | <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>            | <p>Compliance in this area will be confirmed at the program's next review.</p>                                                                                                                                                                                                       |
| <p><b>Records of Proctor Foster Homes 413-215-0351</b></p> <p>(2)(g) Documentation of home visit (every 180 days)</p> <p>It was reported that 180-day home visits are occurring but are not documented.</p>                                                                                                                                                                                                                                                                                | <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>            | <p>Compliance in this area will be confirmed at the program's next review.</p>                                                                                                                                                                                                       |

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| <p><b>Assessment and Approval of Proctor Foster Homes Written Home Study includes the following: 413-215-0316(3)</b><br/> (b) Names and ages of children in the home and children no longer in the home</p> <p>Names of children no longer in the home are not being recorded.</p>                                                                                               | <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> | <p>Compliance in this area will be confirmed at the program's next review.</p> |
| <p><b>Personnel Files for Residential and Foster Care 413-215-0061</b><br/> (3)(g) Date of Hire<br/> (3)(d) Annual performance evaluations</p> <p>Three out of the five files reviewed did not reflect the employee's hire date</p> <p>Two out of the three employees eligible for a performance appraisal in the year, 2020, did not have an evaluation in their file.</p>      | <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> | <p>Compliance in this area will be confirmed at the program's next review.</p> |
| <p><b>Ongoing Training 413-215-0556</b><br/> (2)(a) Environmental Emergencies<br/> (2)(b) Universal Precautions</p> <p>Two out of the three files reviewed did not document the completion of two trainings in the year 2020:</p> <ul style="list-style-type: none"> <li>- Environmental Emergencies</li> <li>- Universal Precautions</li> </ul>                                 | <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> | <p>Compliance in this area will be confirmed at the program's next review.</p> |
| <p><b>Children's Records (Residential Programs) Health Services 413-215-0546</b><br/> (2)(e) Documentation of age appropriate instruction – pregnancy prevention, nutrition, prevention of HIV &amp; AIDS, and prevention and treatment of sexually transmitted disease</p> <p>In reviewing youth files, documentation related to age appropriate instruction was not found.</p> | <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> | <p>Compliance in this area will be confirmed at the program's next review.</p> |
| <p><b>Children's Records (Foster Care) Health Services 413-215-0376 Foster Care Files</b><br/> (2)(e) Documentation of age appropriate instruction – pregnancy prevention, nutrition,</p>                                                                                                                                                                                        | <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> | <p>Compliance in this area will be confirmed at the program's next review.</p> |

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| <p>prevention of HIV &amp; AIDS, and prevention and treatment of sexually transmitted disease</p> <p>In reviewing youth files, documentation related to age-appropriate instruction was not found.</p>                                                                                                                                                                                                                                                                                                                      |                                                                 |                                                                                |
| <p><b>Disclosures 413-215-0576(2) Residential Care Files</b><br/> Parent/guardian has acknowledged in writing:<br/> (c) Any policies and procedures upon request</p> <p>Required disclosure related to obtaining any policy/procedure upon request could not be located in the youth files reviewed.</p>                                                                                                                                                                                                                    | <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> | <p>Compliance in this area will be confirmed at the program's next review.</p> |
| <p><b>Disclosures 413-215-0391(2) Foster Care Files</b><br/> Parent/guardian has acknowledged in writing.<br/> (e) Any policies and procedures upon Request</p> <p>Required disclosure related to obtaining any policy/procedure upon request could not be located in the youth files reviewed.</p>                                                                                                                                                                                                                         | <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> | <p>Compliance in this area will be confirmed at the program's next review.</p> |
| <p><b>Authorizations 413-215-0576(3) Residential Care Files</b><br/> (a) Disclose or exchange information with others<br/> (b) Child specific visitors<br/> (c) Visitation resources are pre-approved<br/> (d) Activity specific authorizations are preapproved to allow children to participate in potentially hazardous activities, including but not limited to using motorized yard equipment, swimming, and horseback riding</p> <p>Required authorizations could not be located in the five youth files reviewed.</p> | <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> | <p>Compliance in this area will be confirmed at the program's next review.</p> |
| <p><b>Authorizations 413-215-0391(3) Foster Care Files</b><br/> (b) Child specific visitors<br/> (c) Visitation resources are pre-approved<br/> (d) Activity specific authorizations are preapproved to allow children to participate in</p>                                                                                                                                                                                                                                                                                | <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> | <p>Compliance in this area will be confirmed at the program's next review.</p> |

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| potentially hazardous activities, including but not limited to using motorized yard equipment, swimming, and horseback riding.<br><br>Required authorizations could not be located in the five youth files reviewed. |  |  |
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| New Findings from Site Visit                                                                                                                                                                                                          | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <b>413-215-0511 Physical Plant Requirements</b><br>(2) A residential care agency must meet all of the following requirements:<br>(c) All areas of buildings where children in care are present must be kept clean and in good repair. | <p>Observations made in each facility that require attention.</p> <p><b>P180:</b></p> <ul style="list-style-type: none"> <li>- Profanity etched in windowsill in one of the bedrooms.</li> <li>- Drawer face missing from one of the dressers in one of the bedrooms, leaving the drawer unusable.</li> <li>- Shower stall unclean.</li> <li>- Wall above shower stall is showing signs of possible mildew/mold.</li> <li>- Rec room has debris on the floor and shelving.</li> </ul> <p><b>The Continuum</b></p> <ul style="list-style-type: none"> <li>- Hallway and bedroom carpets have bloodstains</li> </ul> <p><b>Corrective Action:</b></p> <ul style="list-style-type: none"> <li>- Paint over etched profanity in windowsill</li> <li>- Repair drawer face or replace dresser</li> <li>- Give shower stall a thorough scrubbing to remove discolored areas possibly caused by hard water stains</li> <li>- Evaluate if the wall above the shower stall requires mildew/mold treatment and/or repainting</li> <li>- Vacuum/clean out debris located on the floor and shelving in the rec room</li> <li>- Deep clean carpets to remove stains in the hallway and bedrooms where there is evidence of bloodstains.</li> </ul> |

## Interview Summary

The program's Executive Director assisted with the tour of the programs while staff members in each facility facilitated youth interviews and were available for questions regarding their respective programs.

The following information was shared during the tour of the campus.

- There are three youth in The Continuum and one youth in P180. P180 recently had 2 youth, but one youth transitioned into a foster care placement earlier the same day.
- Usually, the program benefits from a summer volunteer group that helps with lawn/property maintenance, but due to ongoing COVID issues, these volunteers will not be assisting this summer.

Three youth were interviewed. All three youth report positive and supportive interactions with staff. The youth report that staff value giving youth "second chances" and are "genuinely here" to help and support youth. One youth gives the example of staff encouraging him to complete his high school education rather than obtaining a GED and how the youth is now scheduled to graduate soon with a diploma. No changes for the program were suggested initially, but as an afterthought, one youth did indicate that more outings would be appreciated. When asked, the youth did not have an understanding or explanation as to why outings are not as frequent as he would like. Youth report understanding their treatment goals and all have placement goals they are working towards. Youth are aware of staff shortages but deny any direct negative impacts. One youth reports learning over time not to become "attached" to staff in general to avoid missing staff once they are gone. Another youth shares that at times, the program will merge over night time hours into one building due to night time staff being unavailable for various reasons. Youth deny any issues or problems the times that the facilities have been combined.

## Observations

Census in the program remains low due to staffing.

Both buildings are back to their usual level of cleanliness and order. Previous wall repairs to The Continuum were made and the facility is more welcoming and homelike.

COVID precautions are still in practice with visitors checking temperatures and sanitizing. All staff wore masks.

## Corrective Actions and Timeframes:

Please submit the following to verify compliance.

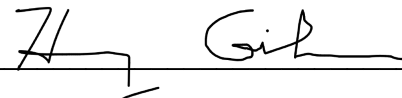
Within 45 days of receipt of this report **Connections 365** must submit a letter of verification indicating the agency is in compliance with the specific rules cited above and describing how compliance will be maintained going forward. Along with the letter of verification, the agency must submit any 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 **Mary Torres** at [mary.torres@odhsoha.oregon.gov](mailto:mary.torres@odhsoha.oregon.gov) or sent by regular mail to the following address:

Department of Human Services  
Children's Care Licensing Program

**Attn: Mary Torres**

201 High St. SE Suite 500  
Salem, OR 97301

Licensing Coordinator's Signature:  Date: 8/12/22

Manager Review:  Date: 8-4-2022