



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: Looking Glass Community Services – RCC and Pathways

Executive Director: Craig Opperman

Program Director(s): Maleigha Myers

Date of Unannounced: October 11 & 13, 2022

Licensing Coordinator: Todd Cooley

Other Regulatory or Accrediting Agencies: Child Welfare and OHA

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	Repeat Findings Further Action Needed	Comments
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 ☐	Random pull of staff files from AYS and RCC was done during the unannounced visit. AYS files all contained driver's licenses. From the random RCC files there was one file missing a current license and HR also informed there were other files also missing current driver's licenses. Repeat Finding. Will coordinate with LGCS on plan to obtain current DLs for all staff who transport clients. These files will be reviewed again at the next unannounced or full site review, whichever comes first.

New Findings from Site Visit	Comments
No new findings.	

Interview Summary

Pathways (AYS)

During the unannounced visit at Pathways I had the opportunity to interview two clients and one staff.

The first client interviewed had been at the program for approximately five months. They stated they feel very involved in their treatment and treatment planning. Client said they are able to call mom twice a day and feel supported by staff as well but had a better relationship with previous staff as compared to current staff. They are comfortable communicating concerns to staff and staff make them feel safe. Client is currently not in school due to graduating at 16 and has plans to attend community college upon discharge. Their anticipated discharge is approximately three months away and the plan is to go to a foster home placement. Client stated there is plenty of food, but it is only edible, and they noted the chicken is always pink. Snacks are provided and they are never hungry. When asked about changes they would make, the conversation was around staffing. Client had seen a large turnover in staff, and with the new staff there were obvious differences between staff with experience and those without. Client also stated sometimes the newer staff get into unnecessary power struggles with clients, but they felt it was only because of their perceived lack of experience. Client also stated staff were easily distracted or just unaware of a lot of inappropriate conversations going on with the client's peers. They also felt there could be more consistency. Client did not have anything to say when asked what they felt the staff do really well.

The second Pathways client had been in program around seven months. They were overall very positive about the program. Client said they are able to call family twice a day, and on weekends they can pretty much use the phone whenever they ask. Client has been able to go on multiple home passes to their parents home where they are anticipated to discharge to. Client stated they are involved in the treatment plan and had a good understanding of it. Client is currently getting caught up in math classes and feels like they will be on pace to transition to public school as a senior when they discharge. Regarding food, client feels like they are "overfed" and said there is always plenty of decent food, as well as snacks available to them. Client and peers go to the YMCA a minimum of three times a week, but more often it is daily. When there, they play a lot of volleyball and basketball. Client stated they wish staff were a bit more consistent but felt even the new staff do a good job of staying on top of the rules. They also wished Suanne and Batina were on the floor more instead of working in their offices. Client said staff do a really good job of advocating, listening and checking-in (almost always available).

Staff that was interviewed has worked at Looking Glass for two years and recently stepped down from a supervisor role as they were pursuing further education, and they have been interning with the case managers. Staff said they received a significant amount of training before working with youth and continue to receive a lot of ongoing training in various areas related to their work. Staff found management to be very supportive of staff when it came to both their personal and professional lives. Staff can request various trainings, which are typically accommodated, and supervisors are flexible when it comes to school and additional training. The one take-away from the staff interview is that the individuals who are making the rules should spend some time on the floor or seek input from front line staff prior to implementing something new to avoid obvious pitfalls and unintended consequences. Describes the workplace as a "professional family".

RCC

Two clients were interviewed during the unannounced visit at RCC. First client has been at RCC around 3 months and anticipates graduating soon. They stated they have been a little bit involved in their service plan. Client says staff make them feel safe in the program, but they wish it wasn't as "locked" down. This was in reference to the fence around the building and their perspective that not all clients need the same level of supervision. They get plenty to eat but are not a fan of the homemade soup. Enchiladas are a favorite and there are always plenty of snacks available to everyone. Client said school is going well for them, and they like the variety. They spoke of the cultural awareness and sensitivity they see exhibited by the staff at the program. They also said they feel like they are heard, and staff do a great job of trying to understand their feelings.

Second client had been at the program just over a week and said it was good so far and liked it better than their previous placements. They are already comfortable with staff and feel like they can talk to many of them if there are any concerns or issues. Client is not a fan of the food saying they serve a lot of

black beans and other foods that “mess” up their stomachs. Client stated they do not have any identified allergies, and don’t require a special diet, but they have let the program know of their concerns. Due to the client being newer to the program and placed on run risk and constant supervision, they have not been in the classroom for school most days. Client stated they are able to talk to their family every day on the phone and are very involved in their treatment plan. They stated again they like it way better than other programs noting staff listen, are understanding and recognize when to give space.

Observations

Overall, the facility was clean and in good repair. There was some graffiti observed in one youth’s room, but it was later relayed it was very new and would be cleaned up after the client was off constant observation, which they were on during the visit. Client interviews were conducted at both facilities. Additionally, there was one staff interview at the Pathways Program (AYS).

Information obtained from the interviews were discussed with management.

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 Todd Cooley, todd.cooley@dhsosha.state.or.us

Licensing Coordinator’s Signature: Todd Cooley Date: 11-8-2022

Manager Review:  Date: 11-7-2022