



Licensed Child Caring Agency Unannounced Site Visit Report

Licensee: Lane County Youth Services (Phoenix Program)

Executive Director: Greg Rikhoff

Program Director/Assistant Division Director: Patti Robb

Date of Unannounced: November 2, 2022

Licensing Coordinator: Holly Ivey

Other Regulatory or Accrediting Agencies: The Oregon Health Authority

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
<i>The following Renewal Required Documents must be submitted to the Licensing Coordinator:</i> - Fire Marshal Inspection (scheduled to occur 8.16.22) - Resume of the Executive Director.	Yes ☐ No ☒	<i>The following Renewal Required Documents must be submitted to the Licensing Coordinator:</i> - Fire Marshal Inspection (scheduled to occur 8.16.22) Patti Robb, Assistant Division Director, emailed the inspection to the Licensing Coordinator, Holly Ivey, on 8.22.2022 - Resume of the Executive Director. Patti Robb, emailed the resume of Greg Rikhoff to the Licensing Coordinator, on 9.19.2022
Supplemental Information Provided by CCA All required policies and procedures as identified in the "Umbrella Rules" - Required policy revisions are stated in detail at the end of the report. 413-215-0077 Licensing Umbrella Rules: Restraints and Involuntary Seclusion (Amended 07/01/2022) (13) Reporting Requirements (e)	Yes ☒ No ☐	Supplemental Information Provided by CCA All required policies and procedures as identified in the "Umbrella Rules" - Required policy revisions are stated in detail at the end of the report. Patti Robb provided policy revisions with the Letter of Correction which met the Licensing Rule Requirements and were approved to the Licensing Coordinator. 413-215-0077 Licensing Umbrella Rules: Restraints and Involuntary Seclusion (Amended 07/01/2022) (13) Reporting Requirements (e) Each child

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 times each year thereafter.		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 times each year thereafter. Documentation of the notice described above having been provided to the guardian was not found in the youth file reviewed; documentation must be kept regarding this requirement. (Repeat Finding)
Supplemental Information Provided by CCA All required policies and procedures as identified in the "Umbrella Rules" *Required policy revisions are stated in detail at the end of the report.	Yes ☐ No ☒	Supplemental Information Provided by CCA All required policies and procedures as identified in the "Umbrella Rules" *Required policy revisions are stated in detail at the end of the report. Patti Robb, provided policy revisions with the Letter of Correction which met the Licensing Rule Requirements and were approved by the Licensing Coordinator.
Physical Plant 413-215-0511(2)(a) &(c) Buildings are smoke free, clean and in good repair The blinds were broken and in need of repair in bedroom 163.	Yes ☐ No ☒	Physical Plant 413-215-0511(2)(a) &(c) Buildings are smoke free, clean and in good repair The blinds were broken and in need of repair in bedroom 163. On 9.19.2022, Patti Robb sent pictures verifying the blinds had been replaced. On 11.2.2022, at the unannounced inspection, the Licensing Coordinator verified the blinds were in good repair.
Safety 413-215-05413) (a) Evacuation drill occurs monthly under varying conditions, is retained 2 yrs. Over the two-year span reviewed, some of the fire drill logs were not found.	Yes ☐ No ☒	Safety 413-215-05413) (a) Evacuation drill occurs monthly under varying conditions, is retained 2 yrs. Over the two-year span reviewed, some of the fire drill logs were not found. On 11.2.2022, at the unannounced inspection, the Licensing Coordinator reviewed evacuation drill reports since June 2022, (the date of the last Licensing Review) and verified that drills have been occurring monthly.
New Employee Orientation – Umbrella Requirements (30 days) 413-215-0061(4) (a) Agency policies and procedures(d) Attributes of population served.	Yes ☐ No ☒	New Employee Orientation – Umbrella Requirements (30 days) 413-215-0061(4) (a) Agency policies and procedures(d) Attributes of population served. On November 8, 2022, Timothy Davis, Shift Supervisor, sent verification of the required orientation trainings of recently hired staff to the Licensing Coordinator.
Consents 413-215-0576(1) (c) Use restraint or seclusion (if applicable). Must specify the reasons for the intervention and how staff are trained and supervised The consents signed by guardians did not specify the reasons for the intervention and how staff are trained and supervised.	Yes ☐ No ☒	Consents 413-215-0576(1) (c) Use restraint or seclusion (if applicable). Must specify the reasons for the intervention and how staff are trained and supervised The consents signed by guardians did not specify the reasons for the intervention and how staff are trained and supervised. No longer applicable, after the Licensing Review in June 2022, the agency decided to no longer utilize restraints.

Information about Children in Care 413-215-0581(1) Summary sheet contains the following: (a) gender. Identification of youths' gender was not found on the summary sheets reviewed.	Yes ☐ No ☒	Information about Children in Care 413-215-0581(1) Summary sheet contains the following: (a) gender. Identification of youths' gender was not found on the summary sheets reviewed. On 11.2.2022, at the unannounced inspection, the Licensing Coordinator verified the required information was being documented on the Summary Sheet.
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New Findings from Site Visit	Comments
Safety - Transporting Children in Care 413-215-0761(3)(a) (E) Fire extinguisher - secured	Safety - Transporting Children in Care 413-215-0761(3)(a) (E) Fire extinguisher – secured The program's van did not have a fire extinguisher, which is required by the above stated rule. On November 11, 2022, Tim Davis sent the Licensing Coordinator a picture of the fire extinguisher that was put in the van after the unannounced inspection. There is nothing further that needs to be done by the agency regarding this finding.

Interview Summary
During the unannounced inspection, two staff were informally interviewed, as they assisted with the walk-through of the facility and inspection of the program's vehicles. Staff reported that there were 4 youth residing in the program. Staff stated that home visits were reinstated as they had been on a pause due to the Covid 19 Pandemic. Two youth were privately interviewed at the inspection. When asked what they appreciated most about the Phoenix Program, the youth reported: "The helpfulness of the staff, it's a place to help you." Both youth shared that they get enough food at the program and are provided daily snacks. Both youth shared that they have daily private phone contact with their approved contacts. Visits at the program with approved contacts were reported to happen every Sunday. The youth reported the following recreational activities: "Playing: pool, video games, basketball, going on outings, going to the YMCA, going to parks as a group. We get to go on three paid outings a week." The youth shared that hygiene products were provided by the program. When the youth were asked what they would change about the program, they stated: "Make the food better, I would make it optional to go to Horticulture Crew." (The Crew Work is organized through the MLK School where the youth attend). Both youth shared that they felt safe at the program and respected by the staff.

Observations
A walk-through of the facility was conducted by Holly Ivey, Licensing Coordinator. All areas of the programs where youth had access were observed to be well kept, clean and in good repair. It was reported that youth clean their bedrooms once a week. A contracted agency in the Lane County Detention Facility is responsible for all meals, which are prepared in the detention facilities kitchen. Meals are brought from detention to the Phoenix Program's Kitchen at mealtime. The DHS Licensing Coordinator observed the Lane County Detention Kitchen where food is prepared. The kitchen in the Lane County Detention Center was observed to be clean and in good repair. The Licensing Coordinator observed food in the refrigerator, freezer, and pantry. The kitchen at the Phoenix Program was also observed to be clean and in good repair. The DHS Licensing Coordinator observed food in the refrigerator at the Phoenix Program, and snacks available for the youth. Medication was observed to be in a cabinet behind a locked door in the staff office which was inaccessible to the youth. The DHS Licensing Coordinator observed the vehicles that staff utilizes to transport youth in the program. One vehicle that is used to transport youth, was missing a fire extinguisher, which was the only deficiency observed, and it has already been corrected.

Corrective Actions and Timeframes:

Please submit the following to verify compliance.

Within 45 days of receipt of this report **Lane County Phoenix Program**, 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 Hollyivey@dhsosha.state.or.us

Licensing Coordinator's Signature: Holly Ivey Date: 12-02-2022

Manager Review: Jim Gil Date: 12-01-2022