

**OKLAHOMA COMMISSION ON CHILDREN AND YOUTH
OFFICE OF JUVENILE SYSTEM OVERSIGHT**

Name and Location of Facility: Crossroads Youth and Family Services, Inc.
Cleveland County Youth and Family Shelter
Norman, Oklahoma

Date of Visit: December 10, 2009

Oversight Reviewer: Janice Sharp, Oversight Specialist

Purpose of Visit: Announced Visit

Date: March 4, 2010

General Information

The Office of Juvenile System Oversight (OJSO) conducted an announced visit on December 10, 2009, at the Cleveland County emergency youth shelter, operated by Crossroads Youth and Family Services, Inc. The purpose of the visit was to assess compliance with established responsibilities and facility policy and procedures. The youth shelter was licensed for twelve beds by the Oklahoma Child Care Services division (OCCS) of the Oklahoma Department of Human Services (OKDHS). On the day of the OJSO visit, the shelter census was five.

Interviews Conducted

- Entry interview with the facility Director of Residential Services
- One child care staff member
- Three residents
- Exit conference with the facility Residential Case Manager

Documents Reviewed

- Three resident files
- One personnel file and training record
- Non-expiring license issued by the OKDHS OCCS
- Norman Fire Prevention Bureau report dated March 2, 2009
- OKDHS OCCS Residential Child Care Facility Inspection report dated June 3, 2009
- Facility medication administration record (MAR)
- List of current residents
- Staff roster

Areas Toured

- Entire facility

Findings

Interviews

The OJSO interviewed three residents. The interview questions pertained to the residents' perceptions of safety, program services, resident rights, discipline practices, and other shelter program issues. No concerns were noted from the resident interviews.

One direct care staff member was interviewed. Only one direct care staff member was on-duty at the time of the OJSO visit, as the OKDHS licensing requirement for staff-to-child ratio was 1:8 for the ages of the residents present at the shelter on the day of the OJSO visit. The interview questions pertained to the staff member's perceptions of program services, resident rights, discipline policies, and other shelter program issues. No concerns were identified from the staff interview.

File Review

The OJSO reviewed three resident files. The OJSO noted:

- The Acknowledgements and Consent for Treatment form in two of the three resident files reviewed did not document the date the residents had signed the forms. On the same form, a section asked, "Do you want your significant other or family member to have this information?" One of these two files documented a signature for this section but no indication of "yes" or "no", and the other file did not indicate "yes" or "no" and did not document a signature for this section.
- The Notice of Grievance Rights form in one of the three resident files reviewed did not document the date the resident and the OKDHS worker had signed the form.
- The Medication Monitoring Consent and Procedures form in one of the three resident files reviewed did not document the OKDHS worker's signature for Part B, which pertained to facility staff adhering to guidelines when administering any prescription medication to the resident.

No other concerns were identified from the resident file review.

The OJSO reviewed one personnel file and training record. The file contained an expired driver's license for the employee. The personnel file and training record were complete for the other items checked. No other concerns were identified from the staff file review.

Inspection Reports Review

The OJSO reviewed the most recent reports by the OKDHS OCCS and the fire prevention bureau's office. Neither of the reports cited any deficiencies. The OJSO requested a copy of the Oklahoma State Department of Health Food Inspection report for review. The Director of Residential Services advised that the health department no longer made visits to the facility. According to the Director of Residential Services, it was his understanding that the inspection by the OKDHS OCCS sufficed for the items checked by the health department.

Grievance Log Review

The OJSO requested the grievance log for review of resident grievances for the past three months. The OJSO was advised that no grievances had been filed within that time period.

OKDHS Office of Client Advocacy (OCA) Investigative Report and Facility Caretaker Conduct Review (CCR) Report Review

The OJSO requested the OKDHS OCA investigative reports and the facility caretaker conduct review reports for the past three months. The OJSO was advised that no incidents had occurred within that time period that had required an incident report to be prepared.

Observational Tour

The OJSO conducted a walk-through of the facility. The OJSO was informed that the facility had received a grant that would provide the monies to renovate areas of the facility. The renovations were expected to begin in January 2010.

The OJSO did bring to staff's attention that two broken chairs in the visitation room posed a dangerous risk to the safety of the residents, staff, and visitors. Each of these two chairs had a broken arm rest that exposed a long, hollow metal rod that protruded out from the chair.

Areas of Concern

1. The documenting of information was inadequate on some of the forms in the three resident files reviewed.
2. The medication consent and procedures form in one of the three files reviewed did not document the OKDHS's worker signature in the section that pertained to the guidelines for administering prescription medication to the resident at the facility.

Violation

1. An annual inspection by the health department had not been conducted. OKDHS Licensing Requirements for Residential Child Care Facilities, Section 157, Physical facility and equipment, (m), Health regulations, states, "The facility complies with licensing regulations for buildings, utilities, grounds and food service sanitation as outlined in Section 163 and Section 164 and is inspected annually by the appropriate state agency."

Summary

The OJSO discussed the findings from the oversight visit with the Residential Case Manager, as the Director of Residential Services was unavailable. The residents interviewed made positive statements regarding the staff, and the staff encountered during the oversight visit were cooperative and demonstrated a caring attitude for the residents.

When brought to staff's attention during the exit conference, the broken chairs in the visitation room were removed and a copy of the employee's current driver's license was placed in the personnel file reviewed.

The facility was unable to provide verification of a current inspection by the health department. The facility's Director of Residential Services advised that the health department no longer inspected the facility. According to the Director of Residential Services, it was his understanding that the OKDHS OCCS checked the same items during its inspection as the health department, and therefore, the health department's inspection was duplication. Subsequent to the OJSO visit at the facility, the OJSO telephoned the director of Consumer Protection of the county health department and inquired into the inspection of the facility. The OJSO was advised that the health department received notification from the OKDHS of the child care facilities to inspect, and in order for the facility to be inspected by the county health department, the OKDHS would need to request an inspection. The OJSO was informed by the OKDHS OCCS that the OKDHS Licensing Requirements for Residential Child Care Facilities "require[ed] an approved health inspection annually" of OKDHS-licensed programs. The OJSO, therefore, recommends that the OKDHS request a health department inspection of the facility.

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