

March 25, 2009

Harold Jergenson  
Oversight Specialist  
Oklahoma Commission on Children and Youth  
500 N. Broadway Avenue, Suite 300  
Oklahoma City, Oklahoma 73102-6200

Dear Mr. Jergenson:

The following information is a response to your October 6, 2008 findings at our agency.

### **Page 3 Areas of Concern**

1. Failure to perform tornado drills was illustrated to the agency by Department of Human Services Licensure in the month of October. After it was noted that the agency had failed to perform monthly tornado drills, KYS now performs tornado and fire drills on a monthly basis as of October, 2008.
2. Our policy states that the agency will complete a service plan on all clients within three (3) working days. Additionally, all parties including the social worker/legal guardian and resident must take part in their service plan. Often times youths arrive at the shelter transported by the police department therefore making it impossible to complete the service plan during intake process. This happens to be the case with the resident file that was reviewed. Department of Human Service Child Protective Services Worker and Juvenile Officers considers the shelter as a safe place and often times fail to come to the shelter and sign the services plan within the recommended time frame. The Shelter Manager makes numerous of attempts to contact the required individuals responsible for signing the services plan.

### **Page 3 Violations**

1. It is the policy of the agency regardless of employment status (full or part-time employee) must complete a 40 hour orientation before being allowed to work solo with residents. The one staff member that is in question became a part-time employee on September 15, 2008 and was still in the process of completing the required orientation.
2. All Staff regardless of employment status at the Emergency Shelter or Behavioral Health Services must complete Behavioral Management Training within the first 30 days of employment. No staff person is allowed to work with residents who have not completed this training solo. In March of 2007 the Executive Worker completed the Behavioral Management Training in Tulsa Oklahoma. The Executive Director was

employed December 26, 2006. Prior to this certification the agency did not provide training to employees.

3. Personnel Files References. All employee references are contacted before interview process. All employees are required to provide the agency with 3 letters of references. Often the letters are not received by the agency within a timely manner. At this time all prospective employees must have all three reference letters before they may begin working.
4. Agency policy requires all background checks to be performed within 30 days of employment. This was prior to the DHS policy effective Nov 1, 2008. Now all background checks are completed before hire.
5. Immunization records on all youths are required and requested from the Social Worker. Social workers states that they will provide this information to the agency, but fails to do so. The Executive Director and Shelter Manager request immunization constantly and receive no responds from the resident's social worker. This is an on going problem that the agency experiences. On February 11, 2009 at a meeting at OAYS Mandy Thomas a DHS representative stated that she can assist shelters with this issue. In the future if the social worker does not respond Mandy will be contacted immediately.

Sincerely,

Pamela Griffin- Rambo  
Executive Director