

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

Name and Location of Facility: Children's Recovery Center of Oklahoma
Norman, Oklahoma

Dates of Visit: November 17 and 18, 2010

Oversight Reviewers: Harold Jergenson and Anthony Kibble
Oversight Specialists

Focus of Visit: Annual Visit, 2010

Date: March 2, 2011

Introduction

The Office of Juvenile System Oversight (OJSO) initiated an unannounced oversight visit on November 17, 2010, at the Children's Recovery Center of Oklahoma (CRCO), located in Norman, Oklahoma, and completed the visit on November 18, 2010. The purpose of the visit was to assess compliance with established responsibilities. The CRCO was licensed as a residential child care facility by the Division of Oklahoma Child Care Services (OCCS) of the Oklahoma Department of Human Services (OKDHS) for fifty-five residents. The CRCO was operated by the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS), and was certified as an Alcohol and Drug Abuse Treatment Program for the provision of Adolescent Residential Treatment Services. The CRCO was also temporarily certified as a community-based structured crisis center for the provision of crisis stabilization services for seven of the fifty-five beds. On the day of the initial visit, the census was forty-nine residents.

Interviews Conducted

- Entry interview with the executive director
- Four employees
- Six residents
- Exit conference with the director of nursing, medical director, clinical director, administrative secretary, and executive director.

Documents Reviewed

- Census for facility
- Office of the Oklahoma State Fire Marshal inspection report dated November 4, 2010
- Oklahoma State Department of Health inspection report dated July 16, 2010
- Grievances from June 2010 through November 2010

- OKDHS Office of Client Advocacy (OCA) referral from June 2010 through November 2010
- Contract between the facility and the OKDHS for residential community-based crisis stabilization services.
- The facility's policy on crisis stabilization
- Restraint log from June 2010 through November 2010
- Notice of certification dated November 22, 2010
- Six resident files
- Four personnel files

Findings

Resident Interviews

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

Staff Interviews

Four staff members were interviewed. The interview questions pertained to the staff members' perceptions regarding resident rights, discipline policies, and other residential program issues. No concerns were noted from the staff interviews.

Personnel File Review

Four personnel files were reviewed. No concerns were noted from the personnel file review.

Resident File Review

Six resident files were reviewed. No concerns were noted from the resident file review.

Grievances

Grievances from June 2010 through November 2010. The OJSO noted:

- The facility's grievance forms were not numbered, nor did they contain any other type of tracking notations; making it difficult to ensure that all grievances had been received and worked.
- Three grievances had been marked as resolved; however, the resident had not signed the form.
- One grievance had been marked as resolved and signed by the resident, but was not dated.
- Two grievances had been marked as resolved, dated, and signed by the resident, but were not completed within five days.

OCA Referrals

The OJSO reviewed the OKDHS OCA referrals from June 2010 through November 2010. No concerns were noted regarding the OCA referrals.

Areas of Concern

1. The facility's grievance forms were not numbered, nor did they contain any other type of tracking notations; making it difficult to ensure that all grievances had been received and worked.
2. One grievance had been marked as resolved and signed by the resident, but was not dated.
3. Three grievances had been marked as resolved; however, the resident had not signed the form.
4. Two grievances had been marked as resolved, dated and signed by the resident, but were not completed within five days.