

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

Name and Location of Facility: Pauline E. Mayer Shelter and Annex
Oklahoma City, Oklahoma

Date(s) of Visit: April 22 and 23, 2009

Oversight Reviewer(s): Sara Vincent-Spain, Oversight Specialist

Focus of Visit: First Biannual Visit, 2009

Date: May 27, 2009

Introduction

The Office of Juvenile System Oversight (OJSO) conducted an unannounced visit on April 22 and 23, 2009, at the Pauline E. Mayer Shelter (PEMS) and the overflow building located at the PEM annex, in Oklahoma City, Oklahoma. The annex building was used as additional space for the placement of residents admitted to the shelter. The purpose of the visit was to assess compliance with established responsibilities. The facility was certified by the Oklahoma Department of Human Services (OKDHS) division of Oklahoma Child Care Services (OCCS) for forty-eight residents at the shelter and sixteen residents at the annex. On the first day of the OJSO visit, the census was thirty-four at the shelter and sixteen at the annex. On the second day of the OJSO visit, the census was twenty-nine at the shelter and fifteen at the annex.

Interviews Conducted

- Entry and exit conference with Institutional/Community (I/C) Programs Administrator
- Five residents
- One direct care specialist
- Two child welfare specialists

Documents Reviewed

- Personnel files and training records for twelve current staff members. An additional twelve personnel files were reviewed for verification of criminal background and sex offender registry checks.
- Thirteen resident files
- Medication log located at the Annex

- Office of the Oklahoma State Fire Marshal report regarding the annex dated October 14, 2008, and report dated November 11, 2008, regarding the shelter
- Oklahoma State Department of Health Food Inspection report dated August 6, 2008, regarding the annex and report dated February 25, 2009, regarding the shelter
- OKDHS OCCS Residential Child Care Facility Inspection report dated December 11, 2008
- Tornado and fire drill log 2009
- OJSO Oversight Report dated November 18, 2008
- PEMS daily population reports from April 1 through April 23, 2009
- PEMS Diversion Protocol

Findings

Resident Interviews

The OJSO interviewed five residents. The interview questions pertained to the residents' perceptions of safety, program services, resident rights, discipline practices and other residential issues. The majority of the residents interviewed reported that they thought the food prepared at the facility did not meet their nutritional needs. Most of the residents described the quality of the food as "nasty". Also, the majority of the residents reported that the staff members used harsh, abusive, and degrading language toward the residents. Further, several residents reported staff members had physically mistreated the residents which included spanking and dragging or pulling residents across the facility floor. The OJSO did not discover any other information that corroborated staff misconduct.

Staff Interviews

The OJSO interviewed three staff members with various job duties. The interview questions pertained to the staff members' perceptions of program services, resident rights, discipline policies, and other residential issues. No concerns were noted by the OJSO.

Resident File Review

The OJSO reviewed thirteen resident files for compliance with OKDHS Licensing Standards for Residential Child Care Facilities. All files were in compliance with OKDHS Licensing Standards for Residential Child Care Facilities.

Personnel File Review

The OJSO reviewed the personnel files and training records of twelve current staff members for compliance with OKDHS licensing standards. Twelve additional personnel files were reviewed for verification of criminal background and sex offender registry checks. This review included all employees hired since October 2008, who are still employed at the PEMS and Annex. The staff members hired prior to October 2008 had already been reviewed. All checks

reviewed were in compliance with OKDHS Licensing Standards for Residential Child Care Facilities.

Medication Log Review

The OJSO reviewed the Annex medication log for the month of April. Documentation contained in the log noted that on April 18, 2009, two residents did not receive their medication as prescribed. One resident received medication at the wrong time and another resident missed a dose of medication. On April 22, 2009, one resident did not receive medication as prescribed. The resident did not receive the initial dose of medication on the day prescribed as prescribed and did not receive the initial dose until the day after the medication had been prescribed. Also, one staff member who was responsible for administering medication to the residents had not received Medication Administration Technician (MAT) training.

Areas of Concern

1. Three files contained documentation that the resident did not receive medication as prescribed.
2. The majority of the residents interviewed reported that they thought that the food prepared at the facility did not meet their nutritional needs. Most of the residents described the quality of the food as “nasty”.
3. Residents stated that staff spoke harshly to them and spanked or dragged them across the floor.

Summary

During the exit conference with the I/C Programs Administrator, the OJSO noted the areas of concern found during the visit, and the administrator reported to the OJSO that the facility had contacted the OKDHS Office of Client Advocacy (OCA) and had made referrals regarding the staff members' alleged use of prohibited language and the alleged prohibited use of behavior management.

