

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

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

Dates of Visit: November 23 and 24, 2009

Oversight Reviewers: Janice Sharp, Oversight Specialist, and Joanne Verity, OJSO Programs Manager

Focus of Visit: Second Biannual Visit, 2009

Date: January 7, 2010

Introduction

The Office of Juvenile System Oversight (OJSO) initiated an unannounced visit on November 23, 2009, at the Pauline E. Mayer Shelter (PEMS) Annex, located in Oklahoma City. The annex building was the overflow building for the shelter and was being used as additional space for the placement of younger children admitted to the shelter. On November 24, 2009, the OJSO resumed the oversight visit by visiting the PEMS to review personnel files, employee training records, facility caretaker conduct review (CCR) reports, and mistreatment investigative reports regarding investigations conducted by the Office of Client Advocacy (OCA) of the Oklahoma Department of Human Services (OKDHS), all of which were maintained at the PEMS. The OJSO then concluded the visit on November 24, 2009, by traveling to the PEMS Annex to review resident files and to conduct an exit conference with the Annex administrator. The purpose of the visit was to assess compliance with established responsibilities and facility policy and procedures.

The PEMS Annex was operated by the OKDHS and was certified by the Oklahoma Commission on Children and Youth (OCCY). On July 8, 2009, the OCCY issued the PEMS Annex a temporary certification to operate as a state-operated children's emergency shelter for sixteen residents. The OCCY Emergency Rules, appearing at OAC 135:10-24-1 through 135:10-24-3, pertaining to a certification program for the children's shelters operated by the OKDHS, require the shelters to comply with the current OKDHS Licensing Requirements for Residential Child Care Facilities. The census was eight on the first day of the OJSO visit, and the census was eleven on the second day of the OJSO visit.

Interviews Conducted

- Entry interview and an exit conference with the PEMS Annex administrator
- One direct care specialist
- One direct care specialist supervisor
- Informal interview with the PEMS assistant director

Documents Reviewed

- Personnel files, training records, and verification of criminal record checks for two current staff members
- Three resident files
- Office of the Oklahoma State Fire Marshal report dated October 15, 2009, and the facility corrective action response
- Oklahoma State Department of Health Food Inspection report dated October 2, 2009
- OCCY Emergency Shelter Certification Inspection reports dated July 8, 2009, and October 15, 2009 (this visit was concluded on October 30, 2009)
- Facility tornado and fire drill log for 2009
- Fire sprinkler system inspection report issued by a fire sprinkler association dated November 3, 2009
- Insurance verification for the vehicle used by the PEMS Annex to transport the residents
- Two OKDHS OCA investigative reports and two facility caretaker conduct reviews (CCRs) of alleged mistreatment
- OJSO oversight report dated May 27, 2009, regarding an oversight visit to the PEMS and Annex on April 22 and 23, 2009

Areas Toured

- Entire facility
- Play area outdoors

Findings

Interviews

The OJSO did not interview any Annex residents as their young ages did not allow. However, during the observational tour, the OJSO spoke informally with some of the residents. The OJSO did not note any concerns while conversing with the residents.

The OJSO interviewed two staff members. The interview questions pertained to the staff members' perceptions of program services, resident rights, discipline policies, and other residential issues. When asked to name an important responsibility in working with children at the Annex, each interviewee stated that safety of the children was an important responsibility. Both interviewees reported that time-out was the form of punishment used at the Annex. One interviewee indicated that the length of time-out

was determined by the child's age: one minute for each year of age. Both interviewees indicated current certifications in first aid, cardiopulmonary resuscitation (CPR), and behavioral management training. The only concern noted from the staff interviews was that the interviewees did not demonstrate a clear understanding of their individual responsibility to report the suspected abuse or neglect of a resident to the OKDHS hotline, per 10A O.S. § 1-2-101; both interviewees stated that they would report suspected abuse or neglect of a resident to a supervisor.

File Reviews

The OJSO reviewed three resident files for compliance with OKDHS Licensing Requirements for Residential Child Care Facilities. The only concern noted was that one file did not clearly document that the parent or custodian had been contacted regarding a child brought to the shelter. All resident files reviewed were in compliance with OKDHS Licensing Requirements for Residential Child Care Facilities, with the one exception noted.

The personnel files, training records, and verification of criminal record checks for two current staff members were reviewed for compliance with OKDHS licensing standards. The OJSO did not note any concerns from the staff files reviewed.

Inspection Reports Review

The OJSO reviewed the most current inspection reports by the health department, the fire marshal's office, and the OCCY certification unit. The health department had noted that the temperature in one refrigerator was not as cold as required by its health department standards. On the day of the OJSO visit, the refrigerator was not registering at the required temperature. The facility administrator explained that a replacement refrigerator had been ordered and that food for the residents was not being stored in that refrigerator. The fire marshal's report had cited three minor violations; on the first day of the OJSO visit, the facility administrator provided the OJSO with a copy of a letter in which the facility had informed the fire marshal's office that the violations had been corrected. The OCCY certification unit's report had indicated that the fire sprinkler system had become due for an inspection; on the first day of the OJSO visit, the facility administrator provided the OJSO with documentation verifying that the fire sprinkler inspection had been completed.

OKDHS OCA Investigative Report/CCR Review

The OJSO reviewed the four reports of staff mistreatment that the PEMS director had referred to the OKDHS OCA during the time period reviewed. The OKDHS OCA had accepted two of the four reports for investigation; the OCA had returned the other two reports to the facility for CCRs. One of the CCRs had not been completed and it was just overdue at the time of the OJSO visit. The OJSO did not note any concerns regarding the OCA investigative reports and the completed CCR.

Observational Tour

The OJSO conducted a tour of the facility and the play area outdoors. The OJSO noted:

- A refrigerator was malfunctioning (the facility was awaiting the delivery of a replacement refrigerator). The facility had other working refrigerators in which to store food.
- A garbage can in the dining area did not have a lid; staff replaced the lid during the observational tour.
- The door to the medicine closet was unlocked upon the OJSO's arrival at the facility; staff locked the door when the unlocked door was discovered.
- Paint was peeling around the ceiling vent in one bathroom.
- Two bedrooms were cluttered with clothes that were not stored properly.
- Documentation was missing for a fire drill that reportedly had been conducted in October 2009. The facility administrator advised that another fire drill would be conducted later in the day; the facility administrator provided documentation of the fire drill on the second day of the OJSO visit.
- The toilet paper holders in both bathrooms were broken.

On the second day of the OJSO visit, the facility administrator submitted a plan of correction that the OJSO accepted. On November 25, 2009, the facility administrator notified the OJSO that the corrections had been made.

Summary

The OJSO discussed its findings with the facility administrator during the exit conference. The facility administrator advised the OJSO that staff training had occurred regarding the staff's individual responsibility to report suspected abuse or neglect of a resident in accordance with the Oklahoma Statutes. The OJSO and the facility administrator discussed that all were aware that facility policy and procedures instructed staff to report suspected abuse/neglect of a resident to the PEMS director, who acted as the OKDHS representative for the OKDHS-operated PEMS and PEMS Annex. The facility administrator informed the OJSO that PEMS staff had recorded part of the documented information in the resident files reviewed when the children were admitted into the shelter and before the children were transferred to the Annex. According to the facility administrator, the PEMS staff documented whether law enforcement or OKDHS staff notified the parent or custodian when a child was admitted into the shelter. During the file reviews at the PEMS shelter on the second day of the oversight visit, the OJSO advised the PEMS assistant director that the OJSO would follow-up on the CCR that had not yet been completed. The OJSO requested that the facility administrator post the OCCY's certificate of temporary certification provided to the facility.

Cameras had been installed throughout the facility and in the play area outdoors in an effort to ensure the well-being and safety of the young residents. During the OJSO visit, the OJSO had opportunities to observe the staff's interactions with the residents. The

OJSO noted that the staff interactions were appropriate, and the OJSO also noted that the staff members interviewed demonstrated a caring attitude toward the young residents.

During the oversight visit, the OJSO was informed that the annex building would not be used as an overflow building for the PEMS in the near future. The OJSO verified with the PEMS director on December 9, 2009, that the children and staff at the PEMS Annex were moved to the PEMS on December 2, 2009, and that children were no longer being placed at the PEMS Annex.

