

January 31, 2011

Rebecca Price, Programs Administrator  
Pauline E. Mayer Shelter  
5905 North Classen Court  
Oklahoma City, Oklahoma 73118

Dear Ms. Price:

The Office of Juvenile System Oversight (OJSO) received the Pauline E. Mayer Shelter's (PEMS) electronic response on January 24, 2011, and the shelter's original response on January 25, 2011, regarding the areas of concern and the violations listed in the OJSO report dated December 28, 2010. Thank you for your prompt response.

After reading your response, the OJSO believes that the items below should be re-addressed:

- OJSO report, Area of Concern No. 5: "Staff could have compromised the safety of residents when staff members took two residents along in the facility van to search in the late evening for a resident who had gone AWOL."  
Facility response: "Decisions to go pick up AWOL residents will be made on a case by case basis taking into account safety of staff and residents."
- OJSO report, Violation No. 2: "The grievance tracking log did not document the nature of each grievance."  
Facility response: "One violation indicated that a grievance log was not being used. We checked our log and it is form 15GR002E and there is no place on the form that asks for the nature of the grievance."

In the exit conference on November 2, 2010, the OJSO discussed its concerns that residents had gone with staff members to pick up an AWOL resident. An OJSO concern was that the staff members entered into a situation that placed the residents and staff members both at risk for harm. While the OJSO recognizes that the focus of the situation was to return the AWOL child to the safety of the shelter, and that the reason the two residents went with the staff members in the van was that the two residents said that they knew the location of the house where the AWOL resident was staying, the OJSO strongly urges PEMS administration not to allow staff members to take residents with them in a vehicle to pick up or to search for an AWOL resident.

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The OJSO does not believe that the PEMS response addressed the actual concern stated in Area of Concern No. 5 of the OJSO report. The OJSO respectfully requests that the facility provide the OJSO with an additional written response regarding the OJSO concern that PEMS staff members took residents along in the facility van to search for an AWOL resident, compromising the safety of the residents.

In addition, since the PEMS response indicated that the facility planned to decide on a case-by-case basis in the future as to whether staff will pick up AWOL residents to return them to the facility, the OJSO believes that PEMS policy and procedures should be expanded to reflect this practice. The OJSO recommends that the facility include in this proposed policy and procedures that residents are never allowed to go with staff to search for or pick up an AWOL resident.

In the exit conference on November 2, 2010, the OJSO also discussed with facility administration that the grievance tracking log reviewed did not document the nature of each grievance, in accordance with OKDHS policy OAC 340:2-3-45(h)(1). The OJSO recognizes that the grievance tracking log used by PEMS is form 15GR009E (OCA-GR-5), issued by the OKDHS on July 1, 2001, and that OKDHS policy OAC 340:2-3-45(h)(1) states that this form can be used by the local grievance coordinator to track grievances as the grievances process through the system. However, when conducting oversight, the OJSO will continue to check for the items set out in OKDHS policy OAC 340:2-3-45(h)(1) in determining whether the documentation recorded on the grievance tracking log is complete, which is to include the nature of each grievance. If OKDHS policy OAC 340:2-3-45(h)(1) should be amended regarding the documentation required, the OJSO will then adhere to the new policy.

Thank you in advance for your attention to these two issues. The OJSO looks forward to the continued working relationship with the PEMS administration to provide a safe environment for the residents, and the OJSO appreciates the diligent work of the PEMS administration and staff. Copies of the OJSO report and the PEMS response are enclosed for your convenience. If you have any questions, please call my office at 606-4900.

Sincerely,

Janice Sharp, M.Ed.  
Oversight Specialist

Attachments