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## OKLAHOMA DEPARTMENT OF HUMAN SERVICES

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Pauline E. Mayer Shelter  
5909 N. Classen Court  
Oklahoma City, OK 73118



November 12, 2009

Janice Sharp, OJSO  
Oklahoma Commission on Children & Youth  
500 N. Broadway, Suite 300  
Oklahoma City, OK 73102-6200

Re: Response to Oversight visit

We received your report on the Oversight visit November 3, 2009. There was one violation noted and that was corrected while you were here. It involved a background check incorrectly filed.

You noted six areas of concern.

1. The use of volunteers is adequately supervised by staff.
2. I am in total disagreement with your interpretation of who is the custodian. All children brought to the Shelter are involuntary clients. DHS is seeking custody so the child welfare worker is acting in the role of custodian at the time of admission.
3. All DCS IV's have been instructed to review at their monthly staff meetings mistreatment reporting and policy. The 3 staff members interviewed reported to their supervisors that they did have a clear understanding of their individual responsibility to report maltreatment.
4. The grievance poster has not been in use for the last 4 years. The small piece of paper which is the same size as your report is on is posted in all of the Shelter social worker offices as well as the CWS IV's office.
5. As previously stated, shelter policy on grievances is the DHS policy which is the OCA policy.
6. The grievance procedure is explained at admission to the residents. Every day residents' concerns, gripes are addressed by Direct Care staff, Recreation staff, social workers, supervisors and Administrators.

Please advise if further information is needed.

Sincerely,

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Anne Baker, I/C Prog. Administrator