



STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P STREET, MS 8-3-54
SACRAMENTO, CA 95814



February 08, 2013

NORMATIVE SERVICES, INC.- 602300007
5 LANE LN.
SHERIDAN, WY 82801

SUBJECT: Re-Certification by the California Department of Social Services (CDSS)

Capacity : 132
Population Served: Males & Females
Ages 12-17

Pursuant to California Family Code, Section 7911 et al., this is official notification that CDSS certification for Normative Services Inc. is continued through February 2014.

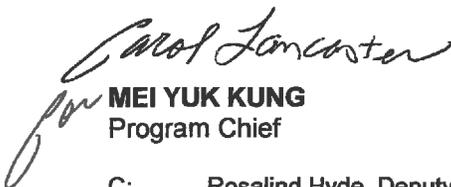
California licensing standards require that all serious incidents continue to be reported to CDSS Out-of-State Placement Policy Unit for each child in care regardless of whether he or she is a California placement. Incident reporting shall include the following:

- a. Deaths
- b. Suicide attempts
- c. Suspected physical, sexual, or psychological abuse
- d. Epidemic outbreaks and catastrophes
- e. Injuries and illnesses that require hospitalization or medical treatment (beyond first-aid)
- f. Use of restraint (whether or not they result in an injury to a child)
- g. Any unusual incident or absence that threatens the health or safety of a child

Certification will continue to be reviewed annually. We will continue to follow our Department policy which authorizes us to inspect facilities with or without an appointment as necessary.

If you have any questions please contact me at (916) 651-5380, or Carol Lancaster, Out-of-State Certification Analyst, at (916) 838-5751.

Sincerely,


MEI YUK KUNG
Program Chief

C: Rosalind Hyde, Deputy Compact Administrator, ICPC/Out-of-State Placement & Policy Unit

FACILITY EVALUATION REPORTCCLD Regional Office, 744 P STREET, MS 8-3-54
SACRAMENTO, CA 95814

FACILITY NAME:	NORMATIVE SERVICES, INC.	FACILITY NUMBER:	602300007
ADMINISTRATOR:	<i>Becky Harris</i>	FACILITY TYPE:	731
ADDRESS:	5 LANE LN.	TELEPHONE:	(307) 674-6889
CITY:	SHERIDAN	ZIP CODE:	82801
CAPACITY:	<i>132</i>	DATE:	01/15/2013
TYPE OF VISIT:	Case Management - <i>Annual</i>	ANNOUNCED	
MET WITH:	Becky Harris; Carolyn Willandt; Tyrel Hartman	TIME BEGAN:	09:11 AM
		TIME COMPLETED:	03:27 PM

NARRATIVE

1
2 PURPOSE OF VISIT:
3
4 Annual on-site re-certification visit pursuant to California Family Code Section 7911 et al.
5
6
7 CERTIFICATION HISTORY; PURPOSE/STATEMENT OF NEED AND POPULATION SERVED:
8
9 Normative Services Incorporated (NSI) has been certified by the California Department of Social Services,
10 Community Care Licensing Division (CDSS-CCLD) as an out-of-state group home provider since February 15,
11 2000.
12
13 NSI, established in Wyoming in April of 1990, is a private, non-profit agency offering residential care,
14 treatment and educational services for up to a 132 male and female youth ages 12- 17 who present with
15 behavioral and/or mental health challenges. Located on over 200 acres in the foothills of the Big Horn
16 Mountains in rural Sheridan, Wyoming, are six individual homes that house the youth in placement. Each
17 home has an education wing with classrooms and a computer lab. The residential portion of each house is
18 comprised of a common group area, bedrooms, bathrooms, storage and recreational space and therapy and
19 staff offices. Although each has a kitchen as well, meals are primarily prepared and served in a centralized
20 kitchen and dining operation on campus cafeteria style.
21
22 The establishment and maintenance of a positive normative culture is the cornerstone of NSI's philosophy. The
23 positive peer culture model offered in an open setting provides opportunities for change and teaches students
24 to assume responsibility for helping one another through group and peer interaction.
25

SUPERVISOR'S NAME: Mei Yuk Kung **TELEPHONE:** (916) 327-8763**LICENSING EVALUATOR NAME:** Carol Lancaster **TELEPHONE:** (916) 838-5751**LICENSING EVALUATOR SIGNATURE:****DATE:** 02/06/2013

I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.

FACILITY REPRESENTATIVE SIGNATURE:**DATE:** 02/06/2013

This report must be available at Child Care and Group Home facilities for public review for 3 years.

FACILITY EVALUATION REPORT (Cont)

FACILITY NAME: NORMATIVE SERVICES, INC.

FACILITY NUMBER: 602300007

VISIT DATE: 01/15/2013

NARRATIVE

1 CALIFORNIA PLACING AGENCIES:

2
3 At the time of visit, the facility census was 71. The facility currently has four adjudicated youth from California
4 in placement: Three placed by San Francisco County Probation; one by Amador County Probation.
5

6 FACILITY, PHYSICAL PLANT AND PROGRAM CHANGES:

7
8 NSI recently hired a new director to replace director Carolyn Wilandt who has accepted a similiar position at
9 another residential treatment facility in Chicago, Illinois. On the day of visit, I was introduced by Ms. Wilandt
10 to her successor, Becky Harris. Ms. Harris, who holds an M.Ed. degree, is from the State of Texas and
11 brings with her 20+ years of relevant career experience. Originally, a middle and high school teacher, Ms.
12 Harris' career progression led to various positions working largely with delinquent youth in juvenile
13 justice/correctional-type residential facilities. Ms. Harris eventually came to administer over such facilities.
14 Ms. Harris' background and experience makes her well qualified to assume the Executive Director position at
15 NSI.
16

17 There have not been any significant programming or facility changes over the last year. Four of the
18 residential homes: Hillside, Mountainview, Riverside (Boys) and Willowbrook (Girls) are operating; three are
19 not.
20

21 LOCAL STATE LICENSING / COMPLAINT ISSUES:

22
23 As part of the re-certification process, Wyoming Licensing reports from the last year were collected and
24 reviewed. On July 26, 2012, NSI was cited in connection with a restraint performed. This restraint was
25 self-reported and a violation was cited for residents being restrained due to a previous incident and not an
26 immediate threat. As a result, the facility's Wyoming licensing evaluator met with staff involved and NSI
27 leadership; re-education was provided on the proper use of physical restraint and NSI implemented improved
28 training to staff campus wide.
29

30 In speaking to the Wyoming Licensing evaluator by phone, she conveyed that the facility is in good standing;
31 there are no administrative actions or plans of correction pending.
32

The facility's current licenses (each house on the campus is licensed individually) were all issued/effective
April 15, 2012 and are good for two years (through April 15, 2014.) The licensing evaluator indicated that the
facility is typically visited three times yearly - - twice unannounced. Additional visits are conducted if a
complaint is received or any issue needs follow-up.

SUPERVISOR'S NAME: Mei Yuk Kung

TELEPHONE: (916) 327-8763

LICENSING EVALUATOR NAME: Carol Lancaster

TELEPHONE: (916) 838-5751

LICENSING EVALUATOR SIGNATURE:

DATE: 02/06/2013



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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 02/06/2013

FACILITY EVALUATION REPORT (Cont)

FACILITY NAME: NORMATIVE SERVICES, INC.

FACILITY NUMBER: 602300007

VISIT DATE: 01/15/2013

NARRATIVE**1** FIRE CLEARANCE**2****3****4****5****6****7****8****9****10****11****12****13****14****15****16****17****18****19****20****21****22****23****24****25****26****27****28****29****30****31****32**

The facility's most recent fire inspection was conducted by the Department of Fire Prevention and Electrical Safety, Sheridan, WY, on October 23, 2012. The report issued reflects 15 violations. The report also reflects that a reinspection would be conducted within 45 days. As there was no further documentation to confirm whether a reinspection was, in fact, performed and the violations corrected, this will be a necessary item to follow up on.

FOOD SERVICE [HEALTH INSPECTION(S)]:

Resident meals are prepared in a commercial type kitchen on the NSI campus, and are served cafeteria style to the youth who eat in the adjoining dining hall. Menus and serving portions are developed utilizing federal guidelines. The kitchen operation and its staff are under the oversight of the Wyoming Department of Agriculture. The last inspections on record with the CDSS were conducted April 27, 2010 and October 28, 2010. At that time, all governing standards were met. Typically, however, inspections are done yearly. For this reason, a more recent inspection report should be available and is being requested at this time.

SCHOOL ACCREDITATION:

NSI's on-grounds school program is certified/accredited by the Wyoming Board of Education. Teachers and educational staff are under Educational Director Dawn Wiley. Each of the separate homes on campus has classroom space, school equipment, supplies and resource material. The school is also accredited by the North Central Association Commission on Accreditation. This accreditation is good through June 30, 2014.

CHEMICAL DEPENDENCE / SUBSTANCE ABUSE TREATMENT:

NSI is certified by the Wyoming Department of Health, Behavioral Health Division as meeting the applicable Wyoming Rules and Regulations for Substance Abuse Standards for service delivery of:

- Level III.1 Clinically Managed Low-Intensity Residential Adolescent,
- Level III.5 Clinically Managed Medium-Intensity Residential Adolescent
- Adolescent Treatment Services, Co-Occurring Treatment Services, Criminal Justice Population, and Women's Treatment Services
- Co-Occurring Treatment Services.

This certification is good through July 31, 2014.

SUPERVISOR'S NAME: Mei Yuk Kung

TELEPHONE: (916) 327-8763

LICENSING EVALUATOR NAME: Carol Lancaster

TELEPHONE: (916) 838-5751

LICENSING EVALUATOR SIGNATURE:

DATE: 01/31/2013

Carol Lancaster

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FACILITY REPRESENTATIVE SIGNATURE:

DATE: 01/31/2013

FACILITY EVALUATION REPORT (Cont)

FACILITY NAME: NORMATIVE SERVICES, INC.

FACILITY NUMBER: 602300007

VISIT DATE: 01/15/2013

NARRATIVE

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OTHER ACCREDITATIONS:

March 27, 2010: Joint Commission Accreditation for Behavioral Health Care (Residential / Group Homes - Child/Youth) (Accreditation is customarily valid for up to 39 months.)

SCOPE OF CERTIFICATION REVIEW:

- Collection of updated and current organizational and program information material.
- Entrance and exit interviews with Executive Directors Carolyn Willandt and Becky Harris; Tyrel Hartman, Quality Assurance, Coordinator
- Tour/physical inspection of facility and grounds with Group Living Director Curt Abernatha.
- Review and discussion of:
 - Client files/records and treatment plans
 - Emergency intervention (de-escalation training and manual restraint techniques): SAFE Crisis Mangement method

FINDINGS, AREAS OF CONCERN AND/OR THOSE REQUIRING CORRECTION OR IMPROVEMENT:

Physical plant appeared in good condition - - Clean, safe, sanitary and in good repair. The bedrooms of the youth in care appear adequately furnished and personalized based on client possessions, likes and interests.

Facility staffing appears good: From line staff to administration; medical staff to therapists.

Review of "NSI Scorecard" (internal statistical document relative to care, treatment and services provided,) reflects that the number of manual restraints continue to decrease.

While there are a few items that need follow-up, re-certification is approved.

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FACILITY EVALUATION REPORT (Cont)

FACILITY NAME: NORMATIVE SERVICES, INC.

FACILITY NUMBER: 602300007

VISIT DATE: 01/15/2013

NARRATIVE

1 FINDINGS, AREAS OF CONCERN AND/OR THOSE REQUIRING CORRECTION OR IMPROVEMENT:
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3 New Administrator/Executive Director:
4
5 California licensing standards require that within ten (10) days of the hiring of a new administrator, a certified
6 out-of-state facility shall notify the CDSS in writing. The notification should be based on a board resolution
7 and a letter drafted to include the following:
8
9 (1) Name and residence and mailing addresses of the new administrator.
10 (2) Date he/she assumed his/her position.
11 (3) Description of his/her background and qualifications, including documentation of required education
12 and administrator certification. (A photocopy of the documentation shall be permitted.)
13
14 This item is requested to be provided to the CDSS by March 1, 2013.
15
16 Fire Clearance:
17
18 California licensing standards require facilities to be fire cleared. Based on the facility's most recent fire
19 inspection on October 23, 2012, numerous violations were cited requiring a reinspection to insure that items
20 cited were corrected. It is requested that evidence that corrections have been made be provided to the CDSS
21 by March 1, 2013.
22
23 Health Inspection (Food Service):
24
25 The most recent inspection report is being requested - - to be provided by March 1, 2013.
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TELEPHONE: (916) 327-8763

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