STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
**DEPARTMENT OF SOCIAL SERVICES**
Community Care Licensing Division – Statewide Children's Residential Program
744 P Street, MS 8-3-54 Sacramento, CA 95814

CDSS
WILL LIGHTBOURNE
DIRECTOR

EDMUND G. BROWN JR.
GOVERNOR

August 5, 2015

NORMATIVE SERVICES, INC – 602300007
5 LANE LANE
SHERIDAN, WYOMING 82801

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

CAPACITY : 132 Male & Female, Ages 12 - 17

Pursuant to California Family Code, Section 7911 et al., this is official notification that certification for Normative Services located at 5 Lane Lane, Sheridan, Wyoming 82801 is continued through August 2016.

Certification will be re-reviewed annually or more often should non-compliance with California Title 22 licensing standards as they apply to California group homes become questionable or at issue. Additionally, serious incidents must be reported to the CDSS Out-of-State Placement Policy Unit for each child in care regardless of whether he 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

While certified, 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 Certification Analyst Ron Leslie at (916) 654-0956

Sincerely,

*Original signature on file*

MARISA SANCHEZ, MANAGER I
Children's Residential Program
Community Care Licensing

C: Monica Jackson, Manager and Deputy Compact Administrator, Out-of-State Placement and Policy Unit

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

# FACILITY EVALUATION REPORT

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
CCLD Regional Office, 744 P STREET, MS 8-3-54
SACRAMENTO, CA 95814

| | | | | |
|---|---|---|---|---|
| **FACILITY NAME:** | NORMATIVE SERVICES, INC. | | **FACILITY NUMBER:** | 802300007 |
| **ADMINISTRATOR:** | GARY FLOHR | | **FACILITY TYPE:** | 731 |
| **ADDRESS:** | 5 LANE LN. | | **TELEPHONE:** | (307) 674-6889 |
| **CITY:** | SHERIDAN | **STATE:** WY | **ZIP CODE:** | 82801 |
| **CAPACITY:** | 132 | **CENSUS:** 55 | **DATE:** | 07/28/2015 |
| **TYPE OF VISIT:** | Case Management | ANNOUNCED | **TIME BEGAN:** | 09:31 AM |
| **MET WITH:** | Gary Flohr - Executive Director | | **TIME COMPLETED:** | 04:32 PM |

## NARRATIVE

PURPOSE OF VISIT:

Annual on-site re-certification visit pursuant to California Family Code Section 7911 et al.

CERTIFICATION HISTORY; PURPOSE/STATEMENT OF NEED AND POPULATION SERVED:

Normative Services Incorporated (NSI) has been certified by the California Department of Social Services, Community Care Licensing Division (CDSS-CCLD) as an out-of-state group home provider since February 15, 2000.

NSI, established in Wyoming in April of 1990, is a private, non-profit agency offering residential care, treatment and educational services for up to a 132 male and female youth ages 12- 17 who present with behavioral and/or mental health challenges. The establishment and maintenance of a positive normative culture is the cornerstone of NSI's philosophy. The positive peer culture model offered in an open setting provides opportunities for change and teaches students to assume responsibility for helping one another through group and peer interaction.

CALIFORNIA PLACING AGENCIES:

At the time of visit, the facility census was 74 (not including four expected arrivals later that day). Fifteen are California social service dependents or probation wards placed by the following agencies: Imperial County Social Services (1); San Francisco County Social Services (1); San Francisco County Probation (5); San Diego County Probation (1); San Luis Obispo Social Services (1); Santa Cruz County Probation (2); Shasta County Probation (2); Ventura County Human Services (1); Ventura County Probation (1).

**SUPERVISOR'S NAME:** Marisa Lopez **TELEPHONE:** (916) 651-0631

**LICENSING EVALUATOR NAME:** Ronald Leslie **TELEPHONE:** 916-654-0956

**LICENSING EVALUATOR SIGNATURE:**

**DATE:** 07/31/2015

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

**FACILITY REPRESENTATIVE SIGNATURE:**

*Original signature on file*

**DATE:** 08/18/2015

**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:** 07/28/2015

## NARRATIVE

FACILITY, PHYSICAL PLANT AND PROGRAM CHANGES:

NSI continues to have a licensing capacity of 132. The youth in placement are assigned to one of seven living structures which are individual homes spread over the campus:

Big Goose (Girls; Capacity 20) – Currently being used by four girls to sleep and shower only.
Willow Brook (Girls; Capacity 20) - Full
Riverside (Boys; Capacity 20) – 16 boys
Mountain View (Boys; Capacity 20) – 14 boys
Hillside (Capacity 20) – 18 boys
Eagle Ridge (Capacity 20) – Currently not being used due to expected remodeling.
Resource Center (Capacity 12) – Currently not being used.

Over the last year, the following administrative staffing changes occurred: Gary Flohr is the Executive Director; Kristin Averett is the Quality Assurance Coordinator; Jennifer Ligocki is the Admissions Director; Brandon Frierson is the new Group Living Director.

There have not been any significant programming changes over the last year. Updates to searches, staffing rations, point of contact and monitoring movement of youth during transport are on file and available upon request. The opportunity to participate in 4-H (Head, heart, hands, and health) club is now being offered in the area of raising, caring for and showing rabbits. There are other programs offered in the form of nurturing, raising and selling of farm animals and livestock including pigs, horse, and lamas. Youth are able to earn funds for animals they raise on the open market. The program appears to have a positive impact on the youth served.

LOCAL STATE LICENSING / COMPLAINTS

NSI is licensed in the state of Wyoming by the Wyoming Department of Family Services. Each of the seven houses on campus is licensed individually. Current licenses were issued April 2014 and are good for two years (through April 15, 2016.). No deficiencies were noted.

Telephone contact with the facility's Wyoming licensing evaluator confirmed that the facility is in substantial compliance with Wyoming Licensing; and no corrective action plans or administrative actions are pending.

**SUPERVISOR'S NAME:** Marisa Lopez **TELEPHONE:** (916) 651-0631

**LICENSING EVALUATOR NAME:** Ronald Leslie **TELEPHONE:** 916-654-0956

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**DATE:** 07/31/2015

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# FACILITY EVALUATION REPORT (Cont)

**FACILITY NAME:** NORMATIVE SERVICES, INC.

**FACILITY NUMBER:** 602300007
**VISIT DATE:** 07/28/2015

## NARRATIVE

FIRE CLEARANCE

The facility's most recent fire inspection was conducted by the Department of Fire Prevention and Electrical Safety, Sheridan, WY, on February 26, 2015. The report issued in connection with this inspection cited 1 violations that was corrected on March 17, 2015.

HEALTH INSPECTIONS (FOOD SERVICE; WATER):

Meals for youth at NSI are prepared in a commercial type kitchen on the NSI campus and are served cafeteria style in an adjoining dining hall. Menus and serving portions are developed utilizing federal guidelines. The kitchen operation and its staff are licensed and under the oversight of the Wyoming Department of Agriculture. The facility's food license is good through June 30, 2016.

The facility's well water was last collected and tested by Wyoming Department of Environmental Quality on June 30, 2015 and found to meet recognized EPA standards.

SCHOOL ACCREDITATION:

Clients at NSI attend on-grounds school accredited by the Wyoming Board of Education (last awarded June 5, 2015) and the North Central Association Commission on Accreditation (valid until June 30, 2019). Teachers and educational staff are managed by Educational Director Dawn Wiley.

NSI's school is also certified for Special Education by the California Department of Education.

OTHER ACCREDITATIONS / CERTIFICATIONS:

NSI is certified by the Wyoming Department of Health, Behavioral Health Division for service delivery of Residential Substance Abuse Services. This certification is valid through February 28, 2016.

NSI is also accredited by the Joint Commission for behavioral health care. The facility was last surveyed February 9, 2013, and the accreditation is customarily valid for up to 36 months.

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# FACILITY EVALUATION REPORT (Cont)

**FACILITY NAME:** NORMATIVE SERVICES, INC.

**FACILITY NUMBER:** 602300007
**VISIT DATE:** 07/28/2015

## NARRATIVE

SCOPE OF RE-CERTIFICATION REVIEW:

- Collection of updated and current organizational and programming information.
- Entrance and exit interviews with Executive Director Gary Flohr; Quality Assurance Coordinator Kristen Averett and Group Living Director Brandon Frierson.
- Review of two client files; interviews with the same. Both clients appeared happy, safe and satisfied with program.
- Review of two staff files.
- Tour and inspection of the facility, residential housing, amenities and grounds with Brandon Frierson and Kristen Averett.
- Two client transport vehicles inspected.

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

Physical plant appeared to be in good condition - - clean, safe, sanitary and in good repair. The kitchen/cafeteria was clean and well maintained. The homes and bedrooms were neat and well kept. The following are the areas of non-compliance identified:

- Tuberculosis (TB) testing was found to not have occurred within the last six months which is a violation of California Group Home regulations. Proof of TB testing and the related results are required for all youth in placement by August 7, 2015. ** TB test clearance for all youth was provided prior to final submission of this report. Proof provided via email on August 3, 2015 by Kristen Averett, Quality Assurance Coordinator.

- California personal rights and grievance procedures not posted in all living quarters.

- Signed California personal rights forms not found in client files.

- Willow Brook House: mold in shower stall ceiling and broken dresser door in room #1.

- Big Goose House: Broken panels on heat registers exposing dangerous metal heating components. Basement room cluttered with clothing and storage materials.

**SUPERVISOR'S NAME:** Marisa Lopez **TELEPHONE:** (916) 651-0631

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# FACILITY EVALUATION REPORT (Cont)

**FACILITY NAME:** NORMATIVE SERVICES, INC.

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## NARRATIVE

CONTINUE FINDINGS:

- Mountain View House: Second floor restroom flooring cracked and exposed. Must be repaired or replaced.
- Hillside House: Room #1 missing dresser drawer. Room #3 missing socket cover.
- Two vehicles inspected: Neither vehicle contained a first aid kit or fire extinguisher. Camry had a damaged front passenger side tire.
- Staff Sue Murphy: Staff file missing current CPR and First Aid certificate. File missing Staff Crisis Management certificate or proof of required hours of training.
- Staff Rasheed Oldacre: Staff missing Staff Crisis Management certificate or proof of required hours of training.

PLAN OF CORRECTION

A plan of correction is required for all violations. Please provide evidence correction in writing by August 17, 2015. Failure to provide adequate evidence by due date may result in certification status being revisited.

CERTIFICATION DECISION:

Approve re-certification. Re-certification good through August 2016.

**SUPERVISOR'S NAME:** Marisa Lopez **TELEPHONE:** (916) 651-0631

**LICENSING EVALUATOR NAME:** Ronald Leslie **TELEPHONE:** 916-654-0956

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