



State of Florida
Department of Children and Families

Southeast Region

License No: 100068352

License Type: Child Caring Agency (CCA) -
Emergency Shelter

Capacity: 16

Restriction:

Certificate of License

Child Caring Agency (CCA) for
Grandmas Place Inc

Know All men by These Presents: That the Department of Children and Families being satisfied that the home located at 184 Sparrow DR, City of Royal Palm Beach, County of Palm Beach, State of Florida, has complied with the minimum standards set by the department for Child Caring Agency (CCA) and the Department approves the application of said home for a license to operate and directs the issuance of this certificate on the

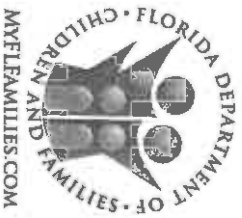
First day of October, 2017.

This license shall continue in force until the thirtieth day of September, 2018, unless renewed, withdrawn, or revoked for cause.

Satellite Location(s):
Not Applicable

A handwritten signature in blue ink, appearing to read "Kimberly Welles", written over a horizontal line.

Authorized Signature/ Designee
Circuit 15



State of Florida
Department of Children and Families

Rick Scott
Governor
Mike Carroll
Secretary

ANNUAL RELICENSING STUDY 2017
GRANDMA'S PLACE, INC.

Vern Melvin
Regional Managing
Director

FACILITY TYPE: Emergency Shelter

FACILITY LOCATION: 184 Sparrow Drive
Royal Palm Beach, FL 33411

EXECUTIVE DIRECTOR: Roxanne Jacobs

LICENSE REPORT DATE: September 19, 2017

Introduction

Grandma's Place, Inc. was initially licensed by the Department in 1999 under the name KidSanctuary. During the 2008-2009 licensing year as a result of a split in the Board of Directors, the name Grandma's Place, Inc. was created.

Grandma's Place continues to serve the county as an emergency shelter subcontracted by the community based care lead agency, ChildNet to care for children birth through age 12. The program offers 24 hour awake supervision for short term placements in a loving, nurturing, and supportive environment.

Grandma's Place continues to have a positive presence in their local community. The agency works collaboratively with the service providers within the system of care to ensure that children that are placed with them are able to receive necessary services up front. Grandma's Place accepts placements when needed for initial shelters or in emergency situations such as a placement disruption to allow time for an appropriate foster home or other more permanent placement to be made. The agency has a strong network of dedicated volunteers and community support.

The agency recently received a grant through Palm Beach County Youth Services for 3 years to provide a Family Support Program, which includes respite care.

Administration and Organization

An onsite visit was conducted for relicensure on August 22, 2017 to review the overall program operations. During this site visit, the following documents were provided to the Department and/or reviewed for compliance with Florida Administrative Code Chapter 65C-14, licensing standards for residential child caring agencies:

Southwest Region - Circuit 15
111 South Sapodilla Avenue, West Palm Beach, Florida 33401-5208

Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

- Application
- Assurance of Compliance with the Civil Rights Act
- Affidavit of Background Clearance Compliance
- Current Abuse Registry for Executive Director
- Currently list of Board of Directors and Copy of Minutes
- Organizational Chart
- In-Service Training Plan
- Annual Budget
- Charitable Permit
- Fire Inspection
- Health Inspection
- Disaster Plan
- Approved Menu
- Program Description
- Personnel Files
- Client Files
- Medication Logs

Grandma's Place has submitted drafts of updated and new policies and procedures including the following: Breach of Personal and/or Confidential Data Policy, Transition Services, Anti Lobbying, Gratuities, Notice of Legal Actions, and Public Entity Crime and Discriminatory Contractors policy. Grandma's Place will need to revise the Breach of Personal and/or Confidential Data policy to include notification to the Department and revise timeframe from 45 days following determination of breach to 30 days as required in FS 501.171. A copy of the Statute is included with this relicensing report to the agency. It is also recommended that the Notice of Legal Actions policy include notification to the Department of Children and Families.

Grandma's Place has experienced a significant reduction in census of children served this year. This is the result of efforts to reduce children in group care. As a result of this shift, Grandma's Place is exploring other options to serve the community, including the new Family Support Program. They have also contracted with a grant writer.

Program Description and Services

There have been no significant changes to the emergency shelter program at Grandma's Place. The agency did obtain a grant for the Family Support Program which is outlined below. This program has not begun operating as of this date. The agency is in process of hiring a social worker.

Emergency Shelter Services- Grandma's Place is an emergency shelter providing 24 hour awake care to abused and neglected children ages 0 through 12 through a loving and nurturing home like environment. Children are placed at all hours of the day, and often at night. Children are welcomed, fed, bathed, and given clothing and other necessities. Every effort is made to make each child feel safe and comfortable.

Children receive an initial health checkup within 72 hours of placement, as well as any needed follow-up care, dental, and vision evaluations.

Grandma's Place maintains a staff to child ratio of 1:4 during the day, and 1:6 at night. Due to the continuous changes in census, they are able to call additional staff in for duty when needed for overnight shifts. During site visits, this writer has observed plenty of staff on duty and volunteers as well.

Grandma's Place engages youth in an array of community activities, including visits to local parks, art and play therapy, karate classes, and yoga. Transportation is provided to activities and appointments. As stated previously, the program has developed strong ties throughout their community which results in many volunteer projects to enhance the children's experiences while at the program. Although the program is for short term placements, efforts are always made to get services in place when needed.

School aged children attend school, and receive educational support such as homework assistance and tutoring.

Visitation and family engagement is an important component of the shelter. Grandma's Place work with biological families by allowing visitations at the facility. Staff model appropriate parenting skills, provide support, and update parents regarding the children's health needs, daily care, schoolwork, etc. The provider recognizes the importance for these connections and feel strongly that the children's behaviors improve with family contact.

Family Support Program- Grandma's Place will be providing on site a support program to community children with special needs through a grant with Palm Beach County. This program will include the following services:

Parent Training- provide strategies to manage behavioral problems and techniques to enhance parent-child communication.

Parent Mentor Network- provide opportunities for parents to share experiences, support each other, learn new skills, and make friends with other parents caring for special needs children.

Recruiting- A dedicated staff person will be responsible for recruiting, screening, training, and matching parents in the network. This staff member will monitor and support the parents.

Respite Care- respite care will be provided for parents of children ages 0 to 12 with mild to moderate disabilities. Respite care will be available evenings, weekends, and overnight, including emergency basis. Grandma's Place is aware that they will be required to maintain the appropriate ratio and that these respite children must be counted in their census for supervision ratio.

Finances and Audit

Grandma's Place has submitted a budget and a financial audit for the fiscal year ending June 30, 2016 and June 30, 2015. As per the auditor's report, the financial statements present fairly, the financial position of Grandma's Place and changes in net assets and cash flows conform with the accounting principles generally accepted in the United States. Copies are included within the licensing file.

This year has been especially challenging for the program financially as there was a significant reduction in their census for a portion of the year.

Statistics

During this last fiscal year, July 1, 2016 through June 30, 2017, Grandma's Place has provided care and supervision to 81 children.

This year was unique as Grandma's Place began receiving emergency placements for ChildNet Broward. Historically, Grandma's Place provided emergency shelter services for Palm Beach. However, due to

decrease in ChildNet Palm Beach placing children in group care, the agency had available beds that were utilized for Broward. Grandma's Place cared for 37 Broward youth during this licensing year.

A copy of the census is included in the licensing file.

As documented on Monthly Performance Measures report submitted to ChildNet for the fiscal year, Grandma's Place self-reports the following:

- 100% of clients were free from incidents of verified abuse/neglect while placed in the shelter
- 100% of clients were free from incidents of child-on child sexual abuse while placed in the shelter
- 100% of clients residing in the program 30 days or more have completed or shown progress on service plan goals
- 100% of files have up to date medication logs
- 100% of children receive an assessment within 5 days of admission to evaluate medical, emotional, and physical needs
- 100% of children experience no 30 day replacement notice or unapproved discharge
- 100% of school aged children are enrolled in school and attend daily with the exception of excused absence

A copy of the Monthly Performance Measures report is included within the licensing file.

Staff

Roxanne Jacobs continues as the Executive Director. Jackeline Alvarez continues as the Chief Operations Manager. As documented annually, Mrs. Alvarez was granted a waiver from the educational requirements to serve in a supervisory capacity. A copy of the order is maintained in the licensing file, as well as her personnel file. Additional employees include shift staff titled Aide/Night Companions, which provide 24-hour awake supervision. In addition to the staff, Grandma's Place utilizes volunteers.

Volunteers are screened and supervised by staff. They are not utilized complete the duties of staff. Volunteers are utilized simply to enhance the program by reading to the children, helping with homework, playing with the children, or to perform special activities such as crafts, singing, and puppet shows.

Records

Employee Files: During the site visit a sample employee files were reviewed for compliance with Florida Administrative Code, Chapter 65C-14. Files continue to be extremely organized, each section labeled, and well maintained. Files included the background clearances, applications, annual reviews, affidavits of good moral character, job descriptions, as well as signed child abuse reporting and confidentiality statements. References are included within the files, including copies of the emails when a reference was attached. This was recommended at last years' relicensure and was completed by the agency. Staff has met the required annual 40 training hours

Florida Administrative Code, Chapter 65C-14 was revised and promulgated during this licensing year. Grandma's Place participated in a training of these changes, which was offered by the Department on May 17, 2017. The training included updates to changes with background screening and training requirements. Implementation and compliance in these areas will be monitored for next year's annual relicensure. Areas to be brought in compliance with the new rule include:

- Three personal references instead of 2.
- Local law requests shall include call outs to the employee's home address.
- Partnership Plans shall be included in employee files.
- Civil Court records regarding Domestic Violence and Orders of Protection shall be obtained at hire and annually.
- Abuse Registry search history (This area is currently undergoing a pilot program, and this screening is not available to all providers.)
- Preservice training requirements for new hires and annual training requirements (pre-service training is pending review and approval by the Department)

Client Files: A sample of child files including both closed and open files were reviewed for compliance with Florida Administrative Code, Chapter 65C-14.022. Files continue to be maintained in excellent order with all required documentation including but not limited to the placing counselor's name, date of placement, reason for placement, medical history, placement agreements and documentation of orientation at admission. Files contained service plans. Medication logs were well maintained. Grandma's Place has revised the intake packet and medication logs to come into compliance with the following recommendations:

- Include religion, as well as sibling's address and contact information to intake forms.
- Add place for youth (when age appropriate) to sign for medication administration.

Service plans are completed timely. Grandma's Place is an emergency shelter and often has very short term placements. However, the following are requirements of service planning in the revised rule. Previously, emergency shelters were not required. However, it should be noted that Grandma's Place has conducted service plans even when not required in the rule.

- Include parent, guardian, attorney and Guardian Ad Litem in service planning when appropriate.
- Include arrangements for individual or group counseling in service planning.

Grandma's Place offers different therapies such as music and art therapy. These can be incorporated in the service planning.

Medical records were included in all files. During a child's placement, the agency ensures all medical needs are met included well child visits and follow-up care.

Discharge summaries were found to be comprehensive.

Files contained evidence that children are receiving services such as music therapy, art therapy, yoga, supervised visitations at Grandma's Place, and community recreational activities.

Children are 12 and under. Normalcy is provided via supervised outings and activities, and visits with family members.

Files included inventory logs at admission and discharge.

Facility

Grandma's Place is located in Royal Palm Beach in a residential area within walking distance to a community park and water play area that is free to the community. The town of Royal Palm Beach has many amenities such as shopping, churches, a public library, parks, restaurants, Calypso Bay, Palm West hospital and other community resources. The gate at the entrance of the driveway is electronic. Visitors

must buzz in for the gate to be opened. This also creates additional security for the children playing in the large driveway.

Grandma's Place, Inc. continues to be extremely well maintained. The agency is continuously receiving donations of items to upgrade such as painting, landscaping, pavers etc. The environment is child friendly and decorated in bright colors with murals and colorful bedding.

The staff office to the left when entering the home continues to have space for clients to work on home work. There is an additional room that has desk space for home work or therapy. This room has tables and chairs, television, and storage space. There is a second staff office, which is used to store medications.

The bedrooms continue to be well furnished with an array of beds of different sizes to accommodate different age ranges. Each bedroom is very large and spacious, with an average of 4 beds each. There are twin beds, toddler beds, and cribs throughout the home. Each bedroom has a closet and 2 to 3 large dresser chests to provide storage space for the client's belongings. The bedrooms are very large and comfortably fit the number of beds in each room. Children are assigned rooms based upon gender and age, as well as special accommodations if needed. Children with alerts or safety plans are placed in a bedroom without sharing.

All of the bedding and furniture continues to be in excellent condition. Bathrooms were very clean and organized. Tubs and showers have the appropriate slip prevention mats. One bathroom has a large sink sized perfectly to bath infants. The vanity in this bathroom is arranged as a changing station. There is a separate staff bathroom. There is a handicap accessible bathroom if needed.

The living room includes a leather sofa, chairs, television, and lots of games, videos, and books for the children to enjoy. There is an additional room located off of the living room utilized as an infant play area, family visitation space, and for case managers and therapists to have privacy during visits. The program has added some toddler beds to separate the toddlers at nap time.

Grandma's Place continues to use video surveillance throughout the common areas such as the kitchen, halls, and living room.

There is a laundry room on site, which is kept locked. Toxins are locked in the laundry room in an additional locked storage cabinet.

The open spacious eat-in kitchen continues to be very well stocked with fresh and frozen fruits and vegetables, fruit juice, dairy products, bagels, pastries, meats, baby food and formula. There are additional freezers stocked full of frozen meats, vegetables, pastas, and breakfast items.

The agency has received satisfactory health inspection on June 7, 2017 and a satisfactory fire inspection on August 10, 2017. Copies are included within the licensing file.

Complaints:

During this licensing year, the Department received a foster care referral on October 29, 2016, intake #2016-303615, alleging that a caregiver attempted to diffuse a situation by grabbing a child and holding him to calm down. Law enforcement was contacted; the investigation was closed as "unfounded." The child did not sustain any injuries. Grandma's Place does not allow staff to restrain children. If needed, law enforcement is contacted.

On January 6, 2017, intake #2017-005179 alleged that staff were washing the children in the shower and having them shower together. It was alleged that one of the staff members washes the girls' private parts too hard. Based upon the investigation and multiple interviews, there was no evidence of any inappropriate actions by staff. The agency has policies in place for bath time and no concerns were noted.

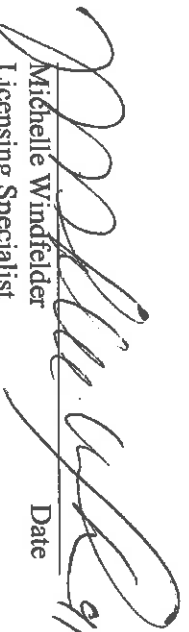
Youth have been interviewed during site visits and at the relicensing visit. Interviews are positive. Youth report the staff are good to them and they like the program. The younger children that are not age appropriate for interviews have been observed to be comfortable and bonded with the staff, eating, playing, doing homework etc. The Department has received six exit interviews during this licensing year. Exit interviews have been positive. Children like the program, enjoy the activities that they participate in, and feel both safe and comfortable at the program.

Summary and Recommendation

Grandma's Place, Inc. continues to be an important resource within the community providing emergency shelter care to younger children when traditional foster homes are not found in an emergency situation. The shelter has been a valuable resource to allow additional time to locate a foster home, search for relatives, and to keep siblings together while foster homes can be located to accommodate siblings. There have been some longer term placements this year due to special needs that made it difficult for ChildNet to find foster home placements. The agency has been assisting ChildNet in Broward for emergency shelter of young children.

There are no concerns requiring corrective actions at this time. It is recommended that the changes to Florida Administrative Code, Chapter 65C-14 be implemented this year. It is recommended that the agency revise the Breach of Personal and/or Confidential Data policy to include notification to the Department and revise timeframe from 45 days following determination of breach to 30 days as required in FS 501.171. It is also recommended that the Notice of Legal Actions policy include notification to the Department of Children and Families.

It is the recommendation of the Department to issue a Certificate of License to Grandma's Place, Inc. to continue operations for a capacity of 16 children age's birth through 12. This license is effective October 1, 2017 and expires on September 30, 2018, unless withdrawn or revoked for cause.



Michelle Windfelder
Licensing Specialist

Date

9/13/17

Southeast Region