



State of Florida  
Department of Children and Families

Southeast Region

License No: 100077695

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 agency 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, 2018.

This license shall continue in force until the Twentieth day of September, 2019, unless renewed, withdrawn, or revoked for cause.

Satellite Location(s):  
Not Applicable

Authorized Signature/ Designer  
Circuit 15



**State of Florida  
Department of Children and Families**

**Rick Scott**  
*Governor*

**Rebecca Kapusta**  
*Interim Secretary*

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**ANNUAL RELICENSING STUDY 2018  
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, 2018

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### **Introduction**

Grandma's Place, Inc., initially licensed by the Department in 1999 as KidSanctuary has served the county as an emergency shelter for children birth through age 12. 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 is subcontracted by the community based care lead agency, ChildNet to provide emergency 24-hour awake supervision for short term placements in a loving, nurturing, and supportive environment. 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. Grandma's Place also accepts placements of sibling groups and is utilized for emergency placements to maintain siblings and allow additional time to find foster home placements that can accommodate siblings.

In addition to shelter services, the agency provides respite care through a Family Support Program for children with disabilities. Respite services are funded via a 3 year grant through Palm Beach County Youth Services. This program provides to services to community children not involved in the dependency system

### **Administration and Organization**

An onsite visit was conducted for relicensure on August 29, 2018 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:

- Application

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

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

- Assurance of Compliance with the Civil Rights Act
- Affidavit of Background Clearance Compliance
- 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 new and updated policies and procedures including the following: Active Shooter, Public Entity Crime and Discriminatory Contractors, Gratuities, Anti-Lobbying, and Transition of Services. Additionally, Grandma's Place has updated the Breach of Personal and/or Confidential Data and Notice of Legal Action policies as requested in the 2017 relicensing summary. Copies are included in the licensing file.

Grandma's Place reports the most significant challenge has been the reduction in the number of children referred to the agency, as well as a reduced average length of stay. ChildNet contracts 8 of the agency's 16 beds. In order to offset the loss of funding that has occurred as a result of this reduction, the agency began the Family Support Program October 1, 2017.

### **Program Description and Services**

There have been no significant changes to the emergency shelter program at Grandma's Place. The community respite Family Support Program has been in operation now for almost one full year.

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, supportive, and nurturing 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 the required staff to child ratio. Due to the continuous changes in census, they are able to call additional staff in for duty when needed.

Grandma's Place continues to engage 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. Grandma's Place has a strong support from their local community. The program receives much support through volunteer projects to improve the facility and enhance the children's experiences while at the program. Palm Beach Music Institute provides music therapy weekly. Connect Church and Community of Hope partners with Grandma's Place to do projects around the house and donates gift cards, food, and supplies. Gratitude Training Masterful Living program painted the exterior of the home,

built a storage shed, and installed new doors. A college professor has donated expertise to provide training to staff.

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

**Family Support Program-** Grandma's Place provides on site a support program to community children with special needs. This program has now been in place for a full year. This program includes 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 is responsible for recruiting, screening, training, and matching parents in the network. This staff member monitors and supports the parents.

**Respite Care-** respite care is provided for parents of children ages 0 to 12 with mild to moderate disabilities. Respite care is available evenings, weekends, and overnight, including emergency basis.

### **Finances and Audit**

Grandma's Place has submitted a budget for the 2018-2019 fiscal year. Additionally, the financial audit for the fiscal year ending June 30, 2017 and June 30, 2016 is included in the licensing file. 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.

### **Statistics**

During this last fiscal year, July 1, 2017 through June 30, 2018, Grandma's Place reports the following statistics:

- 161 children served through their emergency shelter
- 85 boys and 76 girls
- Average of 4 to 6 children per day
- Average length of stay 9.5 days
- 35 White; 85 African American; 39 Hispanic; 1% other

The community respite program serves over 50 children and provides over 200 hours of respite per month.

- 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 Quarterly 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.

### **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 applications, annual reviews, affidavits of good moral character, job descriptions, as well as signed child abuse reporting and confidentiality statements.

Of two staff members that were employed within the past year, one included references that meet the rule requirements, and one did not include 3 references that discussed suitability to work with children and did not document how long they have known the individual. It is recommended that Grandma's Place develop a specific reference form that includes the requirements outlined in FAC, Chapter 65C14.023 (3) (c), which states, "A minimum of 3 character references letters or reference checks from unrelated individuals who have known the applicant for at least 2 year, verifying that the employee is of good moral character and is suitable to work with children."

Grandma's Place pre-service training was approved during this licensing year. Staff has met the required annual 40 training hours. Some staff are specifically hired for the Family Support Program, which serves community children and families. The agency has been advised that all staff must meet the same screening and training requirements. One staff member (CV), did not have the preservice training requirements completed. The agency will need to ensure that all staff in the support program have the appropriate training required of direct care staff. This will be monitored next year to ensure that the required trainings have been completed.

Grandma's Place has implemented the additional background screening requirements of residential group care providers. However, local law checks were not inclusive of call-outs to the employees' home address. The agency obtained these immediately on August 30<sup>th</sup> and 31<sup>st</sup> following the site visit. Civil record checks were completed in 2017, and updated in 2018. Sex offender searches have been completed, however, it is recommended that the agency date and initial these as the sex offender site does not include dates of completion. All employees reviewed had FBI/FDLE and 5 year rescreens completed if applicable. Abuse checks were completed July 2018 prior to relicensing site visit.

**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, and documentation of orientation at admission. Files

did not include the written placement agreements. It is important that the agency obtain the written placement agreement from ChildNet. Files contained service plans. Medication logs were well maintained.

Service planning is initiated at placement. However, most children are only placed for a few days. Grandma's Place is an emergency shelter and often has very short term placements.

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.

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 a few crib 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 12, 2018 and a satisfactory fire inspection on March 5, 2018. Copies are included within the licensing file.

**Complaints:**

There have been no complaints regarding Grandma's Place during this licensing year. No children were interviewed at the relicensing visit this year due to the age of the children.

**Summary and Recommendation**

Grandma's Place, Inc. continues to be an important resource within the community providing emergency shelter care to younger children when relatives, non-relatives, or traditional foster homes are not immediately found, or to allow additional time for ChildNet to find families that can keep sibling groups together.

There are no concerns requiring corrective actions at this time. The following areas will be monitored next year to ensure that these areas are brought into compliance:

- The agency must obtain the placement agreement for children placed in the program
- All staff, including support program staff must receive the preservice training and meet all other training requirements
- It is recommended that the agency develop a personal reference form that includes the requirements outlined in Florida Administrative Code (see Files section of this report)
- It is recommended that the agency initial and date the sex offender searches

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, 2018 and expires on September 30, 2019, unless withdrawn or revoked for cause.

  
Michelle Windfelder  
Licensing Specialist  
Southeast Region

Date

9/15/18