



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

**Ron DeSantis**  
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**Chad Poppell**  
*Secretary*

**Dennis Miles**  
*Regional Managing  
Director*

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**ANNUAL RELICENSING STUDY 2020**

**GRANDMA'S PLACE, INC.**

**FACILITY TYPE:** Emergency Shelter

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

**EXECUTIVE DIRECTOR:** Roxanne Jacobs

**LICENSE REPORT DATE:** September 15, 2020

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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 September 1, 2020 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:

111 S. Sapodilla Ave.  
West Palm Beach, FL 33401

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Mission: Work in Partnership with Local Communities to 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
- Currently list of Board of Directors and Copy of Minutes
- Organizational Chart
- In-Service Training Plan
- Annual Budget
- Charitable Permit
- Fire Inspection (Pending due to COVID)
- Health Inspection
- Disaster Plan
- Approved Menu
- Program Description
- Personnel Files
- Client Files
- Medication Logs
- Employee Background Screening Log and All Employee Screening Records

Grandma's Place reports that there have been no changes to any Policies or Procedures this year and there are no plans for changes in the Program expected in the upcoming year.

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 has made changes to their contract and has guaranteed payment for only 1 bed this change has created a hardship for the Shelter leading to a reduction in staff. It should be noted that the Program received no admissions for the months of April and May these are the only months in the Programs history where no children were placed with them.

### **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 nearly three years. This continues to be the major funding source for the Program.

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.

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

Grandma's Place continues to engage youth in an array of community activities, including visits to local parks. 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.

**Family Support Program-** Grandma's Place provides onsite a support program to community children with special needs. This program has now been in place since 2017 and has been renewed for another 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 2020-2021 fiscal year. Additionally, the financial audit for the fiscal year ending June 30, 2019 and June 30, 2018 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, 2019 through June 30, 2020, Grandma's Place reports the following statistics:

- 98 children served through their emergency shelter compared to 170 last year
- 49 boys and 49 girls
- 30 White; 44 African American; 20 Hispanic; 4 other race
- Only 9 of these children were in this facility for over 30 days

### **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. Due to the low utilization rate the facility has had to reduce the number of staff employed.

### **Records**

**Employee Files:** Due to COVID-19 an electronic review of employee files was completed for compliance with Florida Administrative Code, Chapter 65C-14. Files continue to be extremely organized 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.

A random sample of five (5) personnel files were selected for review to assess compliance with DCF licensing requirements.

Overall the sample of personnel files were well maintained and organized. The provider has provided the DCF Licensing Specialist with a copy of the background screenings log, which includes all current and discharge employees employed during this licensing year. In addition, the provider has provided the DCF Licensing Specialist with a copy of all current and discharge employees background screenings to compare with the log provided prior to site visit. All the screening was observed to be in compliance.

It should be noted that the program did have a lapse in screenings from August 5, 2020 to September 19, 2020 and they were not IV-E compliant. This issue was addressed with staff and the Program has been brought back into compliance ChildNet was notified of the lapse.

**Client Files:** A sample of five (5) 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 contained service plans. Medication logs were well maintained.

Overall the client files continue to be comprehensive and well maintained. The provider utilizes an electronic system called Dropbox to maintain their client files; this system was put into place in December 2018. This electronic system is password protected and is only accessed by the administration team that have all completed the online DCF Security Awareness training annually. The system is user friendly, and well organized and easy to navigate.

### **Facility**

There have been no changes or upgrades to the facility this year. The agency received a Satisfactory Health Inspection on August 20, 2020 hot water temperature was noted at 110 degrees. A copy is included in the licensing file. Due to COVID-19 a fire inspection was not completed but requested and a copy will be forwarded to the Department when completed.

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.

**Complaints:**

There have been no complaints regarding Grandma's Place during this licensing year. No children were interviewed at the relicensing visit this year as there were no children placed at the Facility.

**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 action at this time.

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, 2020 and expires on September 30, 2021, unless withdrawn or revoked for cause.

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Joseph LoBianco                      Date 9/16/2020  
Operations Review Specialist  
Southeast Region