

DEPARTMENT OF SOCIAL SERVICES

DIVISION OF CHILD PROTECTION SERVICES

811 East 10th Street Dept. 3

Sioux Falls, SD 57103

PHONE: 605-367-5444 ext. 272

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Strong Families - South Dakota's Foundation and Our Future

March 15, 2019

Amy Witt
Lutheran Social Services
621 E Presentation Street
Sioux Falls SD 57104

Dear Amy:

Enclosed is the current certificate of license that allows Lutheran Social Services to operate as a Child Placement Agency in South Dakota with offices at 1424 9th Avenue SE Ste 7 in Watertown, SD; 2920 Sheridan Lake Road in Rapid City, SD; 101 6th Avenue SE Ste 200 in Aberdeen SD; and 621 E Presentation Street in Sioux Falls, SD. The license is effective from March 1, 2019 through February 29, 2020 and is issued on a satisfactory basis.. South Dakota law requires the license to be posted in a conspicuous place in the facility.

A copy of the licensing study is enclosed. Please read it carefully and refer to it for details relating to compliance with each of the applicable licensing standards. Continued non-compliance with licensing rules or failure to submit any requested information may result in negative licensing action such as suspension or revocation of the license. Should you have any questions, feel free to contact Kevin Kanta at the telephone number above.

Thank you for the care Lutheran Social Services provides to South Dakota's children and families.

Sincerely,

Virgena Wieseler
Division Director

VW/kk

Enclosures

South Dakota Department of Social Services

CERTIFICATE OF LICENSE

as a

CHILD WELFARE AGENCY

This is to certify that Lutheran Social Services is hereby granted this license to conduct and maintain a Child Placement Agency to provide Adoption and Foster Care Services with an office located at 1424 9th Avenue SE Ste 7 in Watertown, SD 57201 for children ages infancy to 17 years, for the period from March 1, 2019 to February 29, 2020.

This facility satisfactorily complies with requirements of the South Dakota Compiled Laws of 1967, Sections 26-6-1 through 26-6-27 and the Child Care Standards as established by the South Dakota Department of Social Services. This license is subject to revocation for reasonable cause as cited in SDCL 1967; Section 26-6-23.

Issued this 1st day of March 2019.



License Number R 65

Virginia Wieseler
CPS Division Director

Department of Social Services
Child Protection Services
700 Governors Drive
Pierre, S.D. 57501-2291
605-773-3227

South Dakota Department of Social Services
CERTIFICATE OF LICENSE
as a
CHILD WELFARE AGENCY

This is to certify that Lutheran Social Services is hereby granted
this license to conduct and maintain a Child Placement Agency to provide Adoption and
Foster Care Services with an office located at 2920 Sheridan Lake Road in Rapid City, SD 57702
for children ages infancy to 17 years, for the period from March 1, 2019 to February 29, 2020.

This facility satisfactorily complies with requirements of the South Dakota Compiled Laws of 1967,
Sections 26-6-1 through 26-6-27 and the Child Care Standards as established by the
South Dakota Department of Social Services. This license is subject to revocation for
reasonable cause as cited in SDCL 1967; Section 26-6-23.
Issued this 1st day of March 2019.



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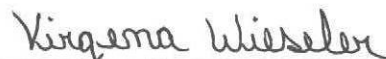
South Dakota Department of Social Services
CERTIFICATE OF LICENSE
as a
CHILD WELFARE AGENCY

This is to certify that Lutheran Social Services is hereby granted
this license to conduct and maintain a Child Placement Agency to provide Adoption and
Foster Care Services with an office located at 110 6th Avenue SE, Ste 200 in Aberdeen, SD 57401
for children ages infancy to 17 years, for the period from March 1, 2019 to February 29, 2020.

This facility satisfactorily complies with requirements of the South Dakota Compiled Laws of 1967,
Sections 26-6-1 through 26-6-27 and the Child Care Standards as established by the
South Dakota Department of Social Services. This license is subject to revocation for
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This is to certify that Lutheran Social Services is hereby granted
this license to conduct and maintain a Child Placement Agency to provide Adoption and
Foster Care Services with an office located at 621 E Presentation Street in Sioux Falls, SD 57104
for children ages infancy to 17 years, for the period from March 1, 2019 to February 29, 2020.

This facility satisfactorily complies with requirements of the South Dakota Compiled Laws of 1967,
Sections 26-6-1 through 26-6-27 and the Child Care Standards as established by the
South Dakota Department of Social Services. This license is subject to revocation for
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**INVESTIGATION REPORT AND LICENSING STUDY
CHILD PLACEMENT AGENCY
ARSD 67:42:01, 67:42:05, 67:42:09**

AGENCY NAME: Lutheran Social Services (R65)

DIRECTOR: Betty Oldenkamp

1. Licensing Requirements - 67:42:01:02, 67:42:01:04, 67:42:01:13; SDCL 26-6-11

- | | <u>YES</u> | <u>NO</u> |
|--|------------------------|-------------------|
| A. The following have been submitted to the Department: | <u> </u> | <u> </u> |
| 1. Application materials for license | <u> ✓ </u> | <u> </u> |
| 2. Documentation of need | <u> N/A </u> | <u> </u> |
| B. A statement of compliance with the Civil Rights Act of 1964 is included in the agency's policies. | <u> ✓ </u> | <u> </u> |

Comments:

An application for license renewal dated February 17, 2019 is on file in the licensing record. It contains a signed statement of compliance with the Civil Rights Act of 1964.

2. Agency Responsibilities - 67:42:01:28

- | | <u>YES</u> | <u>NO</u> |
|---|----------------------|-------------------|
| A. The building and equipment needs of the organization are adequately met. | <u> ✓ </u> | <u> </u> |
| B. The agency has sufficient funds to meet the needs of the community. | <u> ✓ </u> | <u> </u> |

Comments:

Lutheran Social Services offices are neatly furnished and maintained to provide for the needs of the agency. Financial reports submitted with the application for license renewal indicate the availability of sufficient funds to provide for the needs of the program.

3. Insurance - 67:42:01:35

- | | <u>YES</u> | <u>NO</u> |
|--|----------------------|-------------------|
| A. Vehicles used to transport children have appropriate passenger liability insurance. | <u> ✓ </u> | <u> </u> |
| B. The agency carries public liability insurance. | <u> ✓ </u> | <u> </u> |

Comments:

Auto Liability (Policy Number PHPK1844795), Commercial General Liability (Policy Number PHPK184495), and Umbrella Liability coverage (Policy Number PHUB36768) is purchased from Philadelphia Indemnity Insurance Company.

4. Accounting System - 67:42:01:33, 67:42:01:34

- | | <u>YES</u> | <u>NO</u> |
|--|----------------------|-------------------|
| A. The accounting system used clearly identifies the cost of services and other expenses of operation. | <u> ✓ </u> | <u> </u> |
| B. An audit of the accounts has been done in the last year by a CPA. | <u> ✓ </u> | <u> </u> |

Comments:

An audit of Lutheran Social Services financial statements for the period ending June 30, 2018 and 2017 was completed by Eide Bailly LLP, CPA's on December 14, 2018.

5. Staff Qualifications

A. <u>Social Work Supervisor - 67:42:09:07</u>	<u>YES</u>	<u>NO</u>
1. Licensed as a certified social worker.	<u>✓</u>	<u> </u>
2. Two years supervisory experience in a family or child welfare field.	<u>✓</u>	<u> </u>

List supervisor's qualifications:

Haley VanDenBrink, MSW, CSW (license #2065, exp. 12/31/20) is the Program Supervisor and was hired July 1, 2007.

Chelsie Ogaard, SWA (license # 3531, exp. 12/31/19) is the Program Director and was hired August 16, 2017.

Diane (Dede) Mogck, BSW, MA, LSW, (license # 0528, 12/31/2020) is the Kinship Program Director and was hired September 1, 1979.

B. <u>Social Workers - 67:42:09:07.01</u>	<u>YES</u>	<u>NO</u>
1. Licensed as a social worker; or	<u>✓</u>	<u> </u>
2. Licensed as a social work associate.	<u>✓</u>	<u> </u>

List social worker qualifications:

Shirley Conrad, BS Psychology, MS, SWA (license # 1672, exp. 12/31/18) hired December 15, 1997.

Diane Piller, SWA (license # 3009, exp. 12/31/20) hired December 30, 2010.

Amanda Hansen, BSW, SWA (license #4814, exp. 12/31/19) hired November 27, 2017.

Jill Jensen, SWA (license #2807, exp. 12/31/19) hired July 1, 2013.

Samantha Sandmann, BS, SWA (license # 4677, exp. 12/31/20) hired November 21, 2016.

Emily Francis, BSW, LSW (Emily is in the process of getting licensed in South Dakota), hired February 19, 2018.

Kinship social worker qualifications:

Kristin Anderson (license # 3591, exp. 12/31/19) hired April 25, 2016.

Amy Feiock (Amy is in the process of getting licensed in South Dakota) hired January 7, 2019.

Sarah Crawford, SWA (license #4869, exp. 12/31/19) hired April 12, 2018.

Kay Everson, SWA (license # 3076, exp. 12/31/20) hired December 1, 2016.

Briana Krueger, SWA (license # 3255, exp. 12/31/20) hired July 1, 2013.

Diane Larsen, SWA (license # 2934, exp. 12/31/19) hired July 1, 2013.

Alyssa Sutton, BS, SWA, (license # 4737, exp. 12/31/2019) hired June 19, 2017.

Annie McMillan, BSW, LSW (license # 3620, exp. 12/31/19) hired May 9, 2016.

Paula Vogel, SWA (license # 2320, exp. 12/31/19) hired July 1, 2013.

Andrea Schultz, BS (Andrea is in the process of getting licensed in South Dakota) hired August 28, 2017.

Jenni Eighmy, BS (Jenni is in the process of getting licensed in South Dakota) hired May 22, 2017.

C. <u>Paraprofessional Staff</u> - 67:42:09:08	<u>YES</u>	<u>NO</u>
1. Works under the direct supervision of professional staff.	<u>N/A</u>	<u> </u>
2. Does not assume full responsibilities or duties of a social worker.	<u> </u>	<u> </u>
	<u>N/A</u>	<u> </u>

D. Volunteers - 67:42:09:09

Volunteer records are kept and contain:

	<u>YES</u>	<u>NO</u>
1. Evidence that the individual is supervised by a staff member.	<u>N/A</u>	<u> </u>
2. Verification of social work licensure if performing social work functions.	<u> </u>	<u> </u>
	<u>N/A</u>	<u> </u>
3. A job description.	<u>N/A</u>	<u> </u>
4. Three positive references.	<u>N/A</u>	<u> </u>
5. Verification of screening for substantiated reports of child abuse or neglect.	<u> </u>	<u> </u>
	<u>N/A</u>	<u> </u>
6. Verification of submission of fingerprints to the DCI.	<u>N/A</u>	<u> </u>
7. Documented orientation training.	<u>N/A</u>	<u> </u>
8. Thirty hours inservice training if volunteering thirty or more hours each week.	<u> </u>	<u> </u>
	<u>N/A</u>	<u> </u>
9. Evidence of being informed of procedures for reporting suspected CA/N.	<u> </u>	<u> </u>
	<u>N/A</u>	<u> </u>

Comments:

There were no volunteer utilized in the last year to determine compliance with the rules above.

6. <u>Fees for Services</u> - 67:42:09:04	<u>YES</u>	<u>NO</u>
A. There is a written policy regarding the fees charged by the agency.	<u>✓</u>	<u> </u>
B. Fees are based on the cost of services that are provided.	<u>✓</u>	<u> </u>
C. If applicable, the policy includes any conditions under which fees may be waived.	<u>✓</u>	<u> </u>
D. The agency has a procedure for reimbursing foster parents.	<u>✓</u>	<u> </u>

Comments:

Lutheran Social Services has a contract with the Department of Social Services to provide family treatment home care and case management services. A copy of the fee schedule was submitted with the application for license renewal and is on file in the licensing record.

7. <u>Inservice Training</u> - 67:42:09:10	<u>YES</u>	<u>NO</u>
A. Each employee has a documented record of an initial orientation within one month of employment that includes all of the areas required in 67:42:09:10.	✓ _____	_____
B. There is a written plan for orientation and training for staff and volunteers. For staff beyond the first year of employment, the plan provides for competency-based training based on an annual evaluation of the staff member's competencies.	✓ _____	_____
C. Each employee has a documented record of a minimum of 30 hours annual in-service training.	✓ _____	_____

Comments:

The agency has a written plan for orientation for new staff to the agency and uses a checklist to document completions of the orientation by new staff. A 2019-2020 Training Plan for Adoption, Foster Care and Kinship Staff was submitted with the application for license renewal. The plan provides for 55.5 hours of in-service training. Eight personnel records were reviewed, four from the Rapid City office and four from the Sioux Falls office. The personnel records reviewed contained documentation to verify the requirements above.

8. <u>Personnel Records</u> - 67:42:09:08.01, 67:42:09:11	<u>YES</u>	<u>NO</u>
Personnel records are kept and include the following:		
A. Resume or application that includes educational background, personal and employment history.	✓ _____	_____
B. Job Description.	✓ _____	_____
C. Annual performance appraisal.	✓ _____	_____
D. Verification of at least three reference checks.	✓ _____	_____
E. Verification of past employer checks.	✓ _____	_____
F. Verification of screening for substantiated reports of child abuse or neglect.	✓ _____	_____
G. Verification of screening of sexual offender registry.	✓ _____	_____
H. Verification of submission of fingerprints to the DCI and FBI.	✓ _____	_____

Comments:

Eight personnel records reviewed contained documentation to verify compliance with the above requirements.

9. <u>Client Services</u> - 67:42:09:13, 67:42:09:17	<u>YES</u>	<u>NO</u>
A. There are written policies and procedures that provide for the following:		
1. A task centered, time framed case service planning process that is implemented within thirty days of intake.	✓ _____	_____
2. Preplacement prevention services.	✓ _____	_____
3. The placement of children in the least restrictive setting available to the child.	✓ _____	_____
4. Permanency planning to help children in foster care achieve a permanent	_____	_____

placement.	✓	_____
5. A process that assures continued services to the birth parents (when applicable).	✓	_____
6. A process that assures at least monthly contacts with children in care or their foster parents.	✓	_____
7. Assurances to allow continued contacts between birth parents and their children when this is appropriate.	✓	_____
8. Regular educational instruction for children of school age.	✓	_____
9. Termination of services occurs only after a permanent plan has been achieved, or the agency's services are no longer required.	✓	_____
10. A process to recruit and develop adoptive and foster homes, and to license foster homes.	✓	_____

Comments:

Six records for children in foster care (three from Sioux Falls and three from Rapid City) and four birth parent records (from the Sioux Falls office) were reviewed. Each record reviewed contained documentation to verify compliance with the above requirements.

10. <u>Adoptive Services</u> - 67:42:09:15, 67:42:09:16	<u>YES</u>	<u>NO</u>
A. There is a written policy stating that adoptive services are provided only when the parents are either unwilling or unable to care for the child.	✓	_____
B. There is a written policy that reflects the following qualifications for adoptive applicants and is documented in adoptive home records:		
1. Income requirements.	✓	_____
2. Housing requirements.	✓	_____
3. Physical health.	✓	_____
4. Mental health.	✓	_____
5. Religious beliefs in relation to best interests of the child.	✓	_____
6. Other children in the home and family composition, needs and relationships.	✓	_____
7. Verification of screening for substantiated reports of child abuse or neglect.	✓	_____
8. Verification of a criminal record check.	✓	_____
9. Ability to parent a child.	✓	_____
C. There is a written policy regarding adoptive placements that reflects the following:		
1. Priority is given to place a child with relatives when in the best interest of the child.	✓	_____

- | | | |
|---|---|--|
| 2. Adoptive placement shall occur as soon as possible after the child is legally free for adoption. | ✓ | |
| 3. Current medical reports on an adoptive child are supplied to the adoptive parents. | ✓ | |
| 4. When indicated, continued services (including an adoption subsidy) shall be provided to assist the child and family after placement. | ✓ | |

Comments:

LSS CPA written policies relate to all of the above requirements. Four adoptive records were reviewed and each record reviewed contained documentation to verify compliance with the above requirements.

- | | | |
|---|------------|-----------|
| 11. <u>Foster Home Services</u> - 67:42:09:18, 67:42:09:25 | <u>YES</u> | <u>NO</u> |
| A. Foster homes are approved on an annual basis. | ✓ | |
| B. Foster homes meet state standards (ARSD 67:42:01 & 67:42:05) or meet standards approved in accordance with tribal law. | ✓ | |

Comments:

Six foster home records were reviewed, three from the Rapid City office and three from the Sioux Falls office. Each record reviewed contained documentation to verify the home met the requirements of ARSD 67:42:01 & 05.

- | | | |
|--|------------|-----------|
| 12. <u>Medical and Dental Services</u> - 67:42:09:19 | <u>YES</u> | <u>NO</u> |
| A. There is a written policy for the health care of every child in care. | ✓ | |
| B. Children receive physical and dental exams as required by 67:42:09:19. | ✓ | |
| C. Children are currently immunized. | ✓ | |
| D. Children receive physical and dental exams prior to adoptive placement. | ✓ | |

Comments:

Documentation found in the records reviewed for children in foster care and adoptive home records verified children receive appropriate medical care to meet their needs.

- | | | |
|--|------------|-----------|
| 13. <u>Services to Birth Parents</u> - 67:42:09:20 | <u>YES</u> | <u>NO</u> |
| A. Written policies reflect the following: | | |
| 1. The agency will respect parental rights and obligations. | ✓ | |
| 2. The agency will provide services to birth parents whether or not they choose to relinquish the child. | ✓ | |
| 3. The agency will not entice the birth parent to relinquish the child. | ✓ | |
| 4. The decision to relinquish the child shall be made by the birth parent. | ✓ | |
| 5. The agency shall assist with the legal termination of parental rights. | ✓ | |

Comments:

LSS CPA written policies reflect the above requirements. Four birth parent records were reviewed. Each record reviewed contained documentation to verify compliance with the above requirements.

14. <u>Legal Services and Responsibilities</u> - 67:42:09:21	<u>YES</u>	<u>NO</u>
A. The agency employs/retains legal staff.	✓	_____
<u>Comments:</u>		
Legal services for LSS CPA are provided by agency attorney Dwayne Anderson and the agency provides options of available attorneys for birth parents to confer with regarding legal issues relating to termination of parental rights. Payment for attorney services is built into agency fees.		
15. <u>Other Agency Services</u> - 67:42:09:22	<u>YES</u>	<u>NO</u>
A. The agency provides for clothing, incidental and educational expenses for children in its care.	✓	_____
B. Other services (i.e., psychiatric, religious, special ed, etc.) are available as needed.	✓	_____
<u>Comments:</u>		
Documentation found in records reviewed and interviews with foster parents noted that children for whom the agency provides care receive clothing and other services required to meet their needs.		
16. <u>Interstate Placement of Children</u> - 67:42:09:23, 67:14:24	<u>YES</u>	<u>NO</u>
A. Written policies reflect appropriate procedures to follow in the interstate placement of children.	✓	_____
B. Children's records contain evidence that ICPC is followed.	✓	_____
<u>Comments:</u>		
LSS CPA written policy requires compliance with ICPC requirements. None of the records reviewed involved the placement of a child in a state other than the state of residence, however past licensing reviews have verified the agency complies with ICPC requirements.		
17. <u>Client Case Records</u> - 67:42:09:24, 67:42:01:21	<u>YES</u>	<u>NO</u>
A. Case records are current and systematically filed.	✓	_____
B. Records are kept in locked, fire resistant filing cabinets.	✓	_____
C. There is a master card file on all case records.	✓	_____
D. Records contain the following:		
1. Face sheet.	✓	_____
2. Medical records with significant family health history.	✓	_____
3. Medical/surgical authorization.	✓	_____
4. Correspondence.	✓	_____
5. Legal documents.	✓	_____
6. Agency agreements/contracts.	✓	_____
7. Reports from schools, specialists and other agencies.	✓	_____
8. Case service plan.	✓	_____
9. Dated, narrative record.	✓	_____

Comments:

Four birth parent records and six records of children in care were reviewed and the above required documentation was found in each where appropriate.

	<u>YES</u>	<u>NO</u>
18. <u>Adoptive Home Record - 67:42:09:26</u>		
A. Adoptive home records contain the following:		
1. Signed application.	<u>✓</u>	<u> </u>
2. Physical exams.	<u>✓</u>	<u> </u>
3. Correspondence.	<u>✓</u>	<u> </u>
4. Home study.	<u>✓</u>	<u> </u>
5. Written references.	<u>✓</u>	<u> </u>
6. Signed agreement regarding terms of the placement.	<u>✓</u>	<u> </u>
7. Narrative record (regarding placement and evaluation of progress).	<u>✓</u>	<u> </u>
8. Legal documents.	<u>✓</u>	<u> </u>

Comments:

Four adoptive home records were reviewed and each contained the above required documentation.

19. Recommendations:

Lutheran Social Services CPA is found to be in substantial compliance with licensing rules for Child Placement Agencies.

It is recommended that a satisfactory license be issued to Lutheran Social Services to operate a Child Placement Agency in South Dakota with offices located in Sioux Falls, Rapid City, Aberdeen, and Watertown.

Completed By: Kevin Kanta 02/29/19

Kevin Kanta, Program Specialist

Date of On-Site Visit: February 19, 2019 (SF) & (RC)