

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

This is to certify that Volunteers of America, Dakotas is hereby granted  
this license to conduct and maintain a Child Placement Agency  
located at 1309 W. 51st St., Sioux Falls, SD 57105  
for the period from August 1, 2021 to July 31, 2022.

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 8th day of August, 2021.



License Number R106

  
\_\_\_\_\_  
Licensing & Accreditation Administrator

Department of Social Services  
Office of Licensing & Accreditation  
910 E. Sioux Avenue  
Pierre, S.D. 57501-3940  
605-773-4766

**LICENSING RENEWAL STUDY  
CHILD PLACEMENT AGENCY  
ARSD 67:42:01, 67:42:05, 67:42:09**

AGENCY NAME: Volunteers of America, Dakotas (R106)

DIRECTOR: Dennis Hoffman

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 July 15, 2021 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:

Volunteers of America Dakotas' facilities are adequately furnished and maintained to provide for the needs of the program. Agency Financial reports submitted with the application for license renewal indicated the availability of sufficient funds to provide for the needs of the agency.

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 (policy# AHXH66916000), commercial general liability (policy# ZHXH66915800), and excess umbrella (policy# UHXH66915900) coverage is purchased from Hanover Insurance Company. A copy of the Certificate of Insurance verifying coverage through July 1, 2022 was submitted with the application.

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 Volunteers of America, Dakotas' financial reports for the period ending June 30, 2020 was completed by McGladrey LLP, CPA's on November 25, 2020. A copy of the audit report, including a summary of significant accounting policies was submitted with the application.

5. Staff Qualifications

A. <u>Staff Providing Supervision</u> - 67:42:09:07	<u>YES</u>	<u>NO</u>
1. At least a master's degree in psychology, social work, counseling, or nursing and currently holds a license in that field.	✓	_____
2. Two years supervisory experience in a family or child welfare field.	✓	_____
List supervisor's qualifications:		
Erica Gloor, (MA, NCC, LPC-MH, LAC, QHMP) is the ILPP Director for the Child Placement Agency. She has been employed by Volunteers of America, Dakotas since November 2014 and became the ILPP Director in November 2020.		
B. <u>Staff providing direct services and support to clients</u> - 67:42:09:07.01	<u>YES</u>	<u>NO</u>
1. At a minimum an associate's degree in the social sciences or human services field.	✓	_____
2. Supervised according to 67:42:09:07.	✓	_____
C. <u>Paraprofessional Staff</u> - 67:42:09:08	<u>YES</u>	<u>NO</u>
1. Works under the direct supervision of professional staff.	N/A	_____
2. Does not assume full responsibilities or duties of a social worker.	N/A	_____
	<u>YES</u>	<u>NO</u>
D. <u>Volunteers</u> - 67:42:09:09		
Volunteer records are kept and contain:		
1. Evidence that the individual is supervised by a staff member.	N/A	_____
2. Verification of social work licensure if performing social work functions.	N/A	_____
3. A job description.	N/A	_____
4. Three positive references.	N/A	_____
5. Verification of screening for substantiated reports of child abuse or neglect.	N/A	_____
6. Verification of submission of fingerprints to the DCI.	N/A	_____
7. Documented orientation training.	N/A	_____
8. Thirty hours inservice training if volunteering thirty or more hours each week.	N/A	_____
9. Evidence of being informed of procedures for reporting suspected CA/N.	N/A	_____

Comments:

Volunteers of America, Dakotas has written policies relating to the use of volunteers that are in compliance with licensing rules. Paraprofessional staff or volunteers were not used in the program in the last year.

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.	✓ _____	_____
B. Fees are based on the cost of services that are provided.	✓ _____	_____
C. If applicable, the policy includes any conditions under which fees may be waived.	✓ _____	_____
D. The agency has a procedure for reimbursing foster parents.	✓ _____	_____

Comments:

Volunteers of America, Dakotas' written policies regarding fees for services and reimbursement of foster parents are in compliance with licensing rules.

7. <u>In-service 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:

Volunteers of America, Dakotas 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. One personnel record was reviewed for staff employed by the agency for more than one year and 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:

One personnel record was reviewed and 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:

Volunteers of America, Dakotas has written policies and procedures relating to the above requirements that are in compliance with licensing rules. The agency did not have children placed in foster care during the past year so it was not possible to verify compliance with the above requirements. Previous reviews have indicated the agency complies with the above requirements in provision of services to children.

10. <u>Adoptive Services</u> - 67:42:09:14, 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.		
	N/A	_____
B. There is a written policy that reflects the following qualifications for adoptive applicants and is documented in adoptive home records:		
1. Income requirements.	N/A	_____
2. Housing requirements.	N/A	_____
3. Physical health.	N/A	_____
4. Mental health.	N/A	_____
5. Religious beliefs in relation to best interests of the child.	N/A	_____
6. Other children in the home and family composition, needs and relationships.	N/A	_____
7. Verification of screening for substantiated reports of child abuse or	_____	_____

neglect.	N/A	_____
8. Verification of a criminal record check.	N/A	_____
9. Ability to parent a child.	N/A	_____
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.	N/A	_____
2. Adoptive placement shall occur as soon as possible after the child is legally free for adoption.	N/A	_____
3. Current medical reports on an adoptive child are supplied to the adoptive parents.	N/A	_____
4. When indicated, continued services (including an adoption subsidy) shall be provided to assist the child and family after placement.	N/A	_____

Comments:

Volunteers of America, Dakotas is not licensed to provide adoptive services.

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.	N/A	_____
B. Foster homes meet state standards (ARSD 67:42:01 & 67:42:05) or meet standards approved in accordance with tribal law.	N/A	_____

Comments:

Volunteers of America Dakotas does not currently have any homes that the agency licenses for placement of youth in their program and did not use homes from another agency to provide care for a child whom they have responsibility. Past licensing reviews have verified the agency approves homes in compliance with the requirements of ARSD 67:42:01 and 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.	N/A	_____
C. Children are currently immunized.	N/A	_____
D. Children receive physical and dental exams prior to adoptive placement.	N/A	_____

Comments:

Volunteers of America, Dakotas' written policies relating to medical and dental services for children in their care are in compliance with licensing rules. The agency did not have youth in care during the past year so it was not possible to determine compliance with sections B, C, and D above, however past reviews have verified medical and dental services are provided to children in foster care according to the requirements of licensing rules.

14. <u>Legal Services and Responsibilities</u> - 67:42:09:21	<u>YES</u>	<u>NO</u>
A. The agency employs/retains legal staff.	✓	_____

Comments:

Volunteers of America, Dakotas' written policy indicates legal counsel will be retained to protect the best

interests of clients they serve. When legal services are required, the agency utilizes the services of Ryan Snell, an attorney from the firm of Woods, Fuller, Schultz, and Smith.

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.	N/A	_____
B. Other services (i.e., psychiatric, religious, special ed, etc.) are available as needed.	N/A	_____

Comments:

The agency did not have youth in placement during the past year so it was not possible to document compliance with the above requirements, however past licensing reviews have shown that Volunteers of America, Dakotas provides appropriate services to meet the needs of children for whom they have responsibility.

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.	N/A	_____

Comments:

Volunteers of America, Dakotas' written policies require compliance with ICPC requirements. The agency did not have youth placed in a state other than their state of residence, so it was not possible to determine compliance, however past licensing reviews verified VOA, Dakotas complies with ICPC requirements when they apply.

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.	N/A	_____
2. Medical records with significant family health history.	N/A	_____
3. Medical/surgical authorization.	N/A	_____
4. Correspondence.	N/A	_____
5. Legal documents.	N/A	_____
6. Agency agreements/contracts.	N/A	_____
7. Reports from schools, specialists and other agencies.	N/A	_____
8. Case service plan.	N/A	_____
9. Dated, narrative record.	N/A	_____

Comments:

There were no client records to review during the past year so it was not possible to determine records contained the above required documentation, however past licensing reviews provided verification that required documentation is maintained in the agency client records.

18. Adoptive Home Record - 67:42:09:26

YES

NO

A. Adoptive home records contain the following:

- |   |            |                   |
|---|------------|-------------------|
| 1. Signed application.  | <u>N/A</u> | <u>          </u> |
| 2. Physical exams.  | <u>N/A</u> | <u>          </u> |
| 3. Correspondence.  | <u>N/A</u> | <u>          </u> |
| 4. Home study.  | <u>N/A</u> | <u>          </u> |
| 5. Written references.  | <u>N/A</u> | <u>          </u> |
| 6. Signed agreement regarding terms of the placement.                 | <u>N/A</u> | <u>          </u> |
| 7. Narrative record (regarding placement and evaluation of progress). | <u>N/A</u> | <u>          </u> |
| 8. Legal documents.   | <u>N/A</u> | <u>          </u> |

Comments:

Volunteers of America, Dakotas is not licensed to provide adoptive services.

19. Recommendations:

Volunteers of America, Dakotas is found to be in substantial compliance or demonstrates the intent to comply with licensing rules for Child Placement Agencies.

It is recommended that a satisfactory license be issued to Volunteers of America, Dakotas to operate a Child Placement Agency in South Dakota with an office in Sioux Falls to provide family foster care services only.

Completed By: Kevin Kanta 08/10/21

Kevin R. Kanta, Program Specialist

Date of On-Site Visit: 7/28/21

Program Manager: Muriel Nelson