

**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

FAX: 605-367-5618

WEB: dss.sd.gov



Strong Families - South Dakota's Foundation and Our Future

August 8, 2019

Volunteers of America, Dakotas
Stephanie Monroe
PO Box 89306
Sioux Falls, SD 57109

Dear Stephanie:

Enclosed is the current certificate of license that allows Volunteers of America, Dakotas to operate as an Independent Living Preparation Program in South Dakota with an office located at 1401 West 51st Street in Sioux Falls, SD. The license is effective from August 1, 2019 to July 31, 2020 and is issued on a satisfactory basis. It allows for the care of a maximum of 32 youth, ages 16 years to 20 years of age. 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 Eric Grover at the telephone number above.

Thank you for the care Volunteers of America, Dakotas provides to South Dakota's children and families.

Sincerely,

Virgena Wieseler
Division Director

Enclosures

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 an Independent Living Preparation Program in South Dakota,
With an office located at 1401 West 51st Street in Sioux Falls, SD 57105 to provide
care for a maximum of 32 children, ages 16 to 20 years,
for the period from August 1, 2019 to July 31, 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 August, 2019.



License Number R 107

Virginia Wieseler

CPS Division Director

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

**INVESTIGATION REPORT AND LICENSING STUDY
INDEPENDENT LIVING PREPARATION PROGRAMS
ARSD 67:42:01, 67:42:13**

AGENCY NAME: Volunteers of America, Dakotas (R)107

DIRECTOR: Stephanie Monroe

1. Licensing Requirements - SDCL 26-6-11

A. The following have been submitted to the Department:	<u>YES</u>	<u>NO</u>
1. Application materials for license.	✓	_____
2. Documentation of need.	✓	_____
3. Documentation that supervising agency is currently licensed as a Child Placement Agency, Group Care Center for Minors or a Residential Treatment Center.	✓	_____
B. A statement of compliance with the Civil Rights Act of 1964 is included in the agency's policies or has been submitted to the Department.	✓	_____

Comments:

An application for license renewal dated July 2, 2019 is on file in the licensing record. It contains a signed statement of compliance with the Civil Rights Act of 1964, which is part of the agency agreement with the Department of Social Services.

2. Agency Responsibilities - SDCL 26-6-11

A. The building and equipment needs of the organization are adequately met.	<u>YES</u>	<u>NO</u>
A. The building and equipment needs of the organization are adequately met.	✓	_____
B. The agency has sufficient funds to meet the needs of participants in the program.	✓	_____

Comments:

Volunteers of America, Dakotas, and facilities are adequately furnished and maintained to provide for the needs of program participants. The Managing Director of Children Youth & Family Services office is in the VOA building located at 217 S. Summit. Financial reports submitted indicate the availability of sufficient funds to provide for the needs of the program.

3. Insurance - 67:42:01:35

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

Comments:

Auto, commercial general and professional (policy #PHPK2000030) and umbrella (policy #PHUB681654) liability insurance coverage is purchased from Philadelphia Indemnity Insurance Company. A copy of the Certificate of Liability Insurance verifying coverage through July 1, 2018 was provided with the application for license renewal and is on file in the licensing record.

4. Accounting Systems - 67:42:01:34

A. An audit of the accounts has been done in the past year by a CPA.	<u>YES</u>	<u>NO</u>
A. An audit of the accounts has been done in the past year by a CPA.	✓	_____

Comments:

An audit of Volunteers of America, Dakotas financial statements for the period ending June 30, 2018, was completed by RSM US LLP on November 26, 2018. A copy of the audit report was submitted with the application for license renewal and is on file in the licensing record.

5. Staff Qualifications - 67:42:07:02, 67:42:07:07, 67:42:08:02, 67:42:09:07, 67:42:09:07.01, 67:42:09:08

A. Program Director	<u>YES</u>	<u>NO</u>
1. Bachelor's degree in an accredited behavioral or social science area or equivalency and two years of relevant alternative child care experience if supervising agency is a group care center for minors; or	N/A	_____
2. Master's degree in an accredited behavioral or social science area and two years of relevant alternative child care experience, or a bachelor's degree and four years' experience if supervising agency is a residential treatment center; or	✓	_____
3. Social work associate who works under supervision of a certified social worker or individual qualified to supervise a CSW-PIP candidate, who has two years administrative or supervisory experience, if supervising agency is a child placement agency.	N/A	_____

Comments:

Stephanie Monroe, MSW, CSW (#1944, exp. 12/20) is the Managing Director of Children Youth & Family Services for Volunteers of America, Dakotas and provides supervision for the Independent Living Preparation Program. She has been employed by Volunteers of America, Dakotas since November of 2002.

B. Other Staff	<u>YES</u>	<u>NO</u>
1. For a program supervised by a group or residential center, if under age twenty-one, is under direct supervision of an experienced staff; and 3 years older than any youth supervised.	N/A	_____
2. Meet the qualifications of child care or social work staff for the supervising agency.	✓	_____

Comments:

A list of staff, including their qualifications, employed at the time of application for license renewal was submitted with the application and is on file in the licensing record. All individuals for whom a staff personnel records were reviewed were twenty-one years of age or older and the reviewers were informed the job description requires staff to be at least twenty-one years of age.

6. <u>Supervision Requirements</u> - 67:43:07:03, 67:42:08:03, 67:42:13:06, 67:42:13:07	<u>YES</u>	<u>NO</u>
A. Appropriate staff/child ratios are observed for programs located in the same living unit at a group care center or residential treatment center.	N/A	_____
B. No more than four participants are placed together in an off-site living unit.	✓	_____
C. Participants meet with their supervisor at least once every two weeks with at least a monthly meeting in their living environment.	✓	_____

Documentation of supervision includes:

- | | | |
|---|-------|---|
| 1. No reasonable cause to believe the residence or life style presents a risk to the participants health or safety; | _____ | ✓ |
| 2. The participant is receiving necessary medical care; | _____ | ✓ |
| 3. The treatment program provides for appropriate and sufficient services for the participant. | _____ | ✓ |
| D. Arrangements made for substitute staff during vacations, illness, or off-duty time of regular staff. | _____ | ✓ |

Comments:

Four participant records were reviewed. At least once every two weeks, the adolescent's supervisor from the ILPP must meet with the adolescent in care. Please document at least the following: (1) That there is no reasonable cause to believe that the adolescent's residence or life style presents a risk to the adolescent's health or safety; (2) That the adolescent is receiving necessary medical care; and (3) The current treatment program plan provides appropriate and sufficient services for the adolescent to comply with ARSD 67:42:13:06.

7. Personnel Records - 67:42:07:07, 67:42:07:08, 67:42:07:09, 67:42:09:08.11, 67:42:09:11

- | A. Personnel records are maintained and contain the following: | <u>YES</u> | <u>NO</u> |
|---|------------|-----------|
| 1. Resume or application that includes educational background, personal, and employment history. | _____ | _____ |
| 2. Job description. | _____ | _____ |
| 3. Annual Performance Appraisal. | _____ | _____ |
| 4. Verification of contact with at least three former employers or professional references if former employers not available. | _____ | _____ |
| 5. Verification of screening for substantiated reports of child abuse or neglect. | _____ | _____ |
| 6. Verification of submission of finger prints to DCI within fourteen days of employment. | _____ | _____ |
| 7. Verification of sex offender registry checks. | _____ | _____ |
| 8. Verification of current certification in basic 1 st aid and CPR. | _____ | _____ |

Comments:

Four personnel records were reviewed with each record reviewed containing documentation to verify compliance with the above requirements.

8. Inservice Training - 67:42:07:04, 67:42:08:04, 67:42:09:10

- | | <u>YES</u> | <u>NO</u> |
|---|------------|-----------|
| A. There is a written plan for orientation and training for staff and volunteers. | _____ | _____ |
| B. Each employee has a documented record of an initial orientation to the agency within one month of the date of hire that includes the facility's functions, services, community resources and specific job functions. | _____ | _____ |
| C. Each employee has a documented record of at least the minimum | _____ | _____ |

- | | | |
|--|---|-------|
| number of hours of annual in-service training as required for staff of the supervising agency or facility. | ✓ | _____ |
| D. Each employee receives in-service training during the first year of employment that includes all of the areas required in 67:42:07:04 or 67:42:09:10. | ✓ | _____ |
| E. Training for all employees after the first year of employment is determined by an annual evaluation and is competency based. | ✓ | _____ |

Comments:

Volunteers of America, Dakotas uses orientation checklists as an orientation training plan and to document completion of the agency orientation by new staff. Personnel records reviewed for staff employed during the past year contained documentation to verify they completed the agency orientation during their first month of employment. The Volunteers of America, Dakotas 2019 Training Calendar provides for training that relates to all required areas and was submitted with the application for renewal.

- | | | |
|---|------------|-----------|
| 9. <u>Reporting Suspected Child Abuse or Neglect and Changes in Circumstances</u>
- 67:42:01:12, 67:42:07:05, 67:42:07:15, 67:42:07:16 | <u>YES</u> | <u>NO</u> |
| A. Each employee is aware of the requirement to immediately report incidents of suspected child abuse or neglect. | ✓ | _____ |
| B. The facility is aware of its need to report any changes of circumstances that may affect its licensed status. | ✓ | _____ |

Comments:

Volunteers of America, Dakotas written policies relating to reporting of suspected incidents of child abuse and neglect are in compliance with licensing rules. Each record reviewed contained a statement signed by staff indicating they had read and understood agency policy relating to identification and reporting of child abuse and neglect.

- | | | |
|--|------------|-----------|
| 10. <u>Treatment</u> - 67:42:01:01(3), 67:42:01:21, 67:42:13:03, 67:42:13:04, 67:42:13:05, 67:42:13:08 | | |
| A. There are written procedures relating to: | <u>YES</u> | <u>NO</u> |
| 1. Criteria used to select participants in the program. | ✓ | _____ |
| 2. The approach used to assess the appropriateness of the placement. | ✓ | _____ |
| 3. The nature and frequency of supervision provided to participants. | ✓ | _____ |
| 4. Services available to participants. | ✓ | _____ |
| 5. An explanation of living environments provided by the program. | ✓ | _____ |
| 6. The crisis response system ensuring participant's 24-hour access to program personnel. | ✓ | _____ |
| B. A full assessment of participant's life skills is completed prior to placement. | ✓ | _____ |
| C. Case records are maintained and include the following: | | |
| 1. Face sheet/application form with identifying information. | ✓ | _____ |
| 2. A copy of the assessment of the participant's life skills. | ✓ | _____ |

3. Case service plan is signed and involves the placing agency, adolescent, ILPP and parent or guardian.	✓	_____
4. Case service plans are established within 14 days of placement.	✓	_____
5. Case service plans state roles and responsibilities, goals and services, financial plan, and projected length of stay.	✓	_____
6. Case service plan is reviewed and updated and progress reports are submitted to placement agency every three months.	✓	_____
7. Documentation of Supervision.	✓	_____
8. A signed authorization for medical care.	✓	_____
9. Residents are provided training in emergency procedures.	✓	_____
D. Records are kept in a locked file.	✓	_____
E. The interstate compact administrator has been contacted before acceptance of an out-of-state child.	N/A	_____

Comments:

Four client records were reviewed, and all records contained documentation to verify compliance with the above requirements.

11. <u>Volunteers</u> - 67:42:07:14, 67:42:09:09	<u>YES</u>	<u>NO</u>
A. Have a written job description with specific responsibilities.	N/A	_____
B. Supervised and evaluated by an experienced staff member.	N/A	_____
C. Three documented unrelated references.	N/A	_____
D. Screening for substantiated reports of child abuse or neglect.	N/A	_____
E. Criminal record checks completed if appropriate.	N/A	_____
H. Documented orientation.	N/A	_____
I. Documented inservice training as per requirements for supervising agency.	N/A	_____
J. Informed of obligation to report suspected CA/N.	N/A	_____
K. Verification of sex offender registry checks.	N/A	_____

Comments:

Volunteers of America, Dakotas has written policies relating to use of volunteers that are in compliance with licensing rules. The reviewer was informed the ILPP did not use volunteers as a part of their program during the past year.

12. <u>Physical Facility</u> - 67:42:07:11, 67:42:07:12, 67:42:13:07	<u>YES</u>	<u>NO</u>
A. Off-site facilities meet the requirements of 67:42:13:07.	✓	_____
B. There is a current approved fire inspection for the supervising agency when living environment is on-site.	N/A	_____
C. There is a current approved health inspection for the supervising agency when living environment is on-site.	N/A	_____

D. A fire escape plan is posted.

✓

E. Each participant has his own bed.

✓

Comments:

Each participant record contained documentation to verify their living arrangement meets the requirements of ARSD: 67:42:13:07. Living arrangements are not located in a licensed group or residential program so are considered off-site facilities.

13. Recommendations

Volunteer of America, Dakotas Independent Living Preparation Program is found to be in compliance with licensing rules for an Independent Living Program. Please refer to the body of this licensing study for comments relating to documentation of supervision.

It is recommended that a satisfactory license be issued to Volunteers of America, Dakotas to operate an Independent Living Preparation Program in South Dakota with offices in Sioux Falls, for youth ages sixteen to twenty years.

Completed By:


Eric Grover, Program Specialist

08/02/19

Date of On-Site Visit:

07/25/19