

MENTOR

Oregon

Ms. Nicole Winje
Corrective Action Coordinator
Department of Human Services
Office of Developmental Disabilities Services
DD Licensing Unit
PO Box 14540
Salem, OR 97309-0435

Dear Ms. Winje:

In accordance with your request letter of August 27, 2020, I am forwarding this correspondence to meet Mentor Oregon's obligation to provide our response to the department's inquiry regarding Abuse Investigation DD200101. We are appreciative of the partnership with the Department and County personnel and the mutual commitments to ensure the health and safety of the individuals we all serve. As discussed with members of the DD Licensing Unit leadership, we take seriously our obligation to maintain preventative policy, procedure, training and monitoring of all the locations where individuals are served by Mentor Oregon.

1. What actions did Mentor Oregon take in response to this incident?

Upon my arrival in April 2020, one of the initial conversations with Mentor Oregon operational leaders intended to make clear that I was to be informed promptly in the event of any allegation of abuse or neglect by any staff member against any individual served. I have continued to reinforce this expectation.

Regarding this particular incident (DD2001101), On May 8th, Area Director Debbie Schriver received a phone call from the Program Supervisor regarding one of the individuals sitting at the dining room table and that she had blood on her face, she had bruising on her back and the Mentor, Oregon staff member had been in the office with their personal laptop. The staff member was immediately asked to leave the program and did so. Area Director, Debbie Schriver contacted and informed the Mentor Oregon State Director who provided supportive guidance for administrative actions along with reporting and system reviews/enhancements in response to this event. The following day, the staff member was placed on Administrative Leave pending Investigation. During that following week, all staff serving in the home were retrained on the individual's ISP and supports. We also trained on abuse/neglect and when to contact CLCM to report an allegation of Neglect.

During the review, the Area Director noted the schedule change from typical surrounding the time most of the individuals begin to go to sleep. We have reconfigured the schedule to provide overlapping hours to ensure supports and monitors are active and attentive. Schedule changes were made from 6PM to 11PM and 4 AM to 7 AM to assure monitors and supports. The schedule was also changed to increase support/monitoring hours and to maintain a Program Supervisor in the program almost every day of the week.

The Mentor Oregon leadership team also sought to ascertain the contributing factors that influenced the staff member to violate policy and procedure. We initiated a review of training and orientation materials related to technology devices which are ubiquitous in most settings. Mentor does allow personal cellular phones for emergencies but we have reinforced our code of conduct to assure that laptop computers or tablets are not to be brought to work for any reason.

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The code of conduct for the use of cellular phones is attached along with other training documents which were sent in previous responses to this incident.

The response from the Mentor Oregon leadership team has been prompt and sought to address the individual staff member's behavior, assess the contexts in which the violation of policy and neglect of the individual occurred and to examine broader elements of our training and code of conduct to mitigate potential for another event in this operation or other locations of service.

I trust this narrative and the accompanying documentation provides ODDS and the Licensing Unit sufficient review of our efforts to take prompt and preventative action out of this unfortunate and tragic event.

Sincerely



Duane Allen Law
State Director
Mentor, Oregon



Oregon

Kate Brown, Governor

Department of Human Services *Office of Developmental Disabilities Services*

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September 30, 2020

Duane Law, Director
Mentor Oregon
11010 SE Division St. Ste. 300
Portland, OR. 97266



RE: DD200101 [REDACTED]

Dear Mr. Law:

This letter is in response to the information received by the Department regarding Protective Service Investigation Report DD200101.

The Department appreciates and recognizes the prompt and thorough response to the Departments concerns. No additional information is needed at this time.

If you have any questions or concerns, please contact me at Nicole.A.Winje@dhs.oregon.gov and thank you for your attention to this matter.

Sincerely,

Nicole Winje, Corrective Action Coordinator
Office of Developmental Disabilities Services

CC: Matthew Clark, Curry CLCM
24-hour File

MENTOR

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Matthew Clark
CLCM
320 Central Ave, Suite 321
Coos Bay, OR 97420

October 8, 2020

Matthew:

In accordance with our conversation this morning, this letter is Mentor Oregon's official notification of our intention to give notice to CLCM and ODDS of closure of; Cypress Home [REDACTED] Brookings Oregon 97415.

As we discussed, the state-wide staffing crisis is profoundly felt in rural areas and our experience in Curry County this year has been very concerning to us all. As stated, the entire community has been scrambling to recruit and retain staff during this COVID Climate. As a provider of services to Individuals with Developmental Disabilities we strongly prefer to support stability, however, in light of severe staffing instability concerns we are seeking to be proactive to avoid any potential for harm or unsafe conditions for the individual's served.

Mentor Oregon has worked to be fully in compliance with legal settlement agreements and continues to maintain communications with CLCM regarding these matters. Additionally, we have sent individual staff down from our positions in Portland, Douglas County and Klamath Counties to provide respite for the Curry staff, consolidated the footprint of our available homes to more efficiently serve, increased staff wages and sign on bonus campaigns. Unfortunately, these efforts have not yielded a lasting change to the staffing crisis and it is for this reason we provide notice of intent to close Cypress Home.

We do have four vacancies in Klamath County where sufficient staff are employed to fully support the individuals. We would support the privilege of continuing to serve the individuals if the CDDP, CLMC, guardian and/or individual agree.

Of course, we are mindful of the ODDS stance against closure during this COVID Climate and we respect that posture, however, we are advocating for flexibility to assure the health and safety of the all individuals served in Curry County and hope there is a pathway toward a solution.

Please accept this letter as Mentor Oregon's intention to close the Cypress Home at [REDACTED]


Duane Allen Law,
State Director
Mentor, Oregon

Cc Pat Allen Sleeman
Sue Gordon

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