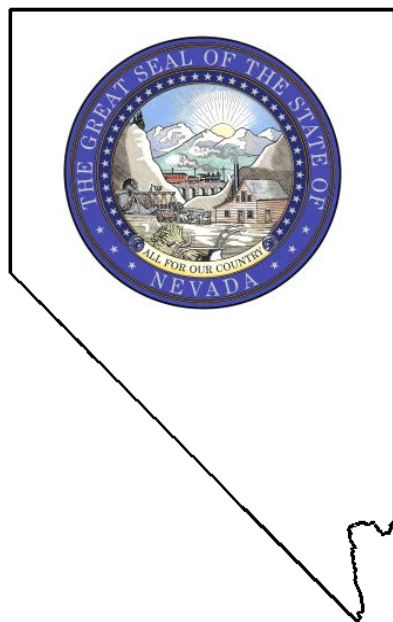


STATE OF NEVADA

Governmental and Private Facilities for Children – Surveys, Observations, and Inspections

December 2021



Legislative Auditor
Carson City, Nevada

Report Highlights



Highlights of Legislative Auditor report on the Governmental and Private Facilities for Children – Surveys, Observations, and Inspections issued on March 22, 2022.

Legislative Auditor Report # LA22-10.

Background

Nevada Revised Statutes (NRS) 218G.570 through 218G.595 authorize the Legislative Auditor to conduct audits of governmental facilities for children and reviews, inspections, and surveys of governmental and private facilities for children.

As of June 30, 2021, we had identified 59 governmental and private facilities that met the requirements of NRS 218G: 19 governmental and 40 private facilities. In addition, 57 Nevada children were placed in 10 different out-of-state facilities across 4 different states as of June 30, 2021.

NRS 218G requires facilities to forward to the Legislative Auditor copies of any complaint filed by a child under their custody or by any other person on behalf of such a child concerning the health, safety, welfare, and civil and other rights of the child. During the period from July 1, 2020, through June 30, 2021, we received 629 complaints from 28 facilities in Nevada. Thirty-one Nevada facilities reported that no complaints were filed during this time.

Purpose

Surveys, observations, and inspections were conducted pursuant to the provisions of NRS 218G.570 through 218G.595. This report includes the results of our surveys and observations of 16 children's facilities and an inspection of 4 children's facilities. As surveys, observations, and inspections are not audits; these were not conducted in accordance with generally accepted government auditing standards, as outlined in *Government Auditing Standards* issued by the Comptroller General of the United States, or in accordance with the *Statements on Standards for Accounting and Review Services* issued by the American Institute of Certified Public Accountants.

The purpose of our surveys, observations, and inspections was to determine if the facilities adequately protect the health, safety, and welfare of the children in the facilities, and whether the facilities respect the civil and other rights of the children in their care.

Surveys and inspections included discussions of select policies, procedures, and related issues with facility management. In addition, we reviewed youth and personnel files. Inspections also included observations of all areas accessible to children in the facility.

Governmental and Private Facilities for Children – Surveys, Observations, and Inspections December 2021

Summary

In 15 of the 20 children's facilities surveyed, observed, and inspected, we did not note anything that caused us to question the health, safety, welfare, or protection of the rights of the children. However, at the five facilities listed below we observed conditions that caused us to question whether the facility adequately protected the children in its care. Based on our observations, we contacted the facilities' licensing agencies and communicated our concerns.

P6 Family Services, LLC

We noted health, safety, and welfare issues at two foster homes operated by P6 Family Services, LLC. Health issues included unsecured, incomplete, and inaccurate medication records. Safety issues included unsecured cleaning chemicals and fire escape routes were not posted. Welfare issues included: human feces in a child's bedding and on bedroom walls; mold in a children's bathroom; carpets were heavily stained; walls, baseboards, and children's bedrooms were in need of deep cleaning; and an occupied child's bedroom did not contain a bed. After our visit, Washoe County Human Services Agency closed one of P6's two homes. (page 6)

Tahoe House Family Services

We noted health, safety, and welfare issues at the Tahoe House Family Services' home. Health issues included incomplete and inaccurate medication records, and required medical documentation was missing. Safety issues included: unsecured tools and chemicals; fire escape routes were not posted; and an employee's file lacked required records. Welfare issues included a child's file did not contain evidence to support whether treatment services were provided, and a bed did not have clean sheets or coverings. Other issues included no evidence to support whether significant events, including alcohol consumed by a child in the home, were communicated to the facility's licensing agency; and policies and procedures were weak and not consistent with management's understanding. After our visit, the Division of Child and Family Services revoked the license it issued to facility management. (page 8)

3 Angels Care

We noted health, safety, and welfare issues at three foster homes operated by 3 Angels Care. Health issues included unsecured and incomplete medication records, and two unsecured prescription pills on the carpet of a child's bedroom. Safety issues included unsecured tools and laundry supplies. Welfare issues included: worn and stained carpets; children's bathrooms were dirty; and children's bedrooms contained partially eaten food, garbage, pillows without pillowcases, and disorganized piles of clothing. After our visit, the agency's licensing agency issued a corrective action plan to one of three homes observed. (page 10)

Eagle Quest

At three of four Eagle Quest homes, we noted health, safety, and welfare issues. Health issues included incomplete medication records. Safety issues included unsecured tools, cleaning chemicals, and alcohol. Welfare issues included: unsecured and incomplete records; walls, baseboards, and children's bathrooms in need of cleaning; worn carpets; and doors and cabinets in need of repair and replacement. After our visit, the agency's licensing agency and facility management confirmed our concerns were addressed immediately. (page 12)

180 Community Wellness Centers, LLC

We noted health, safety, and welfare issues at one home operated by 180 Community Wellness Centers, LLC. Health issues included: unsecured and incomplete medication records, unsecured medication, and incomplete medication policies. Safety issues included unsecured tools and cleaning chemicals. Welfare issues included the children's bathroom was dirty and in need of deep cleaning. After our visit, the agency's licensing agency confirmed our concerns were addressed. (page 13)

Conclusion:

Facility and agency management at all five facilities listed above did not ensure their foster parents met one or more of the following minimum foster care standards outlined in Nevada Administrative Code 424: reasonable housekeeping standards; clean living spaces, bedrooms, and bathrooms free from trash and hazards; maintaining medical records, treatment planning, and personnel records; securing medications, medical records, tools, chemicals, laundry products, and alcohol; providing beds, sheets, and coverings; plans for responding to disasters and other emergencies; maintaining laundry equipment; care and treatment of children; notifying and reporting to the licensing agency; and reviewing and updating policies and procedures.

STATE OF NEVADA
LEGISLATIVE COUNSEL BUREAU

CARSON CITY OFFICE
LEGISLATIVE BUILDING
401 S. CARSON STREET
CARSON CITY, NEVADA 89701
(775) 684-6800



LAS VEGAS OFFICE
GRANT SAWYER STATE OFFICE BUILDING
555 E. WASHINGTON AVENUE, SUITE 4400
LAS VEGAS, NEVADA 89101
(702) 486-2800

Legislative Commission
Legislative Building
Carson City, Nevada

We have conducted surveys, observations, and inspections of governmental and private facilities for children in the State of Nevada as authorized by Nevada Revised Statutes 218G.570 through 218G.595. The purpose of these surveys, observations, and inspections is to determine if the facilities adequately protect the health, safety, and welfare of the children in the facilities and whether the facilities respect the civil and other rights of the children in their care.

We wish to express our appreciation to the management and staff of the facilities for their assistance during surveys, observations, and inspections. We also appreciate the cooperation of the licensing agencies at the State and in Clark and Washoe Counties during our process. We are available to discuss the report with any legislative committees, individual legislators, or other state and local officials.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Daniel L. Crossman".

Daniel L. Crossman, CPA
Legislative Auditor

March 4, 2022
Carson City, Nevada

STATE OF NEVADA
GOVERNMENTAL AND PRIVATE FACILITIES
FOR CHILDREN – SURVEYS, OBSERVATIONS, AND INSPECTIONS
DECEMBER 2021

Table of Contents

	<u>Page</u>
Introduction	1
Background	2
Number and Types of Facilities	2
Complaints	4
Scope and Purpose	5
Inspections of Facilities	6
Surveys and Observations of Facilities	8
Appendices	
A. Surveys, Observations, and Inspections of Nevada Children’s Facilities	15
B. Nevada Children’s Facility Information	16
C. Methodology	19

INTRODUCTION

This report includes the results of our work as required by Nevada Revised Statutes (NRS) 218G.570 through 218G.595. This report includes the results of contact with 20 children's facilities: inspections of 4 children's facilities (page 6) and surveys and observations of 16 children's facilities (page 8).

Surveys: Surveys of facilities were conducted in response to the COVID-19 pandemic and related restrictions, during which we did not perform on-site, physical observations. Surveys included discussions with management, a review of personnel and youth files, and an analysis of select policies and procedures. Topics discussed included: medication administration, treatment plans, reporting abuse or neglect, face sheets (information needed in the event of an emergency), the complaint process, background checks and training, COVID-19 precautions, and related policies and procedures. In addition, we judgmentally selected files to review, which included: personnel files for evidence of employee background checks and required training; and youth files for evidence of children's acknowledgment of their right to file a complaint, medication administered, treatment plans, and face sheet information. We analyzed policies and procedures specific to the topics discussed with management, which included ensuring policies were consistent with management's understanding, statutes, and best practices.

Observations: As COVID-19 restrictions were reduced, we began conducting observations of facilities. Observations included physically observing all areas accessible to children including an assessment of living conditions; housekeeping standards; and security of dangerous items, records, and medications. Observations were conducted at most facilities we previously surveyed and at other locations when judgmentally selected by the team. Observations are not as thorough as inspections; however, a survey and an observation of a facility is equivalent to an inspection of the facility.

Inspections: Inspections included discussions with management, a review of personnel and youth files, and observations of all areas accessible to children at the facility. Topics discussed included: medication administration, treatment plans, reporting of abuse or neglect, face sheets, the complaint process, background checks and training, and related policies and procedures. In addition, we judgmentally selected files to review, which included: personnel files for evidence of employee background checks and required training; and youth files for evidence of children’s acknowledgment of their right to file a complaint, medication administered, treatment plans, and face sheet information. Inspections were conducted on a limited basis due to COVID-19 restrictions.

BACKGROUND

NRS authorizes the Legislative Auditor to conduct audits of governmental facilities for children and inspections, reviews, and surveys of governmental and private children’s facilities. Governmental facilities include facilities owned or operated by a governmental entity that has physical custody of children pursuant to the order of a court. Private facilities include any facility that is owned or operated by a person and has physical custody of children pursuant to the order of a court.

Number and Types of Facilities

For the fiscal year ended June 30, 2021, we identified a total of 59 facilities that met the requirements of NRS 218G: 19 governmental and 40 private facilities. Exhibit 1 on the following page, lists the types of facilities located within Nevada and the total capacity of each type for the fiscal year ended June 30, 2021.

**Summary of Nevada Children’s Facilities
Fiscal Year Ended June 30, 2021**

Exhibit 1

Facility Type	Number of Facilities	Population		Staffing Levels	
		Maximum Capacity	Average Population	Average Full-Time	Average Part-Time
Correction and Detention Facilities	12	684	353	484	21
Child Care Institution	1	90	62	67	56
Psychiatric Hospitals	7	289	167	372	34
Psychiatric Residential Treatment Facilities	3	60	19	63	2
Facilities for Treatment of Abuse of Alcohol or Drugs	4	45	22	26	7
Foster Homes That Provide Specialized Care	18	136	100	90	24
Others	2	52	31	99	2
Foster Care Agencies	12	637	469	205	55
Totals – Facilities Statewide	59	1,993	1,223	1,406	201

Source: Auditor prepared from information provided by facilities.

Note: Appendix B on page 15 contains additional facility details.

In addition to children placed in facilities within the State of Nevada, an additional 57 children were placed in out-of-state facilities by a District Court or the State’s Division of Child and Family Services (DCFS) as of June 30, 2021. Nevada children were placed in 10 different facilities across 4 different states. In general, a child may be placed in an out-of-state facility because the child has been denied placements within the State or where adequate services to provide necessary treatment are not available in the State. These may include a dual or specific diagnoses such as sexual victimization or abusiveness, or the child has aggressive tendencies that require specialized care for which in-state services are not available.

Exhibit 2 on the following page, lists the number of children and the entity that placed them in out-of-state facilities as of June 30 for the past 3 years.

**Summary of Nevada Children Placed in Out-of-State Facilities
As of June 30, 2019, 2020, and 2021**

Exhibit 2

<u>Placing Entity</u>	<u>As of June 30, 2019</u>	<u>As of June 30, 2020</u>	<u>As of June 30, 2021</u>
1 st Judicial District Court (Carson City and Storey County)	6	4	5
2 nd Judicial District Court (Washoe County)	18	6	10
3 rd Judicial District Court (Lyon County)	4	0	2
4 th Judicial District Court (Elko County)	4	0	0
5 th Judicial District Court (Esmeralda and Nye Counties)	2	0	0
6 th Judicial District Court (Humboldt County)	0	0	0
7 th Judicial District Court (Eureka, Lincoln, and White Pine Counties)	1	1	1
8 th Judicial District Court (Clark County)	15	25	27
9 th Judicial District Court (Douglas County)	0	0	0
10 th Judicial District Court (Churchill County)	1	1	0
11 th Judicial District Court (Lander, Mineral, and Pershing Counties)	1	1	1
State of Nevada Division of Child and Family Services ⁽¹⁾	19	18	11
Totals	71	56	57

Source: Auditor prepared from information provided by the district courts and the State of Nevada.

⁽¹⁾ State of Nevada Division of Child and Family Services' placements include child welfare and juvenile justice children.

Complaints

NRS 218G requires facilities to forward to the Legislative Auditor copies of any complaint filed by a child under their custody or by any other person on behalf of such a child concerning the health, safety, welfare, or civil and other rights of the child.

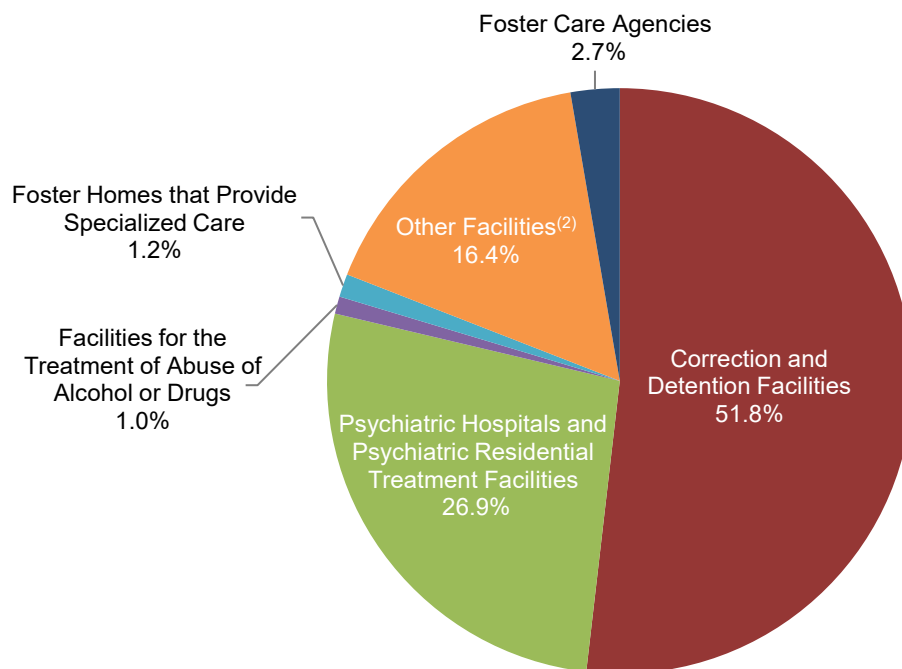
We received and reviewed 629 complaints from 28 facilities in Nevada, during the period from July 1, 2020, through June 30, 2021. Of the 629 complaints received, 326 (51.8%) were received from children placed in correction and detention facilities. Thirty-one Nevada facilities reported that no complaints were filed by children during this time. Some of the reasons facilities report that no complaints were filed include: the type of facility, the ages of the children, and the length of stay. We received and reviewed 38% fewer complaints compared to the prior year. The decrease, in part, was due to fewer children placed in facilities because of the COVID-19 pandemic.

We follow up with facilities when complaint information appears egregious with respect to a child's rights, if information received is incomplete, and to ensure complaint information is submitted to our office on a regular basis, as required by statutes. Complaint information is used as part of our risk assessment process for selecting facilities to survey, observe, inspect, and review.

Exhibit 3, summarizes complaints submitted by Nevada facilities to our office for the fiscal year ended June 30, 2021.

Summary of Complaints Submitted by Nevada Facilities Fiscal Year Ended June 30, 2021

Exhibit 3



Source: Auditor prepared from complaints submitted by facilities.

⁽²⁾ "Other Facilities" include HELP of Southern Nevada-Shannon West Homeless Youth Center and Rite of Passage-Sierra Sage Treatment Center.

We also received and reviewed complaint information from Nevada children placed in out-of-state facilities. We follow up with facilities when necessary, including complaint information that appears egregious with respect to a child's rights. Complaint information from children placed in out-of-state facilities is not part of our risk assessment process for selecting facilities to survey, observe, inspect, or review.

SCOPE AND PURPOSE

Surveys, observations, and inspections were conducted pursuant to the provisions of NRS 218G.575 through 218G.595. As surveys, observations, and inspections are not audits, they were not conducted in accordance with generally accepted government auditing standards, as outlined in *Government Auditing Standards* issued by the Comptroller General of the United States, or in accordance with the *Statements on Standards for Accounting and*

Review Services issued by the American Institute of Certified Public Accountants.

The purpose of our surveys, observations, and inspections was to determine if the facilities adequately protect the health, safety, and welfare of the children in the facilities and whether the facilities respect the civil and other rights of the children in their care. Our work was conducted from October 2020 through December 2021.

INSPECTIONS OF FACILITIES

In three of four facilities inspected, we did not note anything that caused us to question the health, safety, welfare, or protection of the rights of the children. However, at one facility, P6 Family Services, LLC, we observed conditions that caused us to question whether management adequately protected the children in its care. Information regarding our inspection and significant issues noted at P6 Family Services, LLC, is detailed below. Appendix A (page 15) of this report includes the facilities inspected; the facility types; and the dates of our work.

We inspected two of three P6 Family Services, LLC, homes in November 2021. This was our second visit to one of the two homes⁽³⁾. During our inspection, we noted several issues that prompted us to question whether the facility adequately protected the children in its care. P6 Family Services, LLC, homes are considered foster homes that provide specialized care by Washoe County Human Services Agency (WCHSA). All three of P6 Family Services, LLC, homes are licensed separately by WCHSA.

Some significant issues observed included:

- Health: Medication records were unsecured, incomplete, inaccurate, and required documentation was missing.
- Safety: Cleaning chemicals were unsecured and fire escape routes were not posted.
- Welfare: Several areas of a home were dirty. For example: a child's bedroom had human feces in the child's bedding and on the bedroom walls. In addition, the children's bathroom had mold; carpets were heavily stained; walls, baseboards,

⁽³⁾ See report LA20-12, page 48.

and children's bedrooms were in need of deep cleaning; and an occupied child's bedroom did not contain a bed.

The following picture is an example of the living conditions at one of the homes:

Human feces in a child's bedroom.



Based on our inspection, we determined the care and living conditions at P6 Family Services, LLC, homes did not meet certain minimum foster care standards established in NRS 424 and outlined in Nevada Administrative Code (NAC) 424. Specifically, agency management did not ensure its foster parents met the following minimum foster care standards outlined in NAC 424: reasonable housekeeping standards (.545); clean living spaces, bedrooms, and bathrooms free from hazards (.360 and .365); providing beds and beds with sheets and coverings (.375); securing chemicals (.595); maintaining medical records (.560); maintaining secure records (.726); and plans for responding to disasters and other emergencies (.615).

Following our visit to the homes in November 2021, we contacted WCHSA and discussed our concerns. In January 2022, WCHSA closed one of the two homes we inspected.

SURVEYS AND OBSERVATIONS OF FACILITIES

In 12 of 16 children’s facilities surveyed and observed, we did not note anything that caused us to question the health, safety, welfare, or protection of the rights of the children. However, at four facilities, Tahoe House Family Services, 3 Angels Care, Eagle Quest, and 180 Community Wellness Centers, LLC, we observed conditions that caused us to question whether the facility adequately protected the children in its care. Information regarding our observations and significant issues noted at Tahoe House Family Services (page 8), 3 Angels Care (page 10), Eagle Quest (page 12), and 180 Community Wellness Centers, LLC (page 13), are detailed below. Appendix A (page 15) of this report includes the facilities surveyed and observed; the facility types; and the dates of our work.

Tahoe House Family Services

We observed and surveyed Tahoe House Family Services in April and May 2021. During our observation and survey, we noted several issues that prompted us to question whether the facility adequately protected the children in its care. Tahoe House Family Services was licensed as a home that provided specialized foster care by DCFS. This was our first visit to Tahoe House Family Services.

Some of the significant issues observed and noted at the home included:

- **Health:** Medication records were incomplete, inaccurate, and required documentation was missing.
- **Safety:** Tools and chemicals were unsecured, fire escape routes were not posted, and an employee’s file did not contain evidence to support whether the employee was cleared for employment by the home’s licensing agency. The employee had regular contact with the children placed in the home.
- **Welfare:** A child’s file did not contain evidence to support whether treatment services were provided. The home was dirty and disorganized. For example, the trash can in one child’s bedroom was overflowing with garbage. One of the beds did not have clean sheets or coverings.

- Other: There was no evidence to support whether significant events, including alcohol consumed by a child in the home, were communicated to the facility's licensing agency. During our visit, a child bit multiple auditors and behavior modification techniques were not practiced by staff. There was no evidence children were made aware of their rights, including their right to file a complaint. Policies and procedures were weak and not consistent with management's understanding and explanation of important practices.

The following picture is an example of the living conditions at the home:

Unsecured chemicals in the garage used as a recreational space.



Based on our survey and observations, we determined the care and the living conditions at Tahoe House Family Services did not meet certain minimum foster care standards established in NRS 424 and outlined in NAC 424. Specifically, facility management did not meet the following minimum foster care standards outlined in NAC 424: reasonable housekeeping standards (.545); clean living spaces and bedrooms, free from trash (.360 and .365); beds with sheets and coverings (.375); securing tools and chemicals (.595); care and treatment of children (.500); notifying and reporting to the licensing agency (.476); maintaining medical records (.560), treatment

planning (.620 and .630), and personnel records (.620 and .728); plans for responding to disasters and other emergencies (.615); and reviewing and updating policies and procedures (.620).

Following our observations at Tahoe House Family Services in April 2021, we contacted DCFS and discussed our concerns. DCFS confirmed they had visited the home three times before and twice after our visit and were familiar with some of our concerns. Following our visit, DCFS stopped placing children at Tahoe House Family Services. In October 2021, DCFS revoked Tahoe House Family Services' license.

3 Angels Care

At all three foster homes operated by 3 Angels Care that we visited, we observed several issues that prompted us to question whether the facility adequately protected the children in its care. This was our second visit to one of the three homes⁽⁴⁾. 3 Angels Care is classified as a foster care agency by WCHSA. All eight of 3 Angels Care foster homes are licensed separately by WCHSA.

Some of the significant issues observed included:

- Health: Medication records were unsecured and incomplete, and two unsecured prescription medication pills were on the carpet of a child's bedroom.
- Safety: Tools and laundry supplies were unsecured.
- Welfare: Several areas of the homes were dirty. For example: worn and stained carpets; children's bathrooms were dirty; and children's bedrooms contained empty snack wrappers, partially eaten food, and garbage. In addition, we observed pillows without pillowcases, a bed without a bedframe, overflowing laundry baskets, and disorganized piles of clothing in a closet.

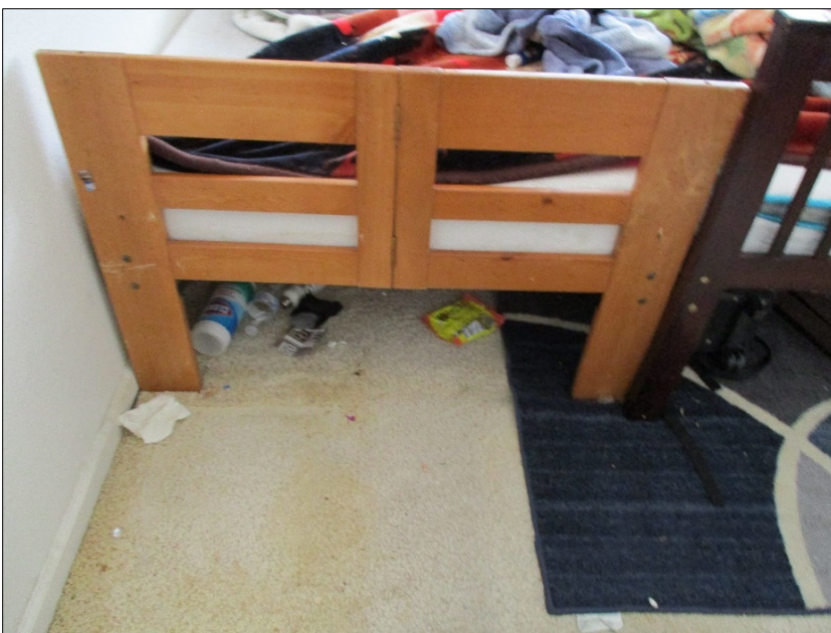
⁽⁴⁾ See report LA22-03, page 7.

The following pictures are examples of the living conditions at one of the homes:

Unsecured prescription pill⁽⁵⁾ on the carpet of a child's bedroom.



Stained carpet with empty snack wrappers and garbage in a child's bedroom.



⁽⁵⁾ We identified the prescription pill to be Metformin Hydrochloride Extended-Release 500mg, a medication used to control blood sugar.

Based on our observations, we determined the care and living conditions at the 3 Angels Care homes did not meet certain minimum foster care standards established in NRS 424 and outlined in NAC 424. Specifically, agency management did not ensure its foster parents met the following minimum foster care standards outlined in

NAC 424: reasonable housekeeping standards (.545); clean living spaces, bedrooms, and bathrooms, free from trash (.360 and .365); beds with bedframes (.375); maintaining medical records and securing medication (.560); and securing tools and laundry products (.595).

Following our visits to the homes in April 2021, we contacted WCHSA and discussed our concerns. WCHSA confirmed they completed virtual home visits before we contacted them and select in-person visits after. In June 2021, WCHSA issued a corrective action plan to one of the 3 Angels Care homes we observed.

Eagle Quest

At three of four foster homes operated by Eagle Quest that we visited, we observed issues that prompted us to question whether the facility adequately protected the children in its care. Eagle Quest is considered a foster care agency by Clark County Department of Family Services (CCDFS). All 58 of Eagle Quest's homes are licensed separately by CCDFS.

Some of the significant issues observed included:

- Health: Incomplete medication records.
- Safety: Unsecured tools, cleaning chemicals, and alcohol.
- Welfare: Unsecured non-medical files and incomplete face sheets. Homes were dirty. For example: walls, baseboards, and children's bathrooms were in need of cleaning; carpets were worn; doors and cabinets were in need of repair or replacement; and there was a bag of garbage on a kitchen floor.

The following picture is an example of the living conditions at one of the homes:

Dirty, worn carpet in the hallway.



Based on our observations, we determined the care and living conditions at Eagle Quest's homes did not meet certain minimum foster care standards established in NRS 424 and outlined in NAC 424. Specifically, agency management did not ensure its foster parents met the following minimum foster care standards outlined in NAC 424: reasonable housekeeping standards (.545); clean living spaces and bathrooms, free from trash (.360 and .365); securing chemicals, tools, and alcohol (.595); maintaining medical records (.560); and maintaining secure records (.726).

Following our visits to the homes in May 2021, we contacted CCDFS and discussed our concerns. CCDFS and Eagle Quest's management confirmed our concerns were addressed promptly.

180 Community Wellness Centers, LLC

At one of 180 Community Wellness Centers, LLC, homes, we observed issues that prompted us to question whether the facility adequately protected the children in its care. 180 Community Wellness Centers, LLC, is considered a foster care agency by CCDFS. All five of 180 Community Wellness Centers, LLC, homes are licensed separately by CCDFS.

Some of the significant issues observed included:

- Health: Medication records were unsecured and incomplete, prescribed psychotropic and non-psychotropic medications were unsecured, and medication policies were incomplete.
- Safety: Tools and cleaning chemicals were unsecured.
- Welfare: The home smelled of marijuana and the children's bathroom was dirty and in need of deep cleaning.

Based on our survey and observations, we determined the care and living conditions at one of 180 Community Wellness Centers, LLC, homes did not meet certain minimum foster care standards established in NRS 424 and outlined in NAC 424. Specifically, agency management did not ensure its foster parents met the following minimum foster care standards outlined in NAC 424: reasonable housekeeping standards (.545); securing chemicals and tools (.595); and securing medication, maintaining medical records, and medication policies (.560).

Following our visit to the home in May 2021, we contacted CCDFS and discussed our concerns. CCDFS confirmed our concerns were addressed by 180 Community Wellness Center, LLC, management.

APPENDIX A

SURVEYS, OBSERVATIONS, AND INSPECTIONS OF NEVADA CHILDREN'S FACILITIES

Facility Name	Facility Type	Type of Work	Date of Work
Mt. Olive Care	Foster Care Agency	Survey Observation	October 27, 2020 April 21, 2021
Quest Counseling and Consulting, Inc.	Foster Home That Provides Specialized Care	Survey Observation	November 4, 2020 April 21, 2021
Desert Parkway Behavioral Healthcare Hospital, LLC	Psychiatric Hospital	Survey Observation	November 24, 2020 May 25, 2021
Teurman Hall	Detention Facility	Survey	December 1, 2020
PRTF North	Psychiatric Residential Treatment Facility	Survey Observation	December 16, 2020 April 28, 2021
180 Community Wellness Centers, LLC	Foster Care Agency	Survey Observation	January 6, 2021 May 25, 2021
Eagle Quest	Foster Care Agency	Survey Observation	January 25, 2021 May 26, 2021
West Hills Behavioral Health Hospital	Psychiatric Hospital	Survey Observation	February 9, 2021 April 28, 2021
Seven Hills Hospital	Psychiatric Hospital	Survey Observation	March 17, 2021 May 25, 2021
Child Haven	Child Care Institution	Survey Observation	April 7, 2021 May 25, 2021
3 Angels Care	Foster Care Agency	Observation	April 21, 2021 ⁽¹⁾
Hand Up Homes for Youth Northern Nevada	Foster Home That Provides Specialized Care	Observation	April 21, 2021 ⁽¹⁾
Tahoe House Family Services	Foster Home That Provides Specialized Care	Observation Survey	April 27, 2021 May 19, 2021
Sierra Nevada Connections	Foster Care Agency	Observation	April 28, 2021 ⁽¹⁾
Willow Springs Center	Psychiatric Hospital	Observation	April 28, 2021
Reno Behavioral Healthcare Hospital	Psychiatric Hospital	Inspection	May 5, 2021 ⁽¹⁾
Spring Mountain Treatment Center	Psychiatric Hospital	Observation	May 27, 2021 ⁽¹⁾
Western Nevada Regional Youth Center	Facility for the Treatment of Abuse of Alcohol or Drugs	Inspection	November 2, 2021
PRTF Enterprise	Psychiatric Residential Treatment Facility	Inspection	November 15, 2021
P6 Family Services, LLC	Foster Homes That Provide Specialized Care	Inspection	November 17, 2021

Source: Auditor prepared from surveys, observations, and inspections completed.

Note: Of the 20 facilities contacted, we completed inspections at 4 facilities and surveys and observations at 16 facilities.

⁽¹⁾ We conducted a survey or inspection of these facilities during 2020. See LA22-03, page 12.

APPENDIX B

NEVADA CHILDREN'S FACILITY INFORMATION FISCAL YEAR ENDED JUNE 30, 2021

Correction and Detention Facilities	Background			Population		Staffing Levels	
	Funded By	Location	Ages Served	Maximum Capacity	Average Population	Average Full-Time	Average Part-Time
Caliente Youth Center	State	Caliente	12 - 19	64	57	46	1
China Spring Youth Camp	State/Counties	Gardnerville	12 - 18	65	24	34	0
Clark County Juvenile Detention Center	Clark County	Las Vegas	10 - 20	192	79	137	10
Douglas County Juvenile Detention Center	Douglas County	Stateline	10 - 17	15	4	6	0
Jan Evans Juvenile Justice Center	Washoe County	Reno	10 - 17	72	22	54	1
Leighton Hall	Humboldt County	Winnemucca	10 - 18	6	1	9	4
Murphy Bernardini Regional Juvenile Detention Center	Carson City	Carson City	10 - 17	18	8	17	0
Nevada Youth Training Center	State	Elko	14 - 18	64	39	60	0
Northeastern Nevada Juvenile Detention Center	Elko County	Elko	12 - 18	24	6	13	0
Spring Mountain Youth Camp	Clark County	Las Vegas	12 - 18	100	65	42	2
Summit View Youth Center	State	Las Vegas	15 - 19	48	43	53	0
Teurman Hall	Various Counties	Fallon	10 - 18	16	5	13	3
Totals – 12 Correction and Detention Facilities				684	353	484	21

Child Care Institution	Background			Population		Staffing Levels	
	Funded By	Location	Ages Served	Maximum Capacity	Average Population	Average Full-Time	Average Part-Time
Child Haven	Clark County	Las Vegas	0 - 17	90	62	67	56
Total – 1 Child Care Institution				90	62	67	56

Psychiatric Hospitals	Background			Population		Staffing Levels	
	Funded By	Location	Ages Served	Maximum Capacity	Average Population	Average Full-Time	Average Part-Time
Desert Parkway Behavioral Healthcare Hospital, LLC	Private	Las Vegas	8 - 17	21	14	22	3
Desert Willow Treatment Center	State	Las Vegas	12 - 17	32	18	75	0
Reno Behavioral Healthcare Hospital	Private	Reno	5 - 17	42	16	14	5
Seven Hills Hospital	Private	Henderson	5 - 17	20	19	43	12
Spring Mountain Treatment Center	Private	Las Vegas	5 - 17	26	12	6	0
West Hills Behavioral Health Hospital	Private	Reno	5 - 17	32	14	67	5
Willow Springs Center	Private	Reno	12 - 17	116	74	145	9
Totals – 7 Psychiatric Hospitals				289	167	372	34

Psychiatric Residential Treatment Facilities (PRTF)	Background			Population		Staffing Levels	
	Funded By	Location	Ages Served	Maximum Capacity	Average Population	Average Full-Time	Average Part-Time
PRTF Enterprise	State	Reno	6 - 17	18	6	15	0
PRTF North	State	Sparks	12 - 17	16	7	18	0
PRTF Oasis	State	Las Vegas	6 - 18	26	6	30	2
Totals – 3 Psychiatric Residential Treatment Facilities (PRTF)				60	19	63	2

APPENDIX B

NEVADA CHILDREN'S FACILITY INFORMATION FISCAL YEAR ENDED JUNE 30, 2021 (continued)

Facilities for the Treatment of Abuse of Alcohol or Drugs	Background		Population		Staffing Levels		
	Funded By	Location	Ages Served	Maximum Capacity	Average Population	Average Full-Time	Average Part-Time
Nevada Homes for Youth I	Private	Las Vegas	12 - 18	10	6	3	2
Nevada Homes for Youth II	Private	Las Vegas	12 - 18	10	6	3	2
Vitality Unlimited-ACTIONS	Private	Elko	14 - 18	7	1	4	1
Western Nevada Regional Youth Center	Various Counties	Silver Springs	12 - 18	18	9	16	2
Totals – 4 Facilities for the Treatment of Abuse of Alcohol or Drugs				45	22	26	7

Foster Homes That Provide Specialized Care	Background		Population		Staffing Levels		
	Funded By	Location	Ages Served	Maximum Capacity	Average Population	Average Full-Time	Average Part-Time
Austin's House	Private	Carson City	0 - 18	10	7	4	6
Clark Home	Private	Yerington	0 - 11	2	2	1	0
Ewing Home	Private	Pahrump	6 - 20	3	2	1	0
Hand Up Homes for Youth Northern Nevada	Private	Reno	12 - 18	12	8	13	2
JC Family Services	Private	Reno	12 - 18	19	11	7	1
Kids' Kottage	Washoe County	Reno	0 - 18	15	8	25	10
Koch Home	Private	Pahrump	4 - 18	3	3	1	1
Lucas Home	Private	Amargosa Valley	6 - 18	2	2	2	0
Moore Home	Private	Pahrump	0 - 15	5	3	2	0
Nielson Home	Private	Pahrump	1 - 18	6	5	1	0
P6 Family Services, LLC	Private	Reno	8 - 18	24	24	15	1
Quest Counseling and Consulting, Inc.	Private	Reno	13 - 18	6	4	5	3
R House Community Treatment Home	Private	Reno	6 - 18	3	3	2	0
Ramos Home	Private	Femley	1 - 17	4	4	1	0
Scialabba Home	Private	Pahrump	2 - 18	4	3	2	0
Smith Home	Private	Ely	5 - 18	6	4	2	0
Tahoe House Family Services	Private	Carson City	12 - 18	6	4	4	0
The Reagan Home	Private	Reno	14 - 15	6	3	2	0
Totals – 18 Foster Homes That Provide Specialized Care				136	100	90	24

Others ⁽¹⁾	Background		Population		Staffing Levels		
	Funded By	Location	Ages Served	Maximum Capacity	Average Population	Average Full-Time	Average Part-Time
HELP of Southern Nevada-Shannon West Homeless Youth Center	Private	Las Vegas	16 - 24	4	4	29	0
Rite of Passage-Sierra Sage Treatment Center	Private	Yerington	14 - 17	48	27	70	2
Totals – 2 Others				52	31	99	2

APPENDIX B

NEVADA CHILDREN'S FACILITY INFORMATION FISCAL YEAR ENDED JUNE 30, 2021 (continued)

Foster Care Agencies	Background			Population		Staffing Levels ⁽²⁾	
	Funded By	Location	Ages Served	Maximum Capacity	Average Population	Average Full-Time	Average Part-Time
3 Angels Care	Private	Reno	5 - 18	34	25	9	4
180 Community Wellness Centers, LLC	Private	North Las Vegas	4 - 18	13	9	4	1
Apple Grove Foster Care Agency, LLC	Private	Las Vegas	4 - 18	34	18	15	5
Bamboo Sunrise, LLC	Private	Henderson	0 - 21	90	57	26	6
Call to Compassion, LLC	Private	Reno	0 - 18	10	5	6	1
Eagle Quest	Private	Las Vegas	0 - 19	225	181	70	20
Koinonia Family Services	Private	Reno	3 - 18	27	18	5	1
Mt. Olive Care	Private	Reno	0 - 18	9	8	2	5
Olive Crest	Private	Las Vegas	0 - 18	41	25	6	1
Sierra Nevada Connections ⁽³⁾	Private	Reno	0 - 17	13	13	3	5
St. Jude's Ranch for Children	Private	Boulder City	0 - 18	41	30	24	4
Specialized Alternatives for Families and Youth of Nevada, Inc.	Private	Las Vegas	0 - 18	100	80	35	2
Totals – 12 Foster Care Agencies				637	469	205	55
Totals – 59 Facilities Statewide				1,993	1,223	1,406	201

Facilities That Closed During Fiscal Year 2021 or No Longer Meet the Definition of a Facility in NRS 218G.535

	Type of Facility	Location
Fischer Home	Foster Home That Provides Specialized Care	Pahrump
Golla Home	Foster Home That Provides Specialized Care	Washoe Valley
Mitchell Home	Foster Home That Provides Specialized Care	Pahrump
Spring Mountain Residential Center	Other	Las Vegas
Rite of Passage-Qualifying Houses	Foster Home That Provides Specialized Care	Minden/Gardnerville

Totals – 5 Facilities That Closed or No Longer Meet the Definition of a Facility

Source: Auditor prepared from information provided by facilities.

- ⁽¹⁾ Other facility types provide a full range of therapeutic, educational, recreational, and support services. Residents are provided with opportunities to be progressively more involved in the community.
- ⁽²⁾ Staffing levels do not include contract foster parents.
- ⁽³⁾ Facility did not respond to our request to confirm the accuracy of information submitted.

APPENDIX C

METHODOLOGY

To identify facilities pursuant to the requirements of NRS we reviewed children's placement information submitted monthly by certain local governments. In addition, during examination of youths' files, we noted the children's prior and subsequent placements. We also reviewed stories in the news media regarding children's facilities. Next, we contacted each facility identified to confirm it met the definitions included in NRS 218G.500 through 218G.535. For each facility confirmed, we obtained copies of complaints filed by children or other persons on behalf of a child while in the care of a facility since July 1, 2020.

To establish criteria, we reviewed *Performance-based Standards* developed by the Council of Juvenile Correction Administrators, Child Welfare League of America's *Standards of Excellence for Residential Services and Health Care Services for Children in Out-of-Home Care*. In addition, we reviewed the Nevada Association of Juvenile Justice Administrators' *Peer Review Manual*. We also reviewed applicable state laws and federal regulations.

We selected criteria that included issues related to the health, safety, welfare, civil and other rights of children as well as treatment. Health criteria included items related to a child's physical health, such as medical care. Safety criteria related to the physical safety of children, such as the environment and staffing. Welfare criteria related to the general well-being of a child, such as punishments or discipline. Treatment criteria related to the mental health of children, not necessarily how children were treated on a daily basis, such as access to counseling, treatment plans, and progress through the program. Civil and other rights included rights as human beings, such as the right to file a grievance (complaint).

We received, reviewed, and tracked complaints filed by each facility to determine whether each facility submitted complaints monthly pursuant to NRS 218G.580. The nature and extent of each complaint received and facility management's consistency with statutory reporting requirements is considered in our assessment of risk and selection of facilities to survey, observe, inspect, and review.

Next, we selected a judgmental sample to perform surveys, observations, and inspections of children's facilities. Our selection was partially based on our assessment of risk, the last time we visited, the size, and the type of children's facility.

As surveys, observations, and inspections are not audits, they were not conducted in accordance with generally accepted government auditing standards, as outlined in *Government Auditing Standards* issued by the Comptroller General of the United States,

or in accordance with the *Statements on Standards for Accounting and Review Services* issued by the American Institute of Certified Public Accountants.

During surveys, we analyzed policies and procedures to ensure they were consistent with management's understanding, statutes, and best practices. For example, we analyzed medication administration policies and procedures to ensure they addressed: documenting medication administered, including medication refused by children, maintaining physicians' orders, pharmacy instructions, and consent to administer psychotropic medication; and ensure processes are in place to identify, address, and minimize errors. Our analysis also included ensuring policies and procedures addressed: verifying and documenting medication at intake and discharge; reordering prescribed medication; securing medication; and verifying and documenting medication for destruction.

In addition, during surveys, we judgmentally selected files to review, which included: personnel files for evidence of employee background checks and required training; and youth files for evidence of children's acknowledgment of their right to file a complaint, medication administered, treatment plans, and face sheet information. Surveys were conducted during the COVID-19 pandemic and related restrictions.

Observations of facilities were conducted after COVID-19 restrictions had been reduced. Observations included physically observing all areas accessible to children including: the living conditions; housekeeping standards; and the security of dangerous items, records, and medications. Observations are not as thorough as inspections; however, a survey and an observation of a facility is equivalent to an inspection of the facility.

Inspections included discussions with management, a review of personnel and youth files, and observations. Discussions included: medication administration, treatment plans, reporting of abuse or neglect, face sheets, the complaint process, background checks and training, and related policies and procedures. In addition, we judgmentally selected files to review which included: personnel files for evidence of employee background checks and required training; and youth files for evidence of children's acknowledgment of their right to file a complaint, medication administered, treatment plans, and face sheet information. As part of the onsite visit, we physically observed all areas accessible to children.

Our work was conducted from October 2020 through December 2021 pursuant to the provision of NRS 218G.570 through 218G.595.

Contributors to the report included:

Hailey Cornelia, MSW
Child Welfare Specialist

Andrea Valenzuela, LSW
Child Welfare Specialist

Maria Bevers, MBA
Deputy Legislative Auditor

Zackary Fourgis, MBA
Deputy Legislative Auditor

Dameon Meeks, MBA
Deputy Legislative Auditor

Sandra McGuirk, CPA
Audit Supervisor

Shannon Riedel, CPA
Chief Deputy Legislative Auditor