



CDSS

JOHN A. WAGNER
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

Community Care Licensing Division – Statewide Children's Residential Program
744 P Street, MS 8-3-54 Sacramento, CA 95814



EDMUND G. BROWN JR.
GOVERNOR

April 6, 2011

Carolyn Willandt, Executive Director
Normative Services, Inc.
5 Lane Lane
Sheridan, WY 82801

RE: ANNUAL CERTIFICATION RENEWAL

Dear Ms. Willandt:

Pursuant to California Family Code Section 7911 et al., this is official notification that Normative Services' certification with the California Department of Social Services (CDSS) is continued through March 2012. Re-certification is based on the on-site visit and evaluation performed February 18, 2011.

California licensing standards require that all serious incidents continue to be reported to CDSS' Out-of-State Placement Policy Unit for each child in care regardless of whether he or she is a California placement. Incident reporting shall include the following:

- Deaths
- Suicide attempts
- Suspected physical, sexual or psychological abuse
- Injuries and illnesses that require hospitalization or medical treatment (beyond first aid.)
- Use of restraint (whether or not they result in an injury to a child.)
- Runaway
- Any unusual incident or absence that threatens the physical or emotional health or safety of a child.

Certification will continue to be reviewed annually. We will be following our Department policy which authorizes us to inspect facilities with or without appointment as necessary.

I thank you and your staff for your cooperation during this year's visit. If you have any questions or would like to discuss the report further, please contact Carol Lancaster at (916) 838-5751.

Sincerely,

MEI YUK KUNG, Program Chief

FACILITY EVALUATION REPORT

FACILITY NAME:	NORMATIVE SERVICES, INC.	FACILITY NUMBER:	602300007
ADMINISTRATOR:	CAT FURNER Carolyn Willandt	FACILITY TYPE:	731
ADDRESS:	5 LANE LN.	TELEPHONE:	(307) 674-6878
CITY:	SHERIDAN	STATE:	WY
CAPACITY:	78 132	ZIP CODE:	82801
TYPE OF VISIT:	Case Management - Re-Cert.	CENSUS:	80
MET WITH:	Carolyn Willandt, Executive Director	DATE:	02/18/2011
		UNANNOUNCED	TIME BEGAN:
			09:45 AM
			TIME COMPLETED:
			03:00 PM

NARRATIVE

1 PURPOSE OF VISIT: Annual Re-Certification
2
3 CDSS CERTIFICATION HISTORY
4
5 Normative Services Incorporated (NSI) has been certified by the CDSS since February 2000.
6
7 PROGRAM DESCRIPTION:
8
9 The campus of Normative Services Inc. (NSI,) is located on 200 acres in the foothills of the Big Horn
10 Mountains in Sheridan, Wyoming. Established in April of 1990, NSI is a private, non-profit corporation
11 offering residential care, treatment and educational services for adolescent males and females, ages 12-17,
12 who present with behavioral and/or mental health challenges.
13
14 The establishment and maintenance of a positive normative culture is the cornerstone of NSI's philosophy.
15 The purpose and goals of a Positive Peer Culture (PPC) is to teach students to assume responsibility for
16 helping themselves as well as others. Through group and peer interaction in an open PPC setting, clients are
17 provided opportunities for growth and change.
18
19 *Note: For more complete program analysis, reference NSI's initial CDSS certification report dated*
20 *September 1999.*
21
22 CA PLACING AGENCIES / CHILDREN IN CARE:
23
24 NSI's licensing/certification capacity is 132. At the time of this year's visit, 14 children from California were in
25 care at the facility. Of these 14, four were mental health/educational placements, three were "Aid to Adopt"
clients, six were probation or social services placements and one fell under the category of "other"
(undetermined.) The probation and social services placements were made by the following county agencies:
San Francisco County Probation (4); San Mateo County Probation (1) and Sonoma County Department of
Family and Children Services (1).

SUPERVISOR'S NAME: Mei Yuk Kung

TELEPHONE: (916) 327-8763

LICENSING EVALUATOR NAME: Carol Lancaster

TELEPHONE: (916) 838-5751

LICENSING EVALUATOR SIGNATURE:

DATE: 03/29/2011

Carol Lancaster
I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.

FACILITY REPRESENTATIVE SIGNATURE:

DATE: 03/29/2011

FACILITY EVALUATION REPORT (Cont)

FACILITY NAME: NORMATIVE SERVICES, INC.

FACILITY NUMBER: 602300007

VISIT DATE: 02/18/2011

NARRATIVE**LOCAL /STATE LICENSING INFORMATION**

NSI is licensed in the state of Wyoming by the Wyoming Department of Family Services (WY DCFS.) There are seven houses scattered throughout the campus - - each is licensed individually as a Residential Treatment Center. Their collective capacity totals 132; the census at the time of visit was 80. Individual house names, their license number and their individual capacities are as follows:

1. Hillside House (Certificate No.: 6190A) Capacity - 20 (Males)
2. Eagle Ridge (Certificate No.: 6190B) Capacity - 20 (Males)
3. Big Goose (Certificate No.: 6190G) Capacity - 20 (Females)
4. Mountain View (Certificate No.: 6190C) Capacity - 20 (Males)
5. Riverside (Certificate No.: 6190D) Capacity - 20 (Males)
6. Willow Brook (Certificate No.: 6190E) Capacity - 20 (Females)
7. Resource Center (Certificate No.: 6190F) Capacity - 12 (Males)

Current licenses issued by WY DCFS were effective April 15, 2010 and are good through April 15, 2012. Those licenses were issued after the facility was evaluated on February 22 and March 1, 2010. Based on that evaluation, the following findings required a corrective action plan that was successfully completed:

- A review of personnel files revealed that not all staff had a local law enforcement background check.
- A review of personnel files revealed that four employees did not have documentation of completing a CPR/First Aid course within 90 days of hire.
- A review of personnel files revealed that not all staff have de-escalation/restraint training.
- A review of personnel files found that one staff did not have a new employee orientation.
- In a walk-through of the facility it was noted that there was not a thermometer in the refrigerator behind the serving line in the café.
- In a walk-through of the Resource Center building, it was discovered that there were no single service hand towels in the restroom.
- In a walk-through of the Resource Center building, it was found that the basement had exposed wires.
- During a walk-through of Mt. View Cottage, it was noted that paint was stored under the kitchen sink and in a closet.
- In a walk-through of the Mt. View Cottage, it was found that the cabinet that holds cleaning supplies was not locked.

SUPERVISOR'S NAME: Mei Yuk Kung

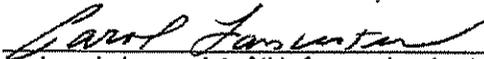
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VISIT DATE: 02/18/2011

NARRATIVE

1 • No thermometer in the refrigerator and freezer in the Riverside Cottage.
 2 • The smoke alarm in room four of Riverside Cottage was not in working order.
 3 • In a walk-through of the Willow Brook Cottage, it was noted there was paint in the furnace room.
 4 • In a walk-through of Eagle Ridge Cottage, it was noted that the bedroom closet doors were broken.
 5 • In a walk-through of Eagle Ridge Cottage, it was found that the fire extinguishers were outdated.
 6
 7 In addition to the evaluation above, the following alleged violations also resulted in investigation/inspection in
 8 2010:
 9
 10 Investigation Date: October 11, 2010
 11 General Allegation: Staff was hired without proper background checks.
 12 Finding: Unsubstantiated. The facility did all of the required background checks and dismissed the employee
 13 as soon as the DCI check came back with the offense.
 14
 15 Investigation Date: December 14, 2010
 16 General Allegation: Detergents, sanitizers and related cleaning compounds and other chemicals were
 17 accessible to a student.
 18 Finding: Substantiated. An incident report indicated that a student was able to get into the chemical storage
 19 closet unsupervised, which resulted in him taking a drink of a cleaning liquid.
 20
 21 Investigation Date: December 23, 2010
 22 General Allegation: Parents were not included on treatment planning and reviews.
 23 Finding: Substantiated. In reviewing the client's file and case manager's notes, there were only two monthly
 24 treatment plan reviews (of eight) that were signed by a parent.
 25
 26 OTHER ACCREDITATIONS:
 27
 28 Schooling and Educational services are provided on campus and are accredited by the:
 29 • Wyoming Board of Education - - accreditation last granted June 18, 2009.
 30 • North Central Association , Commission on Accreditation and School Improvement - - accreditation good
 31 through June 30, 2014
 32

SUPERVISOR'S NAME: Mei Yuk Kung

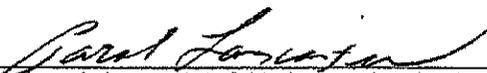
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FACILITY EVALUATION REPORT (Cont)

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VISIT DATE: 02/18/2011

NARRATIVE

1 NSI is also certified by the Wyoming Department of Health, Mental Health and Substance Abuse Services
2 Division as meeting all the applicable federal, state and local laws, rules, regulations and standards for
3 service delivery of:

- 4 • Level III.1 Clinically Managed Low-Intensity Residential Adolescent,
- 5 • Level III.5 Clinically Managed Medium-Intensity Residential Adolescent
- 6 • Women's Specific Treatment Services
- 7 • Co-Occurring Treatment Services.

8
9 This certification is good through July 31, 2011.
10 NSI is also accredited by the Joint Commission (Behavioral Health Care Accreditation.) Current accreditation
11 is based on a survey conducted March 27, 2010.
12

13 FIRE/WATER/HEALTH INSPECTIONS

14
15 The last fire inspection was conducted at the facility on February 1, 2011 by an inspector with Fire Prevention
16 and Electrical Safety of Sheridan, Wyoming. Violations cited from previous inspections were re-checked and
17 all found to have been adequately corrected. There were no new violations cited on that date.
18
19 The facility is on city water.
20
21 Client meals are prepared and served in a main kitchen licensed by the Wyoming Department of Agriculture.
22 The current license is good through June 30, 2011. The facility was inspected by the aforementioned agency
23 on two occasions during 2010 (April 27 and October 28.) On those dates, applicable standards were all met
24 and no violations were cited.
25

26 ORGANIZATIONAL CHANGES:

27
28 Over the last certification period, NSI has acquired a new executive director, Carolyn Willandt. Ms. Willandt
29 replaces the former director Bud Patterson.
30
31 Ms. Willandt, formerly a long-time East Coast resident, brings a wealth of education and experience to the
32 position - - most notably, 20+ years in behavioral and mental health residential care and treatment of children
and adolescents.

SUPERVISOR'S NAME: Mei Yuk Kung

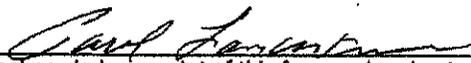
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NARRATIVE

1
2 •
3 FINDINGS, AREAS OF CONCERN AND/OR THOSE REQUIRING CORRECTION OR IMPROVEMENT:
4
5 No areas of non-compliance were identified during the course of the re-certification review. The number and
6 types of issues identified by Wyoming Licensing in their reports during the previous year does cause this
7 analyst some concern however. Despite these issues, the WY licensing analyst did give the facility a positive
8 report.
9
10 In the future, NSI is requested to provide copies of WY licensing reports to the CDSS directly after they are
11 issued. This is a certification requirement not previously met. As a result, this analyst did not learn of or
12 receive any reports on the facility until an inquiry was made directly to WY Licensing.
13
14 Aside from the above, this analyst is pleased that the number of physical management/restraints has
15 declined significantly over the last few years. Although this can be attributable in large part to a lower student
16 census, it is believed to also be attributable to a more discerning and sensible admissions selection process.
17
18 This analyst encourages the facility to remain diligent and up-to-date with staff continuing to be SAFE
19 certified.
20
21 This analyst is optimistic that with the acquisition of Ms Wilandt as executive director, program improvement
22 will continue.
23
24 Re-certification is approved.
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SUPERVISOR'S NAME: Mei Yuk Kung

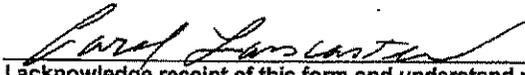
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