



# Oregon

Kate Brown, Governor

## Department of Human Services

*Office of the Director*

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January 24, 2017

Mr. Jim Maize, President  
Board of Directors  
OnTrack, Inc.  
221 W. Main Street  
Medford, OR 97501



Dear Mr. Maize:

The Department of Human Services (DHS) conducted an unannounced onsite investigation of OnTrack, Inc. (OnTrack) in Medford, Oregon on Tuesday January 17, 2017 through Thursday January 19, 2017. The investigation was conducted in response to numerous concerns voiced by community partners and DHS employees regarding potential health and safety issues that place children and families at risk of harm. The investigation was conducted in accordance with Oregon Revised Statute (ORS) 418.240 (8), as well as to review OnTrack's compliance with the terms of the contracts held with DHS. The DHS investigation was coordinated with the Oregon Health Authority (OHA), as OHA has regulatory over all of OnTrack's clinical services and residential treatment facilities. The following report provides detail regarding DHS' findings from the investigation.

### **Executive Summary**

The primary purpose of the investigation was to determine whether or not any of the children and families receiving services from OnTrack were at risk of harm. Upon completion of the investigation, DHS has determined that there are currently children and families at risk of harm who are receiving services from OnTrack. The investigation was comprised of the following activities:

- Inspections of the crisis housing units funded by the Strengthening, Preserving, and Reunifying Families (SPRF) contract,
- Inspections of the two licensed child caring agencies (CCAs) operated by OnTrack,
- Interviews with OnTrack employees,
- Interviews with children served by OnTrack,
- Interviews with OnTrack's community partners,
- Interviews with local DHS employees regarding safety concerns and OnTrack's compliance with contract deliverables.
- A review of a sample of OnTrack's personnel files,
- A review of client files

### **Detailed Findings:**

The following section outlines specific findings and safety concerns identified during the investigation.

*"Assisting People to Become Independent, Healthy and Safe"*

### **Crisis Housing Units**

The inspection of the crisis housing units located on 11<sup>th</sup> Street, 12<sup>th</sup> Street, and King Street identified several issues that demonstrate a lack of compliance with the SPRF Contract, and pose a danger to the health and safety of the children and families served by OnTrack. The units that were toured by the team were found to be dirty, in need of paint, new flooring, new fixtures, new doors, and new finishes. Some units had leaky plumbing. Some units had soft, bouncy floors where the subfloor was obviously rotten and in need of replacement. There was exposed wiring in several units. Most units had broken or missing screens on the windows. Several units had space heaters, which can pose a fire hazard and demonstrate a lack of adequate heating in the units. Wall heaters have recently resulted in a burn to a child (OnTrack has placed short baby fencing around the wall heaters as a temporary solution). Other concerns involved leaking roofs, serious dry rot, mold, and rodent feces in bedrooms and beds. All units are in need of serious maintenance and rehab. There was standing water in a basement with a washer and dryer, posing a serious safety issue to anyone trying to wash their clothes. There was a sewage leak under a unit. Mini blind cords were long and accessible to children, posing a choke hazard. Furniture, including couches, chairs, and dressers were torn, dirty, and in overall poor repair. Interviews and documentation from OnTrack employees demonstrate that maintenance, improvements, and general repairs have not been completed timely, or at all.

### **Supervision**

It is clear that staff are not providing 24/7 supervision in the housing crisis program, as required by the SPRF Contract. During a tour of one of the programs, DHS found a bed in the staff office. When asked about the bed, the staff person confirmed that she sleeps at night and that clients can knock on the door or text her if they need anything.

### **Background Checks**

Upon reviewing OnTrack's personnel files, DHS discovered that a maintenance worker, who likely has contact with children and families, has a warrant out for his arrest in another state. His background check was present and indicates that he is not approved to work. Additional OnTrack employees did not have background checks present in their personnel files, yet are working for the program.

### **Licensed Teen Residential Treatment Facility**

The licensed teen residential treatment facility was found to have unlocked sharps and chemicals, inadequate heating which necessitated the use of a hazardous space heater, water leaking into the girl's dorm through the walls, ceiling, and floors, and black mold present throughout the facility (DHS acknowledges the effort underway to relocate this program to another location, and appreciates the swift action taken by OnTrack's leadership to facilitate the move).

### **Abuse and Neglect Allegations**

During the course of the DHS and OHA investigation, information was reported to investigators that caused them to make reports to the child abuse hotline as mandatory reporters. These allegations are currently under investigation by DHS.


### Summary and Required Actions

Upon completion of the investigation, DHS has determined that any one of the findings identified in this report raises concerns for the health and safety of the children and families served by OnTrack. In response to these findings, DHS is taking the following actions effective immediately:

- DHS has placed an immediate suspension on all new referrals under our contracts;
- Families with children remaining in OnTrack crisis housing will be assessed and moved to a safe location in accordance with their treatment needs. In the meantime, the families will receive daily visits from local DHS caseworkers and case managers to ensure safety.
- New clients will be referred to a different provider;
- The hotline reports made by DHS investigators will be assigned for assessment by Child Protective Services (CPS) and Office of Adult Abuse Prevention and Investigations (OAAPI) staff.
- DHS requires OnTrack to submit a corrective action plan in response to the findings outlined in this report by **Monday January 30, 2017**. The plan shall be submitted to my attention. The corrective action plan must specifically address the concerns related to the deferred maintenance and safety hazards identified in the crisis housing programs, the issues related to background checks, the supervision of the crisis housing programs, and an update on the relocation of the teen residential treatment facility.

DHS will continue to be present in your facilities while the allegations of abuse are under investigation. The findings in this report do not preclude DHS from taking further action on your contracts or your licenses as a CCA. Please note that OHA may take separate or additional action on OnTrack based on their regulatory authority. If you have any questions about this report, the findings, actions, or requirements for a corrective action plan, please contact Justin Hopkins, Director, Office of Adult Abuse Prevention and Investigations at 503-945-9491, or [justin.hopkins@state.or.us](mailto:justin.hopkins@state.or.us).

Sincerely,



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