



Child Care Licensing Unit

129 PLEASANT STREET CONCORD, N.H. 03301-3857

TEL. 603-271-9025

EMAIL : ccluoffice@dhhs.nh.gov

I. Program Information

STATEMENT OF FINDINGS

ISSUE DATE : 1/15/2025

VISIT DATE : 12/17/2024

VISIT TYPE : Licensed Complaint

CORRECTIVE ACTION PLAN DUE DATE : 2/5/2025

Name of the program : MPA at Plymouth

Program address : 350 Main Street Plymouth New Hampshire 03264

License No. : CCRB-05691

Licensing Coordinator : Heather Dombroski

In accordance with RSA 170-E, the department finds non-compliance with the following statutes and/or rules:

II. Non-Compliance List

Regulation number : He-C.4001.20.(a)

He-C.4001.20.(a) : Program staff shall provide care and supervision at all times to ensure that residents are safe and that their needs are met according to their developmental level, age, emotional or behavioral needs, and in accordance with their treatment plan.

Observation : The program self-reported an incident in which two residents left the program without supervision during the very early morning hours on December 13, 2024 and burglarized a local convenience store, which was not reported until mid-morning of December 13, 2024. The program reported that upon review of their video surveillance, Staff A did not conduct any bed checks required by the program's supervision policy between the hours of 1:00 a.m. and 4:30 a.m. Resident A stated that Staff A did not do regular bed checks until 4:00 a.m. Resident A stated they climbed out of their bedroom window, left the program with Resident B, burglarized a store, and that the residents returned to the program separately. Resident A reported Staff A and Resident B drove in Staff A's vehicle, picked Resident A up and brought them back to the program. Resident A reported that Staff A did not know they had left the program until Resident B had returned and was caught entering the residence. Resident B confirmed that they planned to leave the program while Staff A was working and left the program through each of their bedroom windows. Resident B reported Staff A habitually conducted room checks only every three hours. Resident B confirmed that they had returned to the program alone and they were discovered with their window in their hand by Staff A at 4:00 a.m. Resident B stated when Staff A reported that Resident A was not in their room, Resident B

acknowledged they had left the program with Resident A and Resident A had not yet returned. Resident B reported Staff A left the program with Resident B in their personal vehicle and found Resident A down the street. Resident A and Resident B both reported Staff A drove them back to the program and had them return to their rooms through their windows. Staff B reported that Staff A was terminated immediately following the program's review of the police report and video surveillance, which confirmed that Staff A was not conducting required bed checks between 1:00 a.m. and 4:15 a.m. The review of video footage by the department confirmed that Staff A did not conduct any bed checks of the residents in the community as required by the program.

Corrective Action Plan : Based on this incident (and another incident) that occurred just days later this staff was terminated given the severity of the incident. In addition, all other Plymouth AONs were required to re-read and sign their job description (which includes the job requirement around 15 minute bed checks to check for skin, hair and movement) and also to sign MPA's supervision policy which also articulates the need for 15 minute bed checks for skin, hair or movement. In addition, at the next bi-weekly AON meeting (12/18/24) this writer went over the policies and procedures around supervision during third shift, as well as MPA/NH state protocol around students who abscond (Ex. notifying program leadership, notifying local PD, designated program leadership notifying juvenile justice on call or DCYF on-call) and then the notification of licensing coordinator. The discussion with the team was robust in that faculty appeared and seemed engaged and provided feedback around interventions that could help ensure supervision of the students during the overnight (for example, some changes in physical plant so that it's easier to see students, lights in students room, etc.) Furthermore, this writer, in conjunction with other program leadership will do random reviews of footage during third shift in order to ensure that faculty during the overnight are performing bed checks per MPA's policy (15 min for skin, hair and movement). Faculty will also be subjected to progressive discipline policy including a verbal warning, written warning, Performance Improvement Plan and then, possibly, termination if indicated. Lastly, MPA at Plymouth program leadership will work to transition the current system (paper bed checks) to the Electronic Medical Record currently in use (Extended Reach) in order to ensure that there are time stamps attached to bed checks for students that are on their community.

Completion Date : 12/18/2024