



## Facility Inspection Report Issued By The Minnesota Department of Corrections Pursuant to MN Statute 241.021, Subdivision 1

Inspection and Enforcement Unit, 1450 Energy Park Drive, Suite 200, St.Paul MN 55108  
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### INSPECTION DETAILS FOR:

#### Heartland Ranch Inc.

**Address:** 189 Highway 9, Benson, MN 56215

**MN Governing Rule:** 2960 Children's Residential Facility

**Inspection Type:** Annual **Inspected By:** Shannon Amundson – Detention Facility Inspector **Inspected on:** 07/10/2019

**Inspection Method:** This was an annual inspection. The inspection consisted of a physical plant tour, interviews with clients and staff, review of employee files, review of client files, review of restrictive procedure reports, grievances and other related documentation. A review of the cameras for well-being checks was also done.

**Officials Present During Inspection:** CEO Jeannie Thompson

**Officials Present for Exit Interview:** CEO Jeannie Thompson

**Issued Inspection Report to:** CEO Jeannie Thompson; Regional Manager Dayna Burmeister

### RULE COMPLIANCE SUMMARY

Rule Chapter	Requirement Type	Total Applicable	Total Compliance	Total Non Compliance
2960	Mandatory	316	315	1

### TERMS OF OPERATION

**Authority to Operate:** approval **Begins On:** 06/01/2019 **Ends On:** 05/31/2020 **Facility Type:** Non-Secure Juvenile Residential Facility

**Placed on Biennial Status:** No **Biennial Status Annual Compliance Form Due On:**

**Delinquent Juvenile Hold Approval:** **Certificate Holder:** Heartland Ranch Inc.

**Special Conditions:** None.

#### Approved Capacity Details *\*Operational Capacity is calculated as a percent of Approved Capacity beds.*

Bed Type	Gender	Approved Capacity	%Operating Capacity	Operational Capacity	Pre 96 LTSR	Post 96 LTSR	Bed Details	Conditions
Non-secure residential	Female	34	100	34.00	0	0	None.	None.

### RULE COMPLIANCE DETAILS

**Chapter 2960 - Mandatory Rules Not In Compliance****Total: 1**

1. 2960.0080 FACILITY OPERATIONAL SERVICES, POLICIES, AND PRACTICES. Subpart 18.B.. Resident and family grievance procedures.

B. If a grievance is filed, the license holder must document the grievance along with the investigation findings and resulting action taken by the license holder. Information regarding the grievance must be kept on file at the facility for two licensing periods.

**Inspection Findings:**

There were several grievances that had no documented administrative response. There were several that had no administrative signature or date documented.

**Corrective Actions:**

**Training for the office administrator who files the grievances to ensure they don't get filed without administrative documentation. Administrators, effective immediately, will provide thorough documentation on all grievances.**

**Response Needed By: 07/31/2019****INSPECTION COMMENTS**

This inspection was completed on July 10, 2019. It was determined during the physical plant tour that minor repairs are needed such as a hole in the wall repaired, graffiti in a vacant room fixed and a broken closet door fixed. It is also highly recommended that the facility put barriers on the handicap bars in the bathrooms.

There are issues with how grievances are followed up on and documented. I appreciate administrative support regarding an immediate change in procedures, as well as a willingness to train support staff to assure all grievances are addressed properly according to 2960. In addition, administrative staff will now monitor grievances for patterns with individual staff and if necessary, conduct internal reviews. The facility will also be changing it's policy that currently allows for side hugs, that will no longer be allowed.

I would like to thank The Heartland administration and staff for their cooperation and assistance throughout this inspection process. If you have any questions or concerns about this report or any other licensing matter, please feel free to contact me at 651-261-1657.

Shannon Amundson  
Detention Facility Inspector  
Minnesota Department of Corrections

**JJDPA Compliance**

This is a completely nonsecure facility which affords youth free egress at all times.

**Report completed By:** Shannon Amundson – Detention Facility Inspector

**Signature:**

*Shannon Amundson*