



## 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:** Monaie Hebert – Detention Facility Inspector

**Inspected on:** 08/20/2020 to 08/21/2020

**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	316	0

### TERMS OF OPERATION

**Authority to Operate:** approval

**Begins On:** 06/01/2020 **Ends On:** 05/31/2021

**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.  
189 Highway 9 NE  
Benson, MN 56215

**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

### INSPECTION COMMENTS

The Heartland Ranch annual inspection was completed on August 20th, 2020, using Minnesota Rules, Chapter 2960, governing juvenile residential facilities. Sections of the 2960 standards that are applicable to the programs at this facility include: Administrative, Group Residential, Corrections and Restrictive Procedures.

This scheduled inspection visit consisted of a physical plant safety and security inspection. The physical plant inspection included resident living areas, resident bedrooms, bathrooms, visiting/meeting/group rooms, and gym/recreation areas.

The inspection also included discussions with multiple staff; supervisors, direct care staff, human resource/training staff, nursing and recreation staff and administration, as well as discussions with residents and observation of staff interactions with residents. Documentation review included staff personal and training files, resident files, daily logs, treatment plans, menus, recreation schedules, grievance documentation, well-being checks and other pertinent facility documentation. There was also a review of the facility policy and procedure manual, resident handbook and overviews for the programs.

The following comments and concerns are a result of the inspection. While these may not be specific rule violations, these are areas that provided constructive feedback to help address potential facility issues.

Comments:

1. The facility response to COVID-19 follows CDC guidelines and included masks for residents and staff, hand sanitizer, and temperature checks. There have been no positive cases or home visits allowed thus far. Residents are not required to wear masks outside or in their living unit.
2. Administration staff is proactively working on updating policies and since the last inspection has changed a policy concern regarding side hugging residents.
3. Grievance procedure issues from last inspection have been corrected.
4. Facility added barriers to the handicapped railings as suggested in the last inspection.

Concerns not noted in formal inspection:

1. Consider requiring staff to spend more time on well-being checks; these are being done, however viewing of resident seems to be quickly completed. They are doing these at irregular intervals, which is positive, rather than at the same time, each time.
2. Consider changing the policy regarding female staff assistance with hair grooming for residents.
3. Consider additional staff training on report writing. Some reports are written briefly, without supporting information.

Overall, the inspection went very well. There were great discussions with supervisors and administration. All appear to be appreciative of feedback and motivated to take actions necessary for continued positive improvement. Current administration has taken initiative to make positive changes in recent years and the overall environment at the facility is positive. Heartland Ranch will be placed on biennial inspections.

We would like to sincerely thank you for your cooperation during this licensing visit.

Please contact me if you have any questions regarding this report, at 651-261-1657.

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Monaie Hebert  
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:** Monaie Hebert – Detention Facility Inspector

**Signature:** 