

# THE REAL HISTORY OF NEW HAVEN RTC

## By The HEAL Team

In August, 2011, HEAL received approximately eighty pages of documentation from a family who reported fraud, abuse, and misrepresentation on the part of New Haven RTC in Provo, UT. We will be referencing the documentation received throughout this report and have chosen not to post the documentation at this time. The family has requested that we remove any identifying information and that we protect their identity. Given the number of documents involved, we have chosen to write this report using the documents provided and will leave uploading the documents for a later time when we can remove the identifying information per the family's request.

In 2005, Karen McCall, Board Secretary of the Division of Occupational & Professional Licensing at the State of Utah Department of Commerce sent a certified letter stating the following:

“THIS IS TO CERTIFY that a diligent search made of all records maintained by the State of Utah, Division of Occupational and Professional Licensing, reveals whether an official Professional Counselor License has ever been issued to Brad Renfro, and whether such license, if any, is current or has expired... IT IS HEREBY CERTIFIED that a Utah Professional Counselor License, has never been issued by this office for said person.”

In January, 2012, HEAL followed up to check Brad Renfro's current status. He is still listed as a therapist working for New Haven RTC and he is still not licensed as a therapist nor counselor in Utah. New Haven's continued representation of, and title of "therapist" attributed to, Brad Renfro, suggests false advertising and misrepresentation regarding qualifications of staff.

Brad Renfro also identifies himself as a "Primary Therapist" in e-mails sent to families regarding children in his care. Beyond this, the family reported to HEAL that Renfro breached confidentiality and HIPAA laws in his interactions with family members. Violating federal laws and misrepresenting one's qualifications are serious issues that bring

the entire New Haven program's practices into question. In addition, previous representations by New Haven regarding the qualifications of its staff have been false and misleading. Former statements on the New Haven website have included that Melissa Staska was a Certified Social Work (CSW) in 2005 and the only license Staska held at the time in Utah was as a Certified Professional Counselor Intern (CPCI). Upon exposure of this misrepresentation, New Haven updated its materials to state that Staska was a (CPCI), but, did not explain that the former information had been a mistake nor that the change was a correction regarding misinformation regarding staff qualifications.

New Haven's business name is New Haven, Inc. and it is doing business as New Haven Residential Treatment Center (RTC). The Joint Commission accredits New Haven. However, this does not provide relief for our concerns. The Joint Commission has been repeatedly charged with failure to protect Patient Safety standards and Congress has recently sought to revoke the Joint Commission's accrediting authority. (Source: <http://www.healonline.org/jointcommission.pdf>)

In 2005, a letter from Karen Johnson, Licensing Analyst for the California Board of Psychology stated that an individual who was practicing in Utah, but licensed only in California, was doing so illegally according to California laws. This letter was sent in response to an inquiry regarding the qualifications and possible illegality of actions on the part of a New Haven employee

HEAL has received verified reports that New Haven engages in psychological abuse, emotional abuse, and deprivation of basic needs. HEAL has received verified reports that New Haven regularly transfers children to confirmed abusive programs (i.e. Provo Canyon School). And, based on our review of New Haven's enrollment materials, abuse/violation reports received, and the lack of oversight in Utah (source: [www.heal-online.org/boardschoolutah.pdf](http://www.heal-online.org/boardschoolutah.pdf)), we believe New Haven is not an appropriate environment for children and families in need of legitimate help.