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November 3, 2003

TO: Supervisor Yvonne Brathwaite Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley *tm*
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT - TRINITY
CHILDREN AND FAMILY SERVICES, TRINITY-ANZA**

We have completed a review of Trinity Children and Family Services, Trinity-Anza site, (Trinity-Anza). Trinity-Anza contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation). Trinity-Anza is a ninety-bed residential facility located in Riverside County that provides care for boys ages 13-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Trinity-Anza was providing services for seventy-five Los Angeles County Probation children, six children from San Francisco County Probation, one child from Alameda County Probation, one child from San Joaquin County Probation, and one child from Ventura County Probation.

Scope of Review

The purpose of the review was to verify that Trinity-Anza was providing the services outlined in its Program Statement. Additionally, the review covers basic child safety and licensing issues. The review included an evaluation of Trinity-Anza's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with eight children placed with Trinity-Anza at the time of the review. The interviews with the residents were designed to obtain their perspectives on the program services provided by Trinity-Anza, and to ensure adherence to the Foster Youth Bill of Rights.

"To Enrich Lives Through Effective and Caring Service"

Summary of Findings

We found that Trinity-Anza was generally providing the services outlined in its Program Statement. However, we noted that they were not in full compliance in a number of areas. Trinity-Anza needs to:

- make numerous repairs to its facility;
- improve its Needs and Services Plans and Quarterly Reports;
- reinforce to staff the requirement of having current court authorizations for all psychotropic medications and monitor for compliance;
- ensure that each resident can call their placement worker;
- provide “seconds” at each meal and sufficient time for residents to eat their meals;
- involve residents in menu planning;
- meet DCFS clothing standards for quantity;
- properly maintain clothing logs;
- provide residents with fifty dollars a month clothing allowance and allow them to select their own clothing;
- provide adequate storage space for each resident; and
- offer each resident a life book.

Attached is a detailed report of the monitoring findings.

Review of Report

We discussed our report with the Agency’s management. The Agency’s management is required to provide Probation with a written corrective action plan within fifteen business days from the receipt of this report. We thank Trinity-Anza’s management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Patrick McMahon at (213) 974-0729.

JTM:PM:CC

Attachment

- c: David E. Janssen, Chief Administrative Officer
- Violet Varona-Lukens, Executive Officer
- Public Information Office
- Audit Committee
- David Sanders, Ph.D., Director, DCFS
- Richard Shumsky, Chief Probation Officer

TRINITY CHILDREN AND FAMILY SERVICES

Trinity-Anza

36401 Tripp Flats Road

Anza, CA 92539

(909) 763-0843

License No.: 336405843

Rate Classification Level: 12

I. FACILITY AND ENVIRONMENT

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Eight

Comments:

Trinity-Anza is a ninety-bed residential facility in Riverside County for probation supervised children. The facility encompasses nine hundred acres with most of the property undeveloped. There were seven residential units (Alligators, Bobcats, Cougars, Dragons, Eagles, Grizzlies, and Hawks), a private school, athletic fields, swimming pool, gym, weight room, game rooms, staff offices, infirmary, conference room, counseling and administrative offices, a central kitchen, and an adjoining dining room. There was also a variety of vocational training areas and maintenance facilities.

The developed grounds were nicely maintained with walkways, grass areas, shade trees, and foliage. The overall surrounding areas consisted largely of natural sage and chaparral.

The interiors of the living units are generally clean. However, the décor in the common areas was plain and did not present a home-like environment, lacking pictures, plants, knick-knacks, etc. Each of the units had common areas including “team” meeting rooms, and bathroom facilities. The team rooms had couches, chairs, bulletin boards, TVs and VCRs.

Each bedroom housed three residents. Overall, the rooms were plain although each resident was able to personalize his bulletin board area and personal storage box with pictures and personal property. However, there were several items that needed attention in the units.

In each of the living units, the carpeting in the hallway was separating at the seams and entry doors’ doorstops had damaged the carpet in several rooms. The following are additional problem areas:

Alligators Unit

The bathroom mirrors were etched with graffiti and the upholstery on the arm of a couch in the team room was torn. The desk chair in bedroom number four was separating at the arm and the support section on the back was broken.

Cougars Unit

In the bathroom, the bathroom mirrors were etched with graffiti, one was missing, a soap dispenser was broken, and a bathroom sink was cracked. The upholstery on the arm of a couch in the team room was torn.

Dragons Unit

In the bathroom, the bathroom mirrors were etched with graffiti and the last stall door in the bathroom was missing. The upholstery on both arms and a back cushion of a couch in the team room had tears. In bedroom number three, the electrical junction boxes were missing plate covers and the wall in needed repair.

Eagles Unit

In the bathroom, the two middle bathroom mirrors were etched with graffiti, two soap dispensers were broken, and a tile section between the urinals was broken. In bedrooms number two and three, the bedroom doors and doorway frames were marked with graffiti as was a bulletin board in bedroom number three.

Hawks Unit

In bedroom number two, the walls in some areas needed repair. In bedrooms number three and six, electrical junction boxes were missing plate covers.

Infirmary

The carpeting in the hallway had large, dark stained areas and the textured ceiling in the hallway was cracked and peeling.

Recreational Areas

Trinity-Anza recreational areas had a large variety of recreational equipment that included baseball and football fields. The wooden flooring in the full size gym had expanded and lifted, making it uneven. A window in the pool room had been replaced by a wooden panel, after being broken out. The carpeting in the game room had a large green stain in front of the arts and crafts closet.

There was a corral area used for horsemanship and riding lessons. The residents run, hike and do nature studies in the surrounding hills. Each unit had board games and the school had a computer lab and a variety of books for the residents' use.

The meals were prepared daily in the main kitchen and served in the adjacent dining area. There was a sufficient supply of frozen foods, meat, canned goods, bakery items, and fresh fruit properly stored.

Recommendations

1. Trinity-Anza management:

- a. Provide plants, pictures, knick-knacks, etc., in the common rooms and resident bedrooms to create a home-like environment as required by the Statement of Work.**
- b. Repair/replace the carpeting in each of the living units and the infirmary.**
- c. Repair the torn couches in the team meeting rooms of Alligators, Cougars, and Dragons units.**
- d. Repair/Replace damaged and missing mirrors in the bathroom areas of Alligators, Cougars, Dragons, and Eagles units.**
- e. Replace the damaged soap dispensers in the bathrooms of the Cougars and Eagles units.**
- f. Repair the chair in bedroom number four of the Alligators unit.**
- g. Replace the cracked bathroom sink in the Cougars unit.**
- h. Replace the door on the last stall in the bathroom of the Dragons unit.**
- i. Replace the missing cover plates on the electrical junction boxes in bedroom number three of the Dragons unit and in bedrooms number three and six of the Hawks unit.**
- j. Repair and paint the wall in bedroom number three of the Dragons unit and in bedroom number two of the Hawks unit.**

- k. Repair the tile between the urinals in the bathroom area of the Eagles unit.
- l. Remove graffiti from the door and door frames in bedrooms number two and three in the Eagles unit.
- m. Remove the graffiti covered bulletin board in bedroom number three of the Eagles unit.
- n. Repair the ceiling in the main hallway of the infirmary.
- o. Repair the gym floor.
- p. Repair the broken window in the pool room.
- q. Clean the carpeting in the game room.

II. PROGRAM SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Eight

Comments:

The residents met Trinity-Anza’s population criteria as outlined in their program statement and each received an initial diagnostic assessment.

Seven of the reviewed Needs and Services Plans (NSPs) were realistic, measurable, and time specific. One case file did not have a current NSPs.

In five of the seven cases, the children and placement workers participated in the development and updating of the NSPs. In the two other cases, the children and/or their placement workers did not participate in the development and updating of the NSPs.

Six residents’ Quarterly Reports were current, comprehensive, timely, and focus on the goals in the NSPs. Two residents did not have current Quarterly Reports.

The residents were receiving individual and group therapy.

Recommendations

2. Trinity-Anza management:

- a. **Maintain current Needs and Services Plans for each resident.**
- b. **Include both the child and the placement worker in the development and updating of the Needs and Services Plans for each child.**
- c. **Provide current Quarterly Reports for each child.**

III. EDUCATIONAL AND EMANCIPATION SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Eight

Comments:

The residents were enrolled in school and their records contained progress reports and/or semester grade cards. One resident required and had a current Individualized Education Plan. The residents reported they were provided a sufficient amount of educational stimulation away from school on a daily basis and felt that the staff was supportive of their academic progress.

As part of the development of daily living skills the residents were responsible for maintaining their living areas and rooms, hygiene, and personal care.

Age-appropriate residents were offered the opportunity to participate in emancipation and vocational programs. Each resident was able to spend their allowance as they chose. Four of the residents worked and were able to manage the money they earned.

Recommendations

There are no recommendations for this section.

IV. RECREATION AND ACTIVITIES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Eight

Comments:

A monthly calendar of activities was developed and followed with input from the residents and staff. Residents make suggestions for activities and outings at Group Centered Leadership through the unit resident representative of Student Council, or by asking recreation and unit staff.

Residents were permitted and encouraged to participate in activities such as sports, classes, and workshops and had free time to use as they wish. Transportation was provided to and from activities as needed.

Recommendations

There are no recommendations for this section.

V. PSYCHOTROPIC MEDICATION

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: There were eighty-four residents placed in the agency at the time of the review. A review of case files was conducted for the twenty L.A. County placed residents on psychotropic medications.

Comments:

Of the residents receiving psychotropic medication, nineteen had court authorizations that were current or had been submitted to the court for approval. One resident did not have a current court authorization on file.

Documentation confirmed that children were routinely seen by the psychiatrist for an evaluation of their medication.

The medication logs were appropriately maintained.

Recommendations

- 3. Trinity-Anza management reinforce to staff the requirement of having current court authorizations and monitor for compliance.**

VI. PERSONAL RIGHTS

Method of assessment – Resident interviews

Sample size for resident interviews: Eight

Comments:

The residents were presented with the policies, rules and regulations when arriving in placement. The residents stated that the rules were generally fair, as were the consequences for not following them. They felt safe in the home, liked the staff, and were treated with respect. They indicated that a sufficient number of staff was always in

the home when residents were present. The children rated the facility from “fair” to “very good.”

Resident chores included the maintenance of their own rooms and common areas. The daily upkeep and cleaning were rotated and the residents did not feel they were too demanding.

Visits were permitted with sufficient privacy. One resident, without court authorized monitored phone calls, claimed his phone call conversations were monitored by staff. This was discussed with management during the exit conference who stated the living units were not equipped with phone receivers that can share the same line.

Seven residents were able to have telephone contact with their placement worker as they wish. However, one resident claimed he has, at times, been denied the opportunity to call his probation officer. This was discussed with management who denied the child had been restricted from contact, and felt the child was unhappy with being in placement.

Each resident indicated they had religious freedom and that they felt staff was culturally sensitive to each resident’s background and ethnicity.

Five residents expressed overall satisfaction with the food, describing it as “fair” to “very good.” Three residents claimed that they did not always have enough food for “seconds” and of those three, two felt they did not have enough time to eat, and one was still hungry after meals described the food as “poor” and “not cooked right.” We also noted that the children were not involved in menu planning as required by the Statement of Work.

The residents stated that their health care needs were being met, they had been informed about their medication, and were aware of their legal right to refuse medication.

Recommendations

4. Trinity-Anza management:

- a. Ensure that each resident can call their placement worker.**
- b. Provide “seconds” at all meals, and sufficient time for residents to eat their meals.**
- c. Give residents the opportunity to participate in menu planning.**

VII. CLOTHING AND ALLOWANCE

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Eight

Comments:

The residents met Department of Children and Family Services (DCFS) clothing standards for quality. However, four of the residents did not meet standards for quantity. One resident was lacking enough outfits, an additional sweatshirt, a jacket, and a bathrobe. One resident was lacking enough outfits and undershirts. One was lacking an additional sweater/sweatshirt and the other resident did not have enough pants. The clothing logs did not confirm that at least fifty dollars every month was allocated for clothing purchases.

Trinity-Anza followed their program statement in regard to clothing purchases. The residents “shop” for clothes in the community upon the first or initial clothing purchase. The residents were able to select subsequent purchases of clothing by submitting an order form that generally describes the item, i.e. colored t-shirt, sport shoes, dress shirt, etc. However, the residents need to have the ability to physically select the purchases, shop in the community, and be provided a varied selection of clothing they may wish to purchase and wear. In addition, the agency did not maintain a clothing allowance log that reflected the date, amount received, amount spent, and any ongoing balance for each resident as required by the Statement of Work.

The residents were provided with at least the required minimum weekly allowance that they were able to increase based on the agency’s behavioral system.

Trinity-Anza provided the residents with a sufficient amount of appropriate personal care items and grooming supplies. Seven of the residents were provided with sufficient, secured storage space. However, one resident did not have a locked box or other means to secure his personal property.

The residents did not have life books.

Recommendations

5. Trinity-Anza management:

- a. Provide each child with sufficient clothes to meet DCFS’ clothing standards for quantity.
- b. Properly maintain monthly clothing logs that confirm the allocation of at least fifty dollars per month per resident.

- c. Provide all residents the opportunity to routinely “shop” in the community for their clothing and expand on their variety of clothing choices.**
- d. Provide secured storage of personal property for all residents.**
- e. Offer each child the opportunity to maintain a life book.**