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November 4, 2003

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

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORTS - CALIFORNIA  
FAMILY LIFE CENTER, HEMET HOUSE, HEMET RANCH, AND  
SUNSET HOUSE FACILITIES**

We have completed a review of the three group homes operated by California Family Life Center, Hemet House, Hemet Ranch, and Sunset House. Each home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

The three homes are located in Riverside County and provide care for girls, ages 13-17 years, who have been physically and/or sexually abused and/or suffered emotional, psychological, or social neglect.

Hemet House is a six-bed facility that at the time of the monitoring visit was providing services for one Los Angeles County Probation child, three children from Riverside County Probation, one child from Ventura County Probation, and one from San Diego County Probation.

Hemet Ranch is a twenty bed facility that at the time of the monitoring visit was providing services for four Los Angeles County Probation children, nine children from San Diego County Probation, two from Riverside County Probation, and one child each from Santa Barbara County Probation, Ventura County Probation, Kern County Probation, Imperial County Probation, and San Luis Obispo County Probation.

*"To Enrich Lives Through Effective and Caring Service"*

Sunset House is a six bed facility that at the time of the monitoring visit was providing services for three Los Angeles County Probation children, and one child each from Orange County Probation, Kern County Probation, and San Bernardino County Department of Children's Services.

### **Scope of Review**

The purpose of the review was to verify that the three agencies were providing services outlined in their Program Statements. Additionally, the review covered basic child safety and licensing issues. The review included an evaluation of each home's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with one child placed in Hemet House and two children each in Hemet Ranch and Sunset House at the time of the reviews. The interviews with the residents were designed to obtain their perspectives on the program services provided by each home and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, all three homes were providing the services outlined in their Program Statements. However, we did note various areas where improvements are needed.

#### **Hemet House**

Hemet House needs to make repairs to its facility.

#### **Hemet Ranch**

Hemet Ranch needs to make repairs to its facility; maintain school progress/report cards; obtain current court authorization for prescribed psychotropic medications; provide monthly medication evaluations for each child receiving psychotropic medication; provide each resident with a bathrobe; and offer each resident a life book.

#### **Sunset House**

Sunset House needs to improve its Needs and Services Plans by providing documentation of placement worker participation.

Attached are detailed reports of the findings for each home.

### **Review of Report**

We discussed our report with the Agency's management. The Agency's management is required to provide DCFS with a written corrective action plan within fifteen business

days from the receipt of this report. We thank the management and staff for their cooperation during our reviews.

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

JTM:PM:CC

- 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
- Rodney Walker, Executive Director, California Family Life Center

**CALIFORNIA FAMILY LIFE CENTER  
Hemet House  
25873 Hemet Street  
Hemet, CA 92544  
(909) 765-6955  
License No.: 330908393  
Rate Classification Level: 12**

**I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: One**

**Comments:**

Hemet House is one of three group home facilities operated by the California Family Life Center. This ranch style home sits on a large residential lot and blends well with other homes in the neighborhood. The exterior of the house was well landscaped and attractive with a large backyard.

The interior of the home was generally neat and clean with comfortable furnishings in the common areas in good condition. The bedrooms were nicely decorated, comfortably furnished, and personalized by the residents with toys, pictures, knick-knacks, and stuffed animals. However, there were several areas that required improvement.

The wall next to the bathtub in the main bathroom had been patched and needed painting. The bathroom tub needed to be re-caulked around the rim where the tile met the bathtub edge. In the bathroom in bedroom number four, the toilet seat was broken.

The mattress nearest the window in bedroom number two was sagging, and in bedroom number three, a light bulb was missing from the ceiling light fixture.

The facility had a basketball goal, pool table, piano, and other recreational equipment for the residents' use. However, the weight machine in the outside breezeway was broken. There was a sufficient supply of resource and age-appropriate reading materials, games, a TV, VCR, and computer.

There was a sufficient supply of frozen foods, meat, canned goods, bakery items, and fresh fruit, properly stored.

## **Recommendations**

1. **Hemet House management:**
  - a. **Paint the wall next to the bathtub in the main bathroom.**
  - b. **Re-caulk the rim of the bathtub in the main bathroom.**
  - c. **Replace the broken toilet seat lid in the bathroom in bedroom number four.**
  - d. **Replace the sagging mattress in bedroom number two.**
  - e. **Replace the light bulb in bedroom number three.**

## **II. PROGRAM SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: One**

### **Comments:**

The resident met Hemet House's population criteria as outlined in their program statement and received a complete initial diagnostic assessment after being admitted into the program.

The Needs and Services Plan (NSP) was realistic, measurable, and time specific. Both the child and her placement worker participated in the development of the NSP.

The Quarterly Report was current, comprehensive, timely, and focused on the goals in the NSP.

The resident was receiving individual and group therapy.

## **Recommendations**

**There are no recommendations for this section.**

## **III. EDUCATIONAL AND EMANCIPATION SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: One**

**Comments:**

The resident was a high school graduate and enrolled in cosmetology school. The resident reported that she was provided a sufficient amount of educational stimulation away from school on a daily basis and felt that the staff was supportive of her academic progress.

Development of daily living skills was part of Hemet House's program. The resident was involved in the planning and preparation phase of meals and employment preparation. In addition, she was involved in emancipation and vocational programs. The resident was able to spend her allowance as she chose and was not employed.

**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: One**

**Comments:**

Hemet House follows a specific recreation schedule of activities with input from the residents and staff. Residents can suggest programs and ask staff for specific activities at any time.

Residents are encouraged to participate in activities they desire and have free time during the day.

Transportation is provided to and from activities.

**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 six residents placed in the agency at the time of the review. A review of case files was not conducted as there were no Los Angeles County residents prescribed psychotropic medications.**

**Comments:**

According to management, there were no Los Angeles County residents receiving psychotropic medication.

**Recommendations**

**There are no recommendations for this section.**

**VI. PERSONAL RIGHTS**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: One**

**Comments:**

The resident was presented with the policies, rules and regulations when arriving in placement. The resident felt that the rules were generally fair as were the consequences for not following them. She stated that the home had a “really good” program. The resident indicated that she felt safe in the home, liked most of the staff, felt she was treated “pretty good” and with respect, and that a sufficient number of staff was always in the home when residents were present. The resident rated the facility as “good.”

Resident chores included the maintenance of their bedrooms and the common areas which the resident did not feel were too demanding.

Phone calls and visits were permitted with sufficient privacy and the resident was able to contact her placement worker. The resident indicated that she had religious freedom, her health care needs were being met, and that staff was culturally sensitive to each resident’s background and ethnicity.

The resident described the food as good and was aware of her right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

**VII. CLOTHING AND ALLOWANCE**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: One**

**Comments:**

The resident clothes met the Department of Children and Family Services (DCFS) clothing standards for quality but lacked a bathrobe. Hemet House provided the resident with the required monthly allowance in the amount of fifty dollars, and the resident was given the opportunity to select her own clothes.

The resident was provided with at least the required minimum weekly allowance that she was able to increase based on the agency's behavioral system.

Hemet House provided the resident with adequate personal care items and sufficient, secure space to store her personal items.

The resident had a life book.

**Recommendations**

1. **Hemet House management provide all residents with a bathrobe.**



**CALIFORNIA FAMILY LIFE CENTER  
Hemet Ranch  
41431 Gibbel Road  
Hemet, CA 92543  
(909) 765-6955  
License No.: 330908390  
Rate Classification Level: 12**

**I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Hemet Ranch is one of three group home facilities operated by California Family Life Center. Located in the foothills of Hemet, the property has two houses, a four bedroom upper home and a six bedroom lower home. The facility also has a variety of recreation outlets, administrative and counseling offices, and a variety of farm animals and enclosures. The exterior of the homes were nicely landscaped and the grounds properly maintained.

The interiors of the homes were generally clean with comfortable furnishings in the common areas of the houses in good condition. The bedrooms were spacious, comfortable, and decorated to each resident's desire with posters, stuffed animals, pictures, and other personal property. However, there were several areas that required improvement.

Upper House

The carpet at the threshold of the entryway to the upper house was not secured to the floor. In bedroom number one, the grill was missing from the ceiling air vent and in bedroom number four, a light bulb and fixture lens were missing from the corner ceiling fixture.

Lower House

The baseboard paint was chipped and worn in the living room. In the living room, the metal mesh on the face of the entertainment cabinet was damaged. In the kitchen, the Formica counter top next to the stove was worn, a face strip was missing from the counter under the microwave and the lid was missing on the trash can.

The toilet seat in bathroom number three was worn and the walls in bedroom number two needed painting.

The facility had a swimming pool, basketball goal, volleyball court, swings, a piano, and garden plots maintained by the children. There were encyclopedias along with a supply of other resource and age-appropriate reading materials, table games, TVs, a VCR, and computers.

There was a sufficient supply of frozen foods, meat, canned goods, bakery items, and fresh fruit, properly stored.

### **Recommendations**

- 1. Hemet Ranch management:**
  - a. Repair the carpeting at the threshold of the entry to the upper house.**
  - b. Replace the missing ceiling vent grill in bedroom number one of the upper house.**
  - c. Replace the light bulb and lens to the corner light fixture in bedroom number four of the upper house.**
  - d. Repair the baseboard in the living room of the lower house.**
  - e. Repair the metal mesh on the entertainment center in the living room of the lower house.**
  - f. Replace the worn Formica counter top next to the stove in the kitchen.**
  - g. Replace the missing Formica face strip on the countertop under the microwave in the kitchen.**
  - h. Replace the lid on the trashcan for the kitchen.**
  - i. Replace the worn toilet seat in bathroom number three in the lower house.**
  - j. Repaint bedroom number two of the lower house.**

## II. PROGRAM SERVICES

### Method of assessment – Review of relevant documents and resident interviews

#### Sample size for resident interviews: Two

#### Comments:

Both residents met Hemet House's population criteria as outlined in their program statement and received a complete initial diagnostic assessment after being admitted into the program.

The Needs and Services Plans (NSP) were realistic, measurable, and time specific. Both the children and their placement workers were participants in the development of the NSPs.

One resident's Quarterly Report was current, comprehensive, timely, and focused on the goals in the NSP. The other resident did not require a Quarterly Report at the time of the review.

Both residents were receiving individual and group therapy.

#### Recommendations

**There are no recommendations for this section.**

## III. EDUCATIONAL AND EMANCIPATION SERVICES

### Method of assessment – Review of relevant documents and resident interviews

#### Sample size for resident interviews: Two

#### Comments:

The residents attend school. Neither resident required an Individualized Education Plan however, their case records did not contain report cards and/or progress reports. The residents reported that they were provided a sufficient amount of educational stimulation away from school on a daily basis and that the staff was supportive of their academic progress.

Development of daily living skills was a part of Hemet Ranch's program. The residents were involved in doing daily chores, their laundry, and personal care.

Both residents were offered the opportunity to participate in emancipation programs and vocational services. Both residents could spend their allowance as they chose. Neither

resident was employed.

**Recommendations**

- Hemet Ranch management maintain report cards and progress reports for all residents.**

**IV. RECREATION AND ACTIVITIES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Hemet Ranch follows a specific recreation schedule of activities with input from the residents and staff. Residents can suggest programs and ask staff for specific activities at any time.

Residents were encouraged to participate in activities that they desire and have the opportunity for play at free times during the day.

Transportation is provided to and from activities.

**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 twenty residents placed in the agency at the time of the review. A review of case files was conducted for the four Los Angeles County residents prescribed psychotropic medications.**

**Comments:**

None of the four residents receiving psychotropic medication had current court authorizations. Documentation confirmed that three of the children’s medications were reviewed each month by the psychiatrist. One resident’s case file did not contain documentation of a current evaluation of the prescribed medication.

Medication distribution logs were appropriately maintained.

## **Recommendations**

3. **Hemet Ranch management:**
  - a. **Maintain current court authorizations for all psychotropic medications being prescribed.**
  - b. **Ensure that a monthly psychiatric evaluation is done for each resident on psychotropic medication.**

## **VI. PERSONAL RIGHTS**

### **Method of assessment – Resident interviews**

#### **Sample size for resident interviews: Two**

#### **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. The residents liked and felt safe in the home, liked the staff, and felt they were treated with respect. Further, they felt that the staff was culturally sensitive to each resident's background and ethnicity. The residents indicated that a sufficient number of staff was always in the home when residents were present and rated the home as "fair" and "very good."

Resident chores included the maintenance of their own rooms and common areas which the residents did not feel were too demanding. Phone calls and visits were permitted with sufficient privacy and both residents were able to contact their placement workers. Both residents indicated that they had religious freedom.

The residents described the food as "good" and "very good."

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

## **Recommendations**

**There are no recommendations for this section.**

## **VII. CLOTHING AND ALLOWANCE**

### **Method of assessment – Review of relevant documents and resident interviews**

## **Sample size for resident interviews: Two**

### **Comments:**

The residents met the Department of Children and Family Services (DCFS) clothing standards for quality however, one resident did not have a bathrobe. Hemet Ranch provides its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are given the opportunity to select own clothes.

Residents are provided with a fair minimum weekly allowance which they were able to increase based on the agency's behavioral system.

Hemet Ranch provides residents with adequate personal care items and sufficient, secure space to store their personal items.

Neither resident had a life book.

### **Recommendations**

- 4. Hemet Ranch management:**
  - a. Provide each resident with a bathrobe.**
  - b. Offer each resident a life book.**

**CALIFORNIA FAMILY LIFE CENTER  
Sunset House  
41021 Sunset Lane  
Hemet, CA 92544  
(909) 765-6955  
License No.: 330908391  
Rate Classification Level: 12**

**I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Sunset house is one of three group home facilities operated by California Family Life Center. This attractive house is located on a corner lot in a quiet neighborhood and blends well with other homes on the block. The exterior of the house was well maintained and nicely landscaped.

The interior of the home was generally clean, with comfortable furniture in good condition. The bedrooms were spacious, comfortable, and decorated to each resident's desire with posters, plants, pictures, and other personal property.

The facility had a swimming pool, piano, and other recreational equipment for the residents' use. There were encyclopedias along with a supply of other resource and age-appropriate reading materials, table games, a stereo, TV, VCR, and computer.

There was a sufficient supply of frozen foods, meat, canned goods, bakery items, and fresh fruit, properly stored.

**Recommendations**

**There are no recommendations for this section.**

**II. PROGRAM SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Both residents received complete initial diagnostic assessments after being admitted into the program.

The Needs and Services Plans (NSPs) were current, realistic, measurable, and time specific. One resident and her placement worker participated in the development and updating of the NSP. However, the other resident and her placement worker did not participate in the development and updating of the NSP.

Both Quarterly Reports were timely and focused on the goals in the NSPs.

Both residents were receiving individual and group therapy.

**Recommendations**

- 1. Sunset House management include both the child and the placement worker in the development and updating of the Needs and Services Plan.**

**III. EDUCATIONAL AND EMANCIPATION SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents attend school. Neither resident required an Individualized Education Plan and both of their case records contained past or current semester report cards and/or progress reports. The residents reported that they were provided a sufficient amount of educational stimulation away from school on a daily basis and that staff was supportive of their academic progress.

Development of daily living skills was a part of Sunset House's program. The residents were involved in doing daily chores, their laundry, and personal care.

Both residents were offered the opportunity to participate in emancipation programs and vocational training services. Both residents could spend their allowance as they chose. One resident was employed and able to manage her own money.

**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: Two**

**Comments:**

Sunset House follows a specific recreation schedule of activities with input from the residents and staff. Residents can suggest programs and ask staff for specific activities at any time.

Residents are encouraged to participate in activities that they desire and have the opportunity for play at free times during the day.

Transportation is provided to and from activities.

**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 six residents placed in the agency at the time of the review. A review of case files was not conducted as there were no Los Angeles County placed residents prescribed psychotropic medications.**

**Comments:**

According to management, there were no Los Angeles County residents receiving psychotropic medication.

**Recommendations**

**There are no recommendations for this section.**

#### **VI. PERSONAL RIGHTS**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**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 residents liked and felt safe in the home, liked the staff, and felt they were treated with respect. Further, they felt that the staff was culturally sensitive to each resident's background and ethnicity. The residents indicated that a sufficient number of staff was always in the home when residents were present and rated the home as "very good."

Resident chores included the maintenance of their own rooms and common areas which the resident did not feel were too demanding.

Phone calls and visits were permitted with sufficient privacy and residents were able to contact their placement workers. Both residents indicated that they had religious freedom.

Both residents described the food as good, felt that their health care needs were being met, had been informed about their medication, and were aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

**VII. CLOTHING AND ALLOWANCE**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Sunset House provides appropriate clothing, items of necessity, and allowances to the residents. Sunset House supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

Residents are provided with at least the required minimum weekly allowance that they can increase based on the agency's behavioral system.

Sunset House provides residents with adequate personal care items and sufficient, secure space to store their personal items.

The residents had life books.

**Recommendations**

**There are no recommendations for this section.**