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DEPARTMENT OF AUDITOR-CONTROLLER**

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March 7, 2006

TO: Mayor Michael D. Antonovich
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – ACTIVE
COMMUNICATION TREATMENT SERVICES (ACTS) GROUP HOMES,
INCORPORATED, BLOOMINGTON, MENTONE AND RIALTO GROUP
HOMES**

We have completed a review of Bloomington, Mentone and Rialto Group Homes (Group Home or Agency) operated by ACTS Group Homes, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Bloomington Group Home is a 28 bed facility, which provides care for Boys ages 7-17 years who exhibit behavioral social and emotional difficulties. At the time of the monitoring visit, Bloomington Group Home was providing services for one Los Angeles County DCFS child, six Los Angeles County Probation children; sixteen San Bernardino County children, two Riverside County children, two Ventura County children, one San Diego County child, and one Stanislaus County child.

Mentone Group Home is a 16-bed facility which provides care for Boys ages 7-17 years who exhibit behavioral social and emotional difficulties. At the time of the monitoring visit Mentone Group Home was providing services for seven Los Angeles County Probation children, and eight San Bernardino County children.

"To Enrich Lives Through Effective and Caring Service"

Rialto Group Home is a 10-bed facility, which provides care for boys ages 7 -17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit Rialto Group Home was providing services for two Los Angeles County DCFS children, six San Bernardino County children, and two Riverside County children.

ACTS Group Homes are located in San Bernardino County.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

All three group homes need to replace bed pillows; clean and repair bedroom window coverings; maintain comprehensive Needs and Services Plans that include long and short term goals; and provide children with opportunities to participate in planning activities.

Bloomington Group Home needs to remove debris from the backyard; repair the fence; repair the kitchen stove burner, and bathroom faucets; maintain current court authorizations for children taking psychotropic medication; and provide children with the minimum weekly allowance.

Mentone Group home needs to repair or replace damaged window screens and frames; and provide children with the required minimum weekly allowance.

Rialto Group Home needs to remove the lawn debris from the side of the house; replace the bathroom sink and the floor; and maintain current court authorizations for children taking psychotropic medication.

Attached is a detailed report of the review.

Board of Supervisors

March 7, 2006

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Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:ec

http://auditor.co.la.ca.us/group_home.asp

Attachments

c: David E. Janssen, Chief Administrative Officer
David Sanders, Ph.D., Director, DCFS
Paul Higa, Chief Probation Officer
Ike Kerhulas, Executive Director, ACTS
Public Information Office
Audit Committee

**Active Communication Treatment System for Children
Bloomington Group Home
18136 Jurupa Avenue
Bloomington, California 92316
Phone: (909) 877-5499
License Number: 360908883
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Bloomington Group Home is located in a residential community. The front and back yards are adequately landscaped. However, the exterior of the Group Home is not well maintained. Bricks are missing from the block fence; an open trailer is being used as a dumpster, and broken recreational equipment and an old chain-link fence are discarded in the backyard.

Overall, the interior of the Group Home is maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the right rear burner on the kitchen stove does not work. In bathroom one, the water pressure is low, and in bathroom two the cold water faucet does not work.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. The window screens are in good repair, however, the slats on the blinds in the children's bedrooms are dirty, and some of the slats are missing. The mattresses are comfortable, and the beds all have a full complement of linens. However, the pillows are worn and flat. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. ACTS Group Home management:

- a. Remove all debris from the backyard.**

- b. Repair the brick fence.
- c. Repair the right rear burner on the kitchen stove.
- d. Repair bathroom faucets.
- e. Replace children's pillows.
- f. Clean and repair bedroom window coverings.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The Needs and Services Plans are current, however, they are not comprehensive, and do not include long and short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

- 2. ACTS Group Home management maintain comprehensive Needs and Services Plans that are measurable, attainable and include long and short term goals.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-

help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. However, children are not provided with sufficient opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

- 3. ACT Group Home management provide children with sufficient opportunities to participate in planning activities.**

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Documentation confirms that children are routinely seen by the prescribing psychiatrist. However, one child does not have a current court authorization for the psychotropic medication that he is taking.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendation

4. ACTS Group Home management maintain current court authorizations for all children taking psychotropic medication.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home’s policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select

their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children spend their allowances as they choose. However, the Group Home does not provide children with the required minimum weekly allowance.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

- 5. ACTS Group Home management provide children with the required minimum weekly allowance.**

**Active Communication Treatment System for Children
Mentone Group Home
2258 Mentone Boulevard
Mentone, California 92359
Phone: (909) 784-1975
License Number: 366407871
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Mentone Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the window screens on the laundry, kitchen and dining room windows are torn and the frames are bent.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. The window screens are in good repair, however, the slats on the blinds in the children's bedrooms are dirty, and some of the slats are missing. The mattresses are comfortable, and the beds all have a full complement of linens. However, the pillows are worn and flat. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. ACTS Group Home management:

- a. Repair or replace damaged window screens and frames.**
- b. Clean and repair bedroom window coverings.**

c. Replace the children's pillows.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The Needs and Services Plans are current, however, they are not comprehensive, and do not include long and short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

- 2. ACTS Group Home management develop and maintain comprehensive Needs and Services Plans that are measurable, attainable and include long and short term goals.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. However, children are not provided with sufficient opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

- 3. ACTS Group Home management provide children with sufficient opportunities to participate in planning activities.**

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments: Two

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children have private visitors, make and receive personal telephone calls, and send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children spend their allowances as they choose. However, the Group Home does not provide children with the required minimum weekly allowance.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

4. ACTS Group Home management provide children with the required minimum weekly allowance.

**Active Communication Treatment System for Children
Rialto Group Home
955 S. Lilac Avenue
Rialto, California 92376
Phone: (909) 873-0922
License Number: 360908930
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Rialto Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped. However, there is lawn debris on the side of the house.

Overall, the interior of the Group Home is maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the group home. The Group Home provides a home-like environment. However, in bathroom two the sink is heavily stained with rust, and the linoleum is separating from the floor in the shower area.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. The window screens are in good repair, however, the slats on the blinds in the children's bedrooms are dirty, and some of the slats are missing. The mattresses are comfortable, and the beds all have a full complement of linens. However, the pillows are worn and flat. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. ACTS Group Home management:

- a. Remove the lawn debris for the side of the house.**
- b. Repair or replace the bathroom sink and the floor in bathroom two.**
- c. Replace pillows.**

- d. Clean and repair bedroom window coverings.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home’s population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The Needs and Services Plans are current; however, they are not comprehensive, and do not include long and short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

- 2. ACTS Group Home management develop and maintain comprehensive Needs and Services Plans that are measurable, attainable and include long and short term goals.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home’s program includes the development of children’s daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. However, children are not provided with sufficient opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

- 3. ACTS Group Home management provide children with sufficient opportunities to participate in planning activities.**

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments: Two

Documentation confirms that children are routinely seen by the prescribing psychiatrist. However, one child does not have current court authorization for the psychotropic medication that he is taking.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendation

- 4. ACTS Group Home management maintain current court authorizations for all children taking psychotropic medication.**

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home’s policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children have private visitors, make and receive personal telephone calls, and send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

ACTS FOR CHILDREN
Corrective Action Plan
Bloomington Facility

The following corrective action plan responds to the recommendations that were documented:

Recommendation - Facility and Environment:

1. ACTS Group Home Management

- a. Remove all debris from the backyard

Correction: Please see photograph where debris has been cleared (Photograph A)

- b. Repair the brick fence

Correction: Please see photograph showing brick fence repair (Photograph B)

- c. Repair the right rear burner on the kitchen stove

Correction: Please see photograph showing repair of right rear burner on kitchen stove. Burners are shown lit (Photograph C).

- d. Repair bathroom faucets

Correction: Please see photograph showing hot and cold water running (Photograph D)

Shawn Cardoza, Maintenance Supervisor, is responsible for making sure corrective actions remain implemented for corrections a, b, c, d.

- e. Replace children's pillows

Correction: Please see receipt showing pillow purchases.

Barbara Bouie, Program Director, is responsible for monitoring that corrective action plan remains implemented.

- f. Replace or clean the blind slats in all bedrooms as needed

Correction: Please see photographs showing replacement blinds (Photograph E)
Shawn Cardoza, Maintenance Supervisor, is responsible for monitoring that corrective action plan remains implemented.

Recommendation - Program Services

2. ACTS Group Home Management maintains comprehensive Needs and Services Plan that are measurable, attainable and include long and short term goals.

Correction: All Appraisal and Needs and Services Plans are measurable and include long and short term goals (please see sample).

Ron Rockenbach, Clinical Coordinator, is responsible for monitoring that corrective action plan remains implemented.

Recommendation - Recreation and Activities

3. ACTS Group Home Management provides children with an opportunity to participate in planning activities

Correction: Please see revised Activities Policy documenting resident involvement in planning activities (#8).

Barbara Bouie, Program Director, is responsible for monitoring that corrective action plan remains implemented.

Recommendation - Psychotropic Medication

4. ACTS Group Home management maintains current court authorizations for children who are prescribed psychotropic medication.

Correction: All children at ACTS for Children have current court authorizations for psychotropic medication. These authorizations will be required at intake and maintained by the Medical Coordinator.

Ron Rockenbach, Clinical Coordinator, is responsible for monitoring that corrective action plan remains implemented.

Recommendation - Clothing and Allowance

5. ACTS Group Home environment provides children with the required minimum base allowance

Correction: Children at ACTS for Children are provided with the minimum base allowance. Please see attached allowance schedule.

Barbara Bouie, Program Director, is responsible for monitoring that corrective action plan remains implemented.

Hodkinson 1/18/06

ACTS FOR CHILDREN
Corrective Action Plan
Mentone Facility

The following corrective action plan responds to the recommendations that were documented:

Recommendation - Facility and Environment:

1. ACTS Group Home Management
 - a. Repair or replace damaged window screens and frames
Correction: Please see photograph showing window screen replacements (Photograph I).
 - b. Replace and clean the blind slats in all bedrooms as needed
Correction: Please see photographs showing replacement of blinds in bedrooms (Photograph J).
 - c. Replace the children's pillows
Correction: Please see receipt documenting pillow purchases.
 - d. Replace and clean the blind slats in all bedrooms as needed
Correction: Please see photographs showing replacement of blinds in bedrooms (Photograph J).
Shawn Cardoza, Maintenance Supervisor, is responsible for monitoring that corrective action plans a, b, c and d remain implemented.

Recommendation - Program Services

2. ACTS Group Home Management maintains comprehensive Needs and Services Plans that are measurable, attainable and include long and short term goals.
Correction: All Appraisal and Needs and Services Plans are measurable and include long and short term goals (please see sample).
Ron Rockenbach, Clinical Coordinator, is responsible for monitoring that corrective action plan remains implemented.

Recommendation - Recreation and Activities

3. ACTS Group Home Management provides children with sufficient opportunity to participate in planning activities
Correction: Please see revised Activities Policy documenting resident involvement in planning activities (#8).
Kay Carter, Facility Administrator, is responsible for monitoring that corrective action plan remains implemented.

Recommendation - Clothing and Allowance

4. ACTS Group Home Management provides children with the required minimum base allowance
Correction: Children at ACTS for Children are provided with the minimum base allowance. Please see attached allowance schedule.
Kay Carter, Facility Administrator, is responsible for monitoring that corrective action plan remains implemented.

Kay Carter 1/18/06

ACTS FOR CHILDREN
Corrective Action Plan
Rialto Facility

The following corrective action plan responds to the recommendations that were documented:

Recommendation - Facility and Environment:

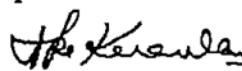
1. ACTS Group Home Management
 - a. Remove the lawn debris from the side of the house
Correction: Please see photograph showing debris removed from side of house (Photograph F)
Shawn Cardoza, Maintenance Supervisor, is responsible for making sure that corrective action plan remains implemented.
 - b. Repair or replace the bathroom sink and floor
Correction: Please see photograph of bathroom remodel in progress at Rialto facility. Anticipated completion is 6-8 weeks. (Photograph G).
Shawn Cardoza, Maintenance Supervisor, is responsible for implementing the corrective action plan and insuring it remains implemented.
 - c. Replace pillows and floor mats
Correction: Please see attached receipt documenting pillow and shower mat purchases.
Yolanda Jordan, Facility Manager, is responsible for monitoring that corrective action remains implemented.
 - d. Replace and clean the blind slats in all bedrooms as needed
Correction: Please see photographs showing screen and blind replacements at Rialto facility (Photograph H).
Shawn Cardoza, Maintenance Supervisor, is responsible for monitoring that corrective action plan remains implemented.

Recommendation - Program Services

2. ACTS Group Home Management maintains comprehensive Needs and Services Plans that are measurable, attainable and include long and short term goals.
Correction: All Appraisal and Needs and Services Plans are measurable and include long and short term goals (please see sample).
Ron Rockenbach, Clinical Coordinator, is responsible for monitoring that corrective action plan remains implemented.

Recommendation - Recreation and Activities

3. ACTS Group Home Management provides children with sufficient opportunity to participate in planning activities
Correction: Please see revised Activities Policy documenting resident involvement in planning activities (#8).
Yolanda Jordan, Facility Manager, is responsible for monitoring that corrective action plan remains implemented.

 1/18/06