COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER

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J. TYLER McCAULEY
AUDITOR-CONTROLLER

March 21, 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 – ETTIE LEE YOUTH AND FAMILY SERVICES, WATERFLOW RANCH GROUP HOME**

We have completed a review of Waterflow Ranch Group Home (Group Home or Agency) operated by Ettie Lee Youth and Family Services. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Waterflow Ranch Group Home is a twelve-bed facility, which provides care for boys ages 14-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Waterflow Ranch Group Home was providing services for seven Los Angeles County probation children, and one Riverside County child.

Waterflow Ranch Group Home is located in Riverside 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 Group Home has deficient areas that need to be addressed.

The Group Home needs to make repairs to the exterior of the home; clean the kitchen floor and ceiling; repair the dining room floor tile; clean the carpeting throughout the Group Home; clean all of the shower doors; clean toilet seats and toilet stalls; repair the bathroom mirror and toilet paper holder; replace the window coverings; replace the bulletin board; clean the walls in the children's' bedrooms; provide children with a computer; develop a treatment team to implement the Needs and Services Plans with input from the child; and provide children with opportunities to participate in age-appropriate extra-curricular activities.

Attached is a detailed report of the review.

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:gfw
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
Clayton Downey, Executive Director, Ettie Lee Youth and Family Services
Public Information Office
Audit Committee

Ettie Lee Youth and Family Services
Waterflow Ranch Group Home
1119 West 7th Street
San Jacinto, California 92353
Phone: (626) 960-4862
License Number: 330901030
Rate Classification Level: 12

I. Facility and Environment

Method of assessment – Observation

Comments:

Waterflow Ranch Group Home is located in a residential community. The front and back yards are clean, and adequately landscaped. However, the exterior of the Group Home is not well maintained, there are cracks on the outside of the house, and the wooden columns in front of the house are rotting.

Overall, the interior of the Group Home and common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the kitchen floor and ceiling are dirty; the dining room floor tile is damaged; the carpeting throughout the Group Home is dirty and stained; the shower doors, toilet bowl and toilet stalls are dirty; the toilet seats are worn; a bathroom mirror has permanent writing on it; and there is a broken toilet paper holder.

Children's bedrooms are orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. However, there is permanent writing on a bulletin board in bedroom three, and writing on a wall in bedroom seven. The mattresses are comfortable, and the beds all have a full complement of linens. Window screens are in good repair; however, there are no window coverings in bedrooms three and nine. In bedroom six, the window coverings are dirty. 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 are also available. However, the Group Home does not have a computer for the children's use.

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

Recommendations

1. **Ettie Lee management:**

   a. **Repair the exterior cracks and wooden columns.**

   b. **Clean the kitchen floor and ceiling.**

   c. **Repair the dining room floor tile.**

   d. **Clean the carpeting throughout the Group Home.**

   e. **Clean the bathroom shower doors, toilet bowls, and stalls.**

   f. **Replace the worn toilet seats and the toilet paper holder.**

   g. **Replace the bathroom mirror.**

   h. **Replace the window coverings in bedrooms three and nine.**

   i. **Clean the window coverings in bedroom six.**

   j. **Replace the bulletin board in bedroom three.**

   k. **Provide a computer with a variety of programs readily available for children's use.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

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

One child has not been at the Group Home long enough to require a Needs and Services Plan (NSP). The other child's NSP is current, comprehensive, and includes long and short-term goals. However, the treatment team does not develop and implement the Needs and Services Plans with input from the placement worker and the child.

Case files reflect adequate documentation to show that the child is receiving treatment services.

Recommendation

2. **Ettie Lee management include the children and their placement workers in the development and implementation of the NSPs.**

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. Children are provided with opportunities to participate in planning activities. The Group Home provides transportation to and from the activities.

Children are not provided opportunities to participate in extra-curricular, enrichment, and social activities in which they have an interest.

Recommendation

3. **Ettie Lee management provide children with opportunities to participate in extra-curricular activities in which they have an interest.**

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

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 are able to have private visitors, to make and receive personal telephone calls, and to send and receive unopened 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 provided with 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.

Saving lives. Changing lives. Building hope for youth and families.

ETTIE LEE
Youth & Family Services

Serving Children & Families since 1

January 9, 2006

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Candace Rhue
Group Home Audit Supervisor
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple St., Room 515-A
Los Angeles, CA 90012

RE: CORRECTIVE ACTION PLAN – Waterflow Ranch Group Home.

Dear Ms. Rhue:

Enclosed for your review is our Corrective Action Plan (CAP) for our Waterflow Ranch Home visited by the Auditor-Controller's Office on November 7, 2005.

CORRECTIVE ACTION PLAN:

Facility and Environment:

Issue:
a) Repair the exterior of the Group Home.
b) Clean the kitchen floor and the ceiling.
c) Repair the dining room floor tile.
d) Clean the carpeting throughout the Group Home.
e) Clean the shower doors, toilet bowls and stalls.
f) Replace the worn toilet seats and the toilet paper holder.
g) Replace the bathroom mirror.
h) Replace the window coverings in bedrooms three and nine.
i) Clean the window coverings in bedroom six.
j) Replace the bulletin board in bedroom three.
k) Provide children with access to a readily available computer with a variety of programs.

Action Plan: On the date of the auditor's visit childcare staff supervised the residents as they cleaned the kitchen floor and cleaned the shower doors toilet bowls and stalls. During the remainder of the week of November 7, 2005 the Maintenance Specialist cleaned and painted the kitchen ceiling, replaced the

worn toilet seats and the toilet paper holder, retrieved the window coverings from the repair shop and replaced them in rooms three and nine and cleaned the window coverings in bedroom six. During the week of November 14-18 the carpeting throughout the house was cleaned.

Supplies have been purchased or are on order to complete the following by February 17, 2006: The dining room and kitchen floors will be re-tiled. Mirrors will be replaced in all three resident bathrooms. All twelve residents will have new bulletin boards on their wall.

The agency is preparing to disseminate refurbished computers to each group home for use by the residents. The estimated date for this project will be March 1, 2006.

Responsibility for the cleanliness of the group home is given to the residents through the completion of chores, paid "optional chores" and the paid "work experience" program as well as the childcare staff assigned to supervise the residents and to teach and demonstrate parenting and life skills tasks. The group home manager is responsible to monitor the effectiveness of their performance with daily walk through of the site.

Responsibility for the maintenance of the group home is given to the Maintenance Specialist assigned to work two consecutive days in the group home each week. Responsibility for assisting the Maintenance Specialist identify maintenance needs is given to the group home manager (Senior Child Care Worker). The Clinical Supervisor monitors the success of the maintenance system and the Lead Maintenance Specialist through regular and unannounced site visits.

Program Services:

Issue: Include the children and their placement workers in the development and implementation of the Needs and Services Plan.

Action Plan: The Therapeutic Social Worker obtained a copy of the Needs and Services Plan for the cited resident that by their signatures indicated they had indeed been included in its development.

Responsibility for the inclusion of the child and placement workers in the development and implementation of the Needs and Services Plan is given to the

Therapeutic Social Worker through consultation. The Therapeutic Social Worker leads the group home team in the implementation of the treatment plan within the group home.

The development and implementation of the Needs and Services is monitored by the Clinical Supervisor who reviews all plans and regularly attends leadership and full staff meetings in the group home weekly.

Recreation and Activities:

Issue: Allow children to participate in extra-curricular activities in which they have an interest,

Action Plan: As an RCL 12 agency Ettie Lee is responsible to assess with the placing agency the level of involvement in extra-curricular, enrichment and social activities each child may take part it. The Appraisal, Needs and Services Plan identifies the level of supervision needed for each individual child as well as the priority of treatment interventions necessary. When the assessment reflects the need for the child to become involved in self-selected activities that objective is included in the Needs and Services Plan and the group home staff supports his involvement.

Responsibility for the assessment of the needs for each child is given to the Therapeutic Social Worker who consults with the child, his family and the placing worker who as the arm of the court directs the building of the case plan objectives. The work of the Therapeutic Social Worker is monitored by the Clinical Supervisor who reviews and signs each child's Needs and Services Plan. Each Needs and Services Plan is signed by the child and the placing worker prior to its implementation.

Should you have any further need or questions please call me at (626) 960-4861. Thank you for your support of the work we do on behalf of children and families

Richard A. Huey

Richard Huey
Vice President
Residential Services