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June 30, 2009

TO: Supervisor Don Knabe, Chair  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe *Wendy L. Watanabe*  
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – MOORE'S  
COTTAGE – ALTADENA AND POMONA GROUP HOMES**

We have completed a review of Altadena and Pomona Group Homes (Group Home or Agency) operated by Moore's Cottage. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department.

Altadena and Pomona Group Homes are each six-bed facilities. Altadena Group Home provides care for boys ages 13-17 years and Pomona Group Home provides care for boys ages 11-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Altadena Group Home was providing services for four DCFS children and one Probation child and Pomona Group Home was providing services for six Probation children.

Both Group Homes are located in the Fifth District.

**Scope of Review**

The purpose of our review is to determine whether the Agency is providing the services as outlined in their Program Statement. In addition, 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, employee 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. However, the Agency needs to address a few deficient areas. For example, both Group Homes need to replace the bed pillows and encourage and assist children in creating and maintaining photo albums/life books. The Group Homes also need to maintain current court authorizations for children taking psychotropic medication and ensure that the input from the treatment team is included in the development and implementation of the Needs and Services Plans.

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 call me or your staff may contact Don Chadwick at (213) 253-0301.

WLW:MMO:JET:DC:AA:gfw

Attachment

c: William T Fujioka, Chief Executive Officer  
Patricia S. Ploehn, Director, DCFS  
Ted Myers, Deputy Director, DCFS  
Susan Kerr, Senior Deputy Director, DCFS  
Robert B. Taylor, Chief Probation Officer  
Willie Mitchell, Board President, Moore's Cottage  
Steven Smith, Executive Director, Moore's Cottage  
Public Information Office  
Audit Committee

**Moore's Cottage  
Altadena Group Home  
License Number: 191290878  
Rate Classification Level: 9**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Altadena Group Home is located in a residential community. The exterior of the Group Home is adequately maintained. The front and back yards are clean and adequately landscaped. However, the side porch is dirty.

Overall, the interior of the Group Home is well maintained and provides a home-like environment. The common quarters are neat and clean and there is adequate furniture and lighting in the Group Home. However, there are surface cracks in the living room ceiling and bathroom wall.

Generally, the children's bedrooms are adequately maintained. The rooms are clean and orderly. The rooms have age-appropriate personalized decorations and the beds all have a full complement of linens. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. However, the dressers in bedrooms one and three are broken and the wall in bedroom two is damaged. In addition, the mattresses are worn and sagging and the bed pillows are flat.

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. Moore's Cottage management:**
  - a. Clean the side porch.**
  - b. Repair the cracks in the living room ceiling and the bathroom wall.**
  - c. Repair the wall in bedroom two.**
  - d. Replace the bedroom mattresses, bed pillows and dressers.**

**II. Program Services**

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

**Sample size: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. The Group Home's case files adequately support that the children are assessed for needed services within thirty days of placement and are receiving treatment services. However, members of the treatment team are not included in the development and implementation of the Needs and Services Plans (NSPs). In addition, the NSPs are not current, comprehensive, and do not include short or long term goals.

**Recommendations**

**2. Moore's Cottage Group Home management:**

- a. **Include input from all members of the treatment team in the development and implementation of the Needs and Service Plans.**
- b. **Maintain current Needs and Service Plans for all children.**
- c. **Develop comprehensive Needs and Service Plans that include short and long term goals.**

**III. Educational and Emancipation Services**

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

**Sample size: Two**

**Comments:**

Children are attending school, 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.

**Recommendation**

**None.**

#### **IV. Recreation and Activities**

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

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also 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**

**None.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

The Group Home adequately maintains documentation to support that children are routinely seen by the prescribing psychiatrist. In addition, the medication distribution logs are properly maintained, the children are informed about their psychotropic medications, and are aware of their right to refuse medication. However, the children do not have current court authorizations for the psychotropic medications that they are taking.

##### **Recommendation**

- 3. Moore's Cottage management maintain current court authorizations for all children taking psychotropic medications.**

#### **VI. Personal Rights**

**Method of assessment – Interviews with children**

**Sample size: 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 the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail, have private visitors, and 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 also receive voluntary medical, dental and psychiatric care.

**Recommendation**

**None.**

**VII. Clothing and Allowance**

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

**Sample size: 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. However, children are not encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

- 4. Moore's Cottage management encourage and assist children in creating and maintaining photo albums/life books.**

**VIII. Personnel Background Checks**

**Method of assessment – Review of relevant documents**

**Sample size for employee record evaluation: Four**

**Comments:**

None of the four personnel files reviewed contained documentation that the Group Home performed criminal and child abuse clearances for their employees. Subsequent to our review, the Agency provided the required clearances.

**Recommendation**

- 5. Moore's Cottage management ensure that all required criminal and child abuse clearances are obtained for all of their employees.**

**Moore's Cottage  
Pomona Group Home  
License Number: 191804238  
Rate Classification Level: 9**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Pomona Group Home is located in a residential community. The exterior of the Group Home is adequately maintained. The front and back yards are clean and adequately landscaped. However, the paint on the back porch is peeling off.

Overall, the interior of the Group Home is well maintained and provides a home-like environment. The common quarters are neat and clean and there is adequate furniture and lighting in the Group Home. However, the living room sofa and chair are worn and the bathtub is dirty.

Generally, the children's bedrooms are adequately maintained and the children's sleeping arrangements are appropriate. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. In addition, the mattresses are comfortable, and the beds all have a full complement of linens. However, the bed pillows are flat, the ceiling fans are not working properly, an electrical switch cover is missing, and the wall paint in bedroom two is unfinished.

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. Moore's Cottage Home management:**
  - a. Repaint the back porch.**
  - b. Replace the living room sofa and chair.**
  - c. Clean the bathtub.**
  - d. Repair or replace the bedroom ceiling fans.**



- e. Replace the light switch cover.
- f. Paint the wall in bedroom two.
- g. Replace all bed pillows.

## **II. Program Services**

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

**Sample size: Two**

**Comments:**

The children meet the Group Home's population criteria as outlined in their Program Statement. The case files reflect adequate documentation to show that children are receiving treatment services. The Needs and Services Plans (NSPs) are current, comprehensive, and include short and long terms goals. However, the children are not assessed for needed services within thirty days of placement and input from the treatment team is not included in the development and implementation of the NSPs.

### **Recommendations**

#### **2. Moore's Cottage Group Home management:**

- a. Assess children for needed services within thirty days of placement.
- b. Include input from all members of the treatment team in the development and implementation of the Needs and Services Plans.

## **III. Educational and Emancipation Services**

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

**Sample size: Two**

**Comments:**

Children are attending school, 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.

**Recommendation**

None.

**IV. Recreation and Activities**

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

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also 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**

None.

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

The Group Home adequately maintains documentation to support that children are routinely seen by the prescribing psychiatrist. In addition, the medication distribution logs are properly maintained, the children are informed about their psychotropic medications, and are aware of their right to refuse medication. However, the children do not have current court authorizations for the psychotropic medications that they are taking.

**Recommendation**

3. Moore's Cottage management maintain current court authorizations for all children taking psychotropic medications.

**VI. Personal Rights**

**Method of assessment – Interviews with children**

**Sample size: 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 the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail, have private visitors, and 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 also receive voluntary medical, dental and psychiatric care.

**Recommendation**

None.

**VII. Clothing and Allowance****Method of assessment – Review of relevant documents and interviews**

**Sample size: 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. However, children are not encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

- 4. Moore's Cottage Group Home management encourage and assist children with creating and maintaining photo albums/life books.**

**VIII. Personnel Background Checks**

**Method of assessment – Review of relevant documents**

**Sample size for employee record evaluation: Four**

**Comments:**

The Group Home has obtained the required criminal and child abuse clearances for their employees.

**Recommendation**

**None.**

**Moore's Cottage**  
**Altadena Group Home**  
**2353 Navarro Ave.**  
**Altadena, California. 91001**  
**Phone: 626 398-1227**  
**License No. 191290878**  
**Rate Classification: 09**

**I. Facility and Environment**  
**Recommendations**

**1. Moore's Cottage management:**

**a. Clean the side porch.**

The side porch entry way was painted, and thoroughly cleaned on 11/03/08. The side porch entry way is cleaned twice-daily mornings, and evenings, as part of the daily chores. (1)The staff will monitor, and ensure that the daily chore is thorough. (2) The facility manager will follow up with daily staff to ensure that the daily chore is thorough, implemented, working as intended.

**b. Repair the cracks in the living room ceiling and the bathroom wall.**

The repairs to the living room ceiling and bath room walls, were completed on 11/03/08 (1)The staff will conduct an interior and exterior facility inspection by weekly on Saturday mornings. (2) The facility manager will review the facility inspection sheet for any noted deficiencies. A maintenance request form will be submitted to administration when a deficiency noted. (3) The Executive Director will ensure that the deficiency is corrected, and follow up with the facility manager to ensure that the by weekly facility inspection is being implemented, and working as intended.

**c. Replace the bedroom mattresses, bed pillows and dresser.**

The bedroom mattresses and pillows have been replaced, along with the dressers. (1) The facility manger will conduct a quarterly pillow, and mattress inspection to determine their cleanliness, firmness, and check for deterioration. (2) The Executive director will monitor the facility manager, to ensure that the quarterly inspection is implemented, and is working as intended. (1) The morning staff will submit a weekly damage report, indicating items (i.e., desks, dressers, curtains, and comforters) damaged in each room. (2) The facility manager will review damage report, submit it to administration. (3) The Executive Director will ensure the damaged items are repaired. (4) The facility manger will ensure the damage reports are being implemented, and working as intended.

**d. Repair the wall in the bedroom two.**

The bedroom walls of room two were painted on 11/03/08. (1)The staff will conduct an interior and exterior facility inspection by weekly on Saturday mornings. (2) The facility manager will review the facility inspection sheet for any noted deficiencies. A maintenance request form will be submitted to administration when a deficiency noted. (3) The Executive Director will ensure that the deficiency is corrected, and follow up with the facility manager to ensure that the by weekly facility inspection is being implemented, and working as intended.

**II. Program Services**

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

**Recommendations**

2. **Moore's Cottage Group Home management:**
  - a. **Include input from all members of the treatment team in the development and implementation of the Needs and Services Plans.** The group home therapist, as well as mental health therapist, placement social worker, probation officer, facility manager, group home staff, and resident will provide input, and determine which persons will be responsible for implementation of short and long-term goals.
  - b. **Maintain current Needs and Service Plans for all children.** The group home therapist along with the facility manager will be responsible for ensuring the Needs and Services Plans is completed within 95-days, as well as the initial 30-day assessment. The Executive Director will monitor and ensure the NSP, and 30-day assessments are due within the allotted time.
  - c. **Develop comprehensive Needs and Services Plans that include short and long term goals.** The group home therapist, and the mental health therapist will be responsible for developing more comprehensive (i.e., who, what, when, why), Needs and Service Plans, that include short and long-term goals. The Executive Director will review the NPS with both therapists to ensure the report is broad in scope of information.

**III. Education and Emancipation Services**

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

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities**

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

**Recommendations**

There are no recommendations for this section.

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents.**

**Recommendation**

3. **Moore's Cottage management maintain current court authorizations for all children taking psychotropic medication.** The facility manager, upon intake will ensure that the psychotropic authorization form is obtained during, or prior to intake, unless in an emergency placement. No psychotropic medications will be issued to a resident without a current, and or, updated psychotropic authorization form. The Executive Director will monitor to ensure the intake procedure is implemented, and is working as intended.

**VI. Personal Rights**

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

**Recommendations**

There are no recommendations for this section.

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and Interviews**

**Recommendation**

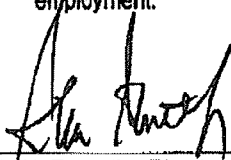
4. **Moore's Cottage management encourage and assist children in creating and maintaining Photo albums/life books.** Moore's Cottage management, facility manager, and staff, will continue to assist children in creating, and maintaining a photo album/life books. Moore's Cottage management will designate the last Thursday of each month to input information (i.e., photos, report cards, and certificates) collected during the month. The Executive Director will monitor and ensure the photo album/life books are updated each month.

**VIII. Personnel Background Checks**

**Method of assessment – Review of relevant documents**

**Recommendation**

5. **Moore's Cottage management maintain cleared background checks on all employees.**  
The facility manager will be responsible for ensuring to all prospective employees is cleared through State Of California Department Of Justice, Bureau of Criminal Identification and Information, prior to employment.



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Steven Smith Executive Director

Moore's Cottage  
Pomona Group Home  
1349 Casa Vista Dr.  
Pomona, California. 91768  
Phone: 909 620-4800  
License No. 197804238  
Rate Classification Level: 09

**I. Facility Environment**

**Method of assessment – Observation**

**Recommendation**

1. **Moore's Cottage Home management:**
  - a. **Paint the back porch steps.**

The rear entryway steps were painted on 11/01/08. (1) The staff will conduct an interior and exterior facility inspection by weekly on Saturday mornings. (2) The facility manager will review the facility inspection sheet for any noted deficiencies. A maintenance request form will be submitted to administration when a deficiency noted. (3) The Executive Director will ensure that the deficiency is corrected, and follow up with the facility manager to ensure that the by weekly facility inspection is being implemented, and working as intended.
  - b. **Replace the living room sofa and chair.**

The sofa couch was replaced on 10/01/08. The chair has been removed. The staff, and facility manager will be responsible for ensuring that all furniture (i.e., sofa, chairs, tables, desk, and TV) is in good repair. The staff or facility manager will submit a weekly damage report to administration. The Executive Director will ensure the damaged items are repaired. The facility manager will ensure the weekly damage reports are implemented, and working as intended.
  - c. **Clean the bathtub.**

The bathtub was thoroughly cleaned on 09/13/08. The evening staff will be responsible for ensuring that the shower and bathtub is thoroughly cleaned during evening chores. The staff will sign off on the residents daily point sheet, indicating that the chore is completed. The facility manager will be responsible for reviewing the daily point sheets, to ensure the bathroom is thoroughly cleaned.
  - d. **Repair or replace the bedroom ceiling fans.**

The ceiling fan in room (3) was replaced. The ceiling fans in rooms (1), (2), repaired on 09/13/08. The staff or facility manager will submit a weekly damage report to administration. The Executive Director will ensure the damaged items are repaired. The facility manager will ensure the weekly damage reports are implemented, and working as intended.
  - e. **Replace the light switch cover.**

The bedroom light switch was replaced on 09/08/08. The staff or facility manager will submit a weekly damage report to administration. The Executive Director will ensure the damaged items are repaired. The facility manager will ensure the weekly damage reports are implemented, and working as intended.
  - f. **Paint the wall in bedroom two.**

The bedroom wall, in room two was painted on 11/01/08. (1) The staff will conduct an interior and exterior facility inspection by weekly on Saturday mornings. (2) The facility manager will review the facility inspection sheet for any noted deficiencies. A maintenance request form will be submitted to administration when a deficiency noted. (3) The Executive Director will ensure that the deficiency is corrected, and follow up with the facility manager to ensure that the by weekly facility inspection is being implemented, and working as intended.



**g. Replace all bed pillows.**

The pillows in all three bedrooms have been replaced. (1) The facility manger will conduct a quarterly pillow, and mattress inspection to determine their cleanliness, firmness, and check for deterioration. (2) The Executive director will monitor the facility manager, to ensure that the quarterly inspection is implemented, and is working as intended.

**II. Program Services**

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

**Recommendation**

**2. Moore's Cottage Group Home management:**

**a. Assess children for need services with in thirty day of placement.**

The group home therapist is responsible for completing the initial 30-day assessment. The facility manager Kathy Staten will ensure that the 30-day assessment is completed with in the first 35-days of placement.

**b. Include input from all members of the treatment team in the development and implementation of the Needs and Services Plans. The group home therapist, as well as mental health therapist, placement social worker, probation officer, facility manager, group home staff, and resident will provide input, and determine which persons will be responsible for implementation of short and long-term goals.**

**III. Education and Emancipation Services**

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

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities**

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

**Recommendation**

There are no recommendations for this section.

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Recommendation**

- 3. Moore's Cottage obtains and maintains current court authorizations for all children taking psychotropic mediations. The facility manager, upon intake will ensure that the psychotropic authorization form is obtained during, or prior to intake, unless in an emergency placement. No psychotropic medications will be issued to a resident with out a current, and or, updated psychotropic authorization form. The Executive Director will monitor to ensure the intake procedure is implemented, and is working as intended.**

**VI. Personal Rights**

**Method of assessment – interviews with children**

**Recommendation**

There are no recommendations for this section.

**VII. Clothing and Allowance**

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

**Recommendations**

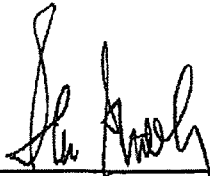
4. Moore's Cottage Group Home management encourages and assists children with creating and maintaining photo albums/life books. Moore's Cottage management, facility manager, and staff, will continue to assist children in creating, and maintaining a photo album/life books. Moore's Cottage management will designate the last Thursday of each month to input information (i.e., photos, report cards, and certificates) collected during the month. The Executive Director will monitor and ensure the photo album/life books are updated each month.

**VIII. Personnel Background Checks**

**Method of assessment – Review of relevant documents**

**Recommendation**

There are no recommendations for this section.



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Steven Smith Executive Director