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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 REPORT – ARROWHEAD
EMANCIPATION PROGRAM, INC., CANYON CREST AND VIA
MADERAS FACILITIES**

We have completed a review of Arrowhead Emancipation Program, Inc., Canyon Crest and Via Maderas. Each home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Canyon Crest is a six-bed facility, located in the Fourth Supervisorial District, that provides care for girls ages 13-18 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Canyon Crest was providing services for three Los Angeles County DCFS children and two Los Angeles County Probation children.

Via Maderas is a six-bed facility, located in the Fifth Supervisorial District, that provides care for girls ages 13-18 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Via Maderas was providing services for five Los Angeles County DCFS children.

Scope of Review

The purpose of the review was to verify that the two agencies were providing the services outlined in its Program Statement. Additionally, the review covered basic child safety and licensing issues. The review included an evaluation of each agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with two children placed in each of the respective homes at the time of the review.

"To Enrich Lives Through Effective and Caring Service"

The interviews with the residents were designed to obtain their perspectives on the program services provided by the agencies, and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, both homes are providing the services outlined in the Program Statement. However, we did note various areas where improvements are needed.

Canyon Crest

Canyon Crest needs to make multiple repairs to its facility; improve its Needs and Services Plans; and provide residents with individual and group therapy.

Via Maderas

Via Maderas needs to make multiple repairs to its facility; improve its Needs and Services Plans and Quarterly Reports; maintain current court authorizations for psychotropic medication; counsel staff regarding their treatment of the residents and monitor their behavior; and document clothing expenditures for each resident.

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 has agreed to provide DCFS with a written corrective action plan within fifteen business days from receipt of this report. 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 Patrick McMahon at (213) 974-0729.

JTM:PM:CC

Attachment

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

ARROWHEAD EMANCIPATION PROGRAM, INC.
Canyon Crest
3382 Canyon Crest Road
Altadena, CA 91001
323-794-6817
License No.: 191221275
Rate Classification Level: 10

I. FACILITY AND ENVIRONMENT

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

Canyon Crest is one of five group homes operated by Arrowhead Emancipation Program, Inc. The single-story house is located in a residential neighborhood in Altadena and blends in with other homes in the neighborhood. The pool area was gated and secured, but there was a strong odor of natural gas on the side of the home. The administrator was advised to contact the local utilities company immediately.

The home was nicely decorated and the spacious bedrooms were personalized by the residents. However, there were areas in need of improvement.

In the kitchen, the counter tile was cracked. Light bulbs were burned out in both the computer and TV rooms and, in the TV room, the loveseat, sofa, and walls were dirty. In bathroom number one, paint was peeling off of the walls and, in bathrooms number one, and two, the bathtubs were dirty.

There were no mattress pads on any of the residents' beds. In bedrooms number one, two, and three, there were burn marks on the carpet and the walls were dirty. In bedroom number one a dresser was missing a handle, and a light bulb was burned out. In bedroom number two, the closet drawer was broken, and one of the beds needed clean linen, and the overhead light fixture was missing a cover and bulb. In bedroom number three, the dresser was missing a drawer.

There was age-appropriate play equipment in the home including board games, computers, books, a TV, VCR, and swimming pool.

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

Recommendations

1. Canyon Crest management:

- a. Repair the natural gas leak on the side of the house.**
- b. Repair the kitchen counter.**
- c. Replace burned out light bulbs throughout the facility as needed.**
- d. Clean the walls in the TV room and the resident bedrooms.**
- e. Clean the sofa and the loveseat.**
- f. Repaint the walls in bathroom number one.**
- g. Clean the bathtubs in bathroom number one and two.**
- h. Repair the broken dressers and closet drawer in the resident bedrooms.**
- i. Repair/Replace the carpeting in the resident bedrooms.**
- j. Replace the light cover in bedroom number two.**
- k. Provide mattress pads for the residents' beds.**
- l. Provide all residents with clean bed linen.**

II. PROGRAM SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents met the population criteria as outlined in Canyon Crest's program statement and received an initial diagnostic assessment.

The Needs and Services Plans (NSPs) were realistic, measurable, and time specific. However, the residents' placement workers did not participate in the development and modification of the NSPs.

The Quarterly Reports were current and comprehensive.

The residents were not receiving individual or group therapy.

Recommendations

2. Canyon Crest management:

- a. Include the residents' authorized representatives in the development and modification of their Needs and Services Plans.**
- b. Provide residents with individual and group therapy as required by the Statement of Work.**

III. EDUCATIONAL AND EMANCIPATION SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents were enrolled in school and their records contained report cards and/or progress reports. The residents reported that they were provided with assistance with their school work and that staff was supportive of their academic progress.

Development of daily living skills was part of Canyon Crest's program. The residents were involved in the planning and preparation phase of meals, hygiene care was discussed as needed, and employment preparation encouraged.

Age-appropriate residents were offered the opportunity to participate in emancipation programs. The residents were allowed to spend their allowances as they wanted.

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:

The agency followed a monthly activity schedule developed by the staff and residents. Residents were encouraged to participate in activities they desired and had the opportunity to watch television, play games, and read at free times during the day.

Transportation was provided to and from activities.

Recommendations

There are no recommendations for this section.

V. PSYCHOTROPIC MEDICATION

Method of assessment – Review of relevant documents

There were five residents placed in the agency at the time of the review. A review of case files was not conducted as there were no resident prescribed psychotropic medications.

Comments:

According to management, there were no 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 placed. They expressed satisfaction with the home and staff, and reported that the staff was helpful and respectful. Both residents stated that the rules were fair and that they felt safe in the home. They reported that a sufficient number of staff was always in the home when residents were present and rated the physical facility as “fair.”

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

Both residents were able to have telephone contact with their social workers/probation officers and reported that there was privacy during telephone calls and visits. Both indicated that they had religious freedom.

The residents stated that their health care needs were being met and that they 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:

Canyon Crest provides appropriate clothing, items of necessity, and allowances to the residents. Canyon Crest 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.

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

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

Both residents had life books.

Recommendations

There are no recommendations for this section.

ARROWHEAD EMANCIPATION PROGRAM, INC.
Via Maderas
3050 Via Maderas
Altadena, CA 91001
323-684-8942
License No.: 191221253
Rate Classification Level: 10

I. FACILITY AND ENVIRONMENT

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

Via Maderas is one of five group homes operated by Arrowhead Emancipation Program, Inc. The single-story house is located in a residential neighborhood and blends in with other homes in the neighborhood. However, gutters on the exterior of the home were rusted and the window sills/frames needed repainting.

The home was nicely decorated and the spacious bedrooms were personalized by the residents. However, there were areas in need of improvement.

In the kitchen, the floor tile was separated. In the family room, the floor tile was warped and marked, and the bookcase was unstable presenting a safety hazard. In the living room, the hanging swag lamp was not operable and the mini blinds were broken. The floor tile in bathroom number one was broken and, in bathroom number two, the walls and the shower stall were dirty. In addition, the carpet in the hallway was dirty.

The carpet in all of the resident bedrooms was dirty and there were no covers for the light fixtures in the bedrooms. In bedroom number one, there was not a full complement of linen on one of the beds, the walls were dirty, and the window screen was bent. In bedroom number two behind one of the beds, the carpet was torn. In bedrooms number two and three, the mini blinds were broken.

There was age-appropriate play equipment in the home including board games, computers, books, a TV, VCR, and basketball hoop.

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

Recommendations

1. Via Maderas management:

- a. **Repaint gutters on the exterior of the home.**
- b. **Repaint the window sills and frames on the exterior of the home.**
- c. **Repair/Replace floor tile in the kitchen, bathroom number one and the family room.**
- d. **Repair the bookcase in the family room.**
- e. **Repair/Replace swag lamp in the living room.**
- f. **Replace the mini blinds in the living room and bedrooms number two and three.**
- g. **Clean the shower stall in bathroom number two.**
- h. **Clean the walls in bathroom number two and bedroom number one.**
- i. **Clean the carpeting in the hallway and the residents' bedrooms.**
- j. **Replace the covers for the light fixtures in the resident bedrooms.**
- k. **Provide all residents with a full complement of bed linen.**
- l. **Replace the window screen in bedroom number one.**
- m. **Repair the carpet in bedroom number two.**

II. PROGRAM SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents met the population criteria as outlined in program statement and received an initial diagnostic assessment.

The Needs and Services Plans (NSPs) were realistic, measurable, and time specific. However the residents' placement workers did not participate in the development and modification of the NSPs.

The Quarterly Reports were not current.

The residents were receiving individual and group therapy.

Recommendations

2. Via Maderas management:

- a. Include the residents' authorized representatives in the development and modification of their Needs and Services Plan.**
- b. Maintain current Quarterly Reports for each resident.**

III. EDUCATIONAL AND EMANCIPATION SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents were enrolled in school and their records contained report cards and/or progress reports. The residents reported that they were provided with assistance with their school work and that the staff was supportive of their academic progress.

Development of daily living skills was part of Via Maderas' program. The residents were involved in the planning and preparation phase of meals, hygiene care was discussed as needed, and employment preparation encouraged.

Age-appropriate residents were offered the opportunity to participate in emancipation programs. The residents were able to spend their allowances as they wanted.

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:

The agency followed a monthly activity schedule developed by the staff and residents. Residents were encouraged to participate in activities they desired and had the opportunity to watch television, play games, and read at free times during the day.

Transportation to and from activities was provided.

Recommendations

There are no recommendations for this section.

V. PSYCHOTROPIC MEDICATION

Method of assessment – Review of relevant documents

There were five residents placed in the agency at the time of the review. A review of case files was conducted for the two residents prescribed psychotropic medications.

Comments:

One resident receiving psychotropic medication did not have a current court authorization on file. Documentation confirmed that both children were routinely seen by the psychiatrist for an evaluation of their medication.

Medication logs were properly maintained.

Recommendations

- 3. Via Maderas management maintain a current court authorization for each resident prescribed 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 placed. One resident reported that some staff members were disrespectful and that concerns and complaints were not always taken care of. This was discussed with management during the exit conference who offered no comment.

Both residents stated that the rules were fair and expressed that they were somewhat satisfied with the agency. The residents reported that they felt safe in the home and that a sufficient number of staff was always in the home when residents were present. Both residents rated the physical facility as “poor.”

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

Both residents were able to have telephone contact with their social workers and reported that there was privacy during visits and telephone calls. Both indicated that they had religious freedom.

The residents stated that their health care needs were being met and that they were aware of their right to refuse medication.

Recommendations

4. Via Maderas management:

- a. Counsel staff regarding their treatment of the children and monitor their behavior towards residents.**
- b. In accordance with general licensing requirements, develop, maintain, and implement written complaint procedures by which residents can file complaints.**

VII. CLOTHING AND ALLOWANCE

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Via Maderas provides appropriate clothing, items of necessity, and allowances to the residents. Both residents stated that they received one hundred dollars every two months for clothing. Clothing logs confirmed that at least fifty dollars per month was allocated for one resident, but there was no documentation of clothing purchases for the other resident.

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

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

Both residents had life books.

Recommendations

- 5. Via Maderas management document clothing expenditures for each resident.**