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July 14, 2004

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

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – ARROWHEAD  
EMANCIPATION PROGRAM, INC., ALTADENA DRIVE, CANYON  
CREST, FAIR OAKS, SANTA ANITA, AND VIA MADERAS**

We have completed a review of Altadena Drive, Canyon Crest, Fair Oaks, Santa Anita and Via Maderas Group Homes (Group Home or Agency) operated by Arrowhead Emancipation Program, Inc. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Altadena Drive Group Home is a six-bed facility, which provides care for boys ages 13-18 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Altadena Drive Group Home was providing services for three Los Angeles County DCFS children, one Los Angeles County Probation child, and one Alameda County child.

Canyon Crest, Fair Oaks, Santa Anita, and Via Maderas Group Homes are six-bed facilities, which provide care for girls ages 13-18 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Canyon Crest Group Home was providing services for five Los Angeles County DCFS children, and one Los Angeles County Probation child. Fair Oaks Group Home was providing services for five Los Angeles County DCFS children. Santa Anita Group Home was providing services for six Los Angeles County DCFS children. Via Maderas Group Home was providing services for five Los Angeles County DCFS children.

Arrowhead Emancipation Program, Inc., Group Homes are located in the Fifth District.

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

**Scope of Review**

The purpose of the review was to determine whether the Agency was providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues, and included an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, facility inspections, and interviews with two children placed in each Group Home at the time of the reviews. Interviews with the residents were 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 was providing the services outlined in their Program Statement. However, the Agency needs to address various areas where improvements are needed.

**Altadena Drive Group Home**

Altadena Drive Group Home needs to make numerous repairs to its facility; inform all residents of their right to refuse medication; and provide each resident with the opportunity to maintain a life book.

**Canyon Crest Group Home**

Canyon Crest Group Home needs to make numerous repairs to its facility.

**Fair Oaks Group Home**

Fair Oaks Group Home needs to make numerous repairs to its facility; maintain current Needs and Services Plans for each resident; provide daily educational support; follow the recreation schedule; inform residents of the Agency's grievance process; provide residents with the required minimum base allowance; and provide each resident with the opportunity to maintain a life book.

**Santa Anita Group Home**

Santa Anita Group Home needs to make a few repairs to its facility; maintain current Needs and Services Plans for each resident; document the residents' and their placement workers' participation in the development and modification of the Needs and Services Plan; provide current quarterly reports for each resident; and follow the recreation schedule.

**Via Maderas Group Home**

Via Maderas Group Home needs to make several repairs to its facility; complete an initial assessment for each resident; maintain current Needs and Services Plans for each resident; document the residents' and their placement workers' participation in the development and modification of the Needs and Services Plan; and provide each resident with the opportunity to maintain a life book.

Attached is a detailed report of the review findings.

**Review of Report**

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children's Group Home Ombudsman within 15 business days from the 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 DeWitt Roberts at (626) 293-1101.

JTM:DR:CC:gw

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

**Arrowhead Emancipation Program, Inc.**  
**Altadena Drive**  
**443 West Altadena Drive**  
**Altadena, CA 91101**  
**626-398-5598**  
**License No.: 191222263**  
**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:**

Altadena Drive Group Home (Group Home or Agency) is located in a residential community in Altadena. The overall condition of the home is adequate. However, the exterior paint on the house is cracked and peeling. There were no observable safety hazards.

The interior common areas are neat and orderly. The residents' bedrooms are personalized by the residents to reflect their style and tastes. The residents have ample storage space for their belongings. However, there are a few areas that need improvement.

Specifically, in the kitchen, the sink's porcelain finish is worn. In the residents' bathroom, the floor is not clean and there are paint splatters on the floor. The hardwood floor in the upstairs hallway is scratched and worn.

In bedroom number one, the dresser is badly scratched, the walls and door are not clean, and there is writing on the closet wall. In the adjoining bathroom, the floors and walls are not clean and there is spray paint on the window sill. In bedroom number two, there is a burn mark on the dresser and cracks in the walls. In the adjoining bathroom, there are missing floor tiles and the floor and sink are not clean. In bedroom number three, there are large cracks on the ceiling, the area rug is stained, and the window blinds do not fit the sliding glass door.

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

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendations**

- 1. Arrowhead Emancipation Group Home management:**
  - a. Paint the exterior of the facility.**
  - b. Replace the kitchen sink.**
  - c. Clean the residents' bathrooms.**
  - d. Repair the upstairs hallway floor.**
  - e. Remove the paint splatters from the floor and the spray paint from the window sill in the bathroom adjoining bedroom number one.**
  - f. Clean the walls and the door in bedroom number one.**
  - g. Remove the writing in the closet in bedroom number one.**
  - h. Replace or repair the dressers in bedrooms number one and two.**
  - i. Repair the cracks in the walls and the ceiling in bedrooms number two and three.**
  - j. Replace the missing bathroom floor tile in bedroom number two.**
  - k. Clean or replace the area rug in bedroom number three.**
  - l. Replace the window blinds in bedroom number three.**

**II. Program Services**

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

**Sample size for resident interviews: Two**

**Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. There was appropriate documentation to support the placement worker's participation in the development and update of the NSPs.

The quarterly reports for residents are current, comprehensive, and appropriately focus on the goals of the NSPs.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case files reflect adequate documentation to show evidence of residents receiving regular weekly individual and/or group therapy.

**Recommendations**

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

**III. Educational and Emancipation Services**

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

**Sample size for resident interviews: Two**

**Comments:**

Residents are attending school. There are current Individualized Educational Plans for both residents who require Special Education services. Both records contain current semester report cards and/or progress reports for the residents. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Neither resident is employed.

**Recommendations**

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

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

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

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

**Recommendations**

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

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

**Method of assessment – Review of relevant documents for one case file**

**Comments:**

The resident has a current court authorization for psychotropic medication. Documentation confirms that the resident is routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

**Recommendations**

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

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

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers or probation officers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

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

The residents are not aware of their right to refuse medication. The Agency Administrator stated that if the residents are not on medication it is not usually discussed.

**Recommendations**

- 2. Arrowhead Emancipation Group Home management inform all residents of their right to refuse medications.**

**VII. Clothing and Allowance**

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

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and sufficient quantity.



The Agency provides its residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. The residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage space.

One resident did not have a life book.

**Recommendations**

- 3. Arrowhead Emancipation Group Home management provide each resident with the opportunity to maintain a life book.**

**Arrowhead Emancipation Program, Inc.**  
**Canyon Crest**  
**3382 Canyon Crest Road**  
**Altadena, CA 91101**  
**626-794-6817**  
**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 Group Home (Group Home or Agency) is located in a residential community in Altadena. The overall condition of the home is adequate. The swimming pool area is gated and secured. However, the exterior paint on the house and the rail fence are cracked and peeling. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated. The resident bedrooms are spacious, comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks. However, there are a few areas that need improvement.

In the kitchen, there is baked on grease on the stove and a large crack in the sink. In the living room, the area rug has bleach stains and is not clean. In bathroom number one, the floor is not clean and the paint is cracked and peeling on the walls. In bathroom number two, the bathtub is not clean and there is water damage behind the sink. The hardwood floor in the TV room is scratched and worn.

In bedroom number one, the walls and door are not clean, there is a large crack in the wall, and a door is missing from the dresser. In bedroom number two, there is an iron burn mark and stains on the carpet, the dressers are badly scratched and worn, and the walls and closet doors are not clean. In bedroom number three, the walls and carpet are not clean, the dressers have worn finishes, and there is insufficient lighting for the residents, as the light bulb is burned out.

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

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendations**

- 1. Arrowhead Emancipation Group Home management:**
  - a. Paint exterior of the facility and the rail fence.**
  - b. Clean/repair/replace the stove and the kitchen sink.**
  - c. Clean the residents' bathrooms.**
  - d. Replace or clean the carpeting throughout the facility as needed.**
  - e. Clean/repair/paint the walls and doors throughout the facility as needed.**
  - f. Repair the water damage in bathroom number two.**
  - g. Repair the hardwood floor in the TV room floor.**
  - h. Replace or repair the dressers in the residents' bedrooms.**
  - i. Replace the light bulb in bedroom number three.**

**II. Program Services**

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

**Sample size for resident interviews: Two**

**Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. There was appropriate documentation to support the placement worker's participation in the development and update of the NSPs.

The quarterly reports for residents are current, comprehensive, and appropriately focus on the goals of the NSPs.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case files reflect adequate documentation to show evidence of residents receiving regular weekly individual and/or group therapy.

**Recommendations**

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

**III. Educational and Emancipation Services**

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

**Sample size for resident interviews: Two**

**Comments:**

Residents are attending school. There are current Individualized Educational Plans for both residents who require Special Education services. Both records contain current semester report cards and/or progress reports for the residents. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Neither resident is employed.

**Recommendations**

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

**IV. Recreation and Activities**

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

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

**Recommendations**

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

**V. Psychotropic Medication**

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

**Comments:**

According to the Agency’s management, there are no residents receiving psychotropic medications. This information is appropriately documented.

**Recommendations**

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

**VI. Personal Rights**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home’s policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision

and expressed satisfaction with the quality of their interactions with staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

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

Residents are aware of their right to refuse medication.

**Recommendations**

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

**VII. Clothing and Allowance**

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

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and sufficient quantity.

The Agency provides its residents with the required minimum base allowance, which they are able to increase according to the Agency’s behavioral system. The residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage space.

The residents have life books.

**Recommendations**

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

**Arrowhead Emancipation Program, Inc.  
Fair Oaks  
3225 North Fair Oaks  
Altadena, CA 91101  
626-398-5598  
License No.: 197601893  
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:**

Fair Oaks Group Home (Group Home or Agency) is located in a residential community in Altadena. The overall condition of the home is adequate. The pool area is gated and secured. However, the paint on the house trim is cracked and peeling.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The resident bedrooms are personalized to each child's desire with posters, pictures, and knick-knacks. However, there are a few areas that need improvement.

In the living room, there is an exposed electrical outlet. In the residents' bathroom, the floor and shower stall are not clean.

In bedroom number one, the dressers are scratched and the walls are not clean. In bedroom number two, the hardwood floor is badly scratched and the walls are not clean. In bedroom number three, one dresser is worn and marked, the hardwood floor is badly scratched and worn, and the window screen is torn. In bedroom number four, paint is peeling off the closet door.

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

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendations**

- 1. Arrowhead Emancipation Group Home management:**
  - a. Paint the trim on the exterior of the facility.**
  - b. Replace the electrical outlet cover in the living room.**
  - c. Clean the residents' bathroom.**
  - d. Repair or replace the dressers in bedrooms number one and three.**
  - e. Repair the hardwood floors in bedrooms number two and three.**
  - f. Clean the walls in bedroom number two.**
  - g. Replace the window screen in bedroom number three.**
  - h. Repaint the closet door in bedroom number four.**

**II. Program Services**

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

**Sample size for resident interviews: Two**

**Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

One resident has a current Needs and Services Plan that was realistic, measurable, and time specific. The resident and her placement worker are participants in the development of the NSP. The other resident does not have a current NSP. The Agency Administrator did not know why the resident's NSP was not completed.

The quarterly report for one resident is current and comprehensive, and appropriately focuses on the goals of the NSP. The quarterly report for the other resident is not comprehensive as it could not address specific goals that should have been stated in the current NSP.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case files reflect



adequate documentation to show evidence of residents receiving regular weekly individual and/or group therapy.

**Recommendation**

**2. Arrowhead Emancipation Group Home management:**

- a. **Maintain current Needs and Services Plans for all residents.**
- b. **Develop comprehensive quarterly reports that address the goals stated in the residents' Needs and Services Plans.**

**III. Educational and Emancipation Services**

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

**Sample size for resident interviews: Two**

**Comments:**

The residents are enrolled in school and have report cards on file. The residents reported that they are assisted with their school work and that the Group Home is supportive of their academic progress. However, one resident reported that on the days tutoring is not offered, she found that staff could not assist her with her school work. The Agency Administrator reported that the resident would be referred to the Agency's education coordinator for an evaluation of her needs.

The Agency's program includes the development of residents' daily living skills. Emancipation services are provided to the residents. Neither resident is employed.

**Recommendation**

- 3. Arrowhead Emancipation Group Home management provide daily educational support for the residents.**

**IV. Recreation and Activities**

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

**Sample size for resident interviews: Two**

**Comments:**

The Agency does not provide its residents sufficient opportunities to participate in recreational activities. The residents reported that they are not taken on any outings because they are either on restriction or staff does not want to take them. One resident

reported that they are taken out for breakfast on occasion. The Agency Administrator reported that this matter would be addressed.

The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from activities.

**Recommendation**

- 4. Arrowhead Emancipation Group Home management provide residents with sufficient opportunities to participate in recreational activities.**

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for one case file**

**Comments:**

The resident has a current court authorization for psychotropic medication. Documentation confirms that the resident is routinely seen by the prescribing psychiatrist.

Medication logs are properly maintained.

**Recommendations**

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

**VI. Personal Rights**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Residents expressed dissatisfaction with the Agency and the quality of their interactions with staff. Residents reported that staff members are not respectful towards them and are not helpful. The Agency Administrator reported that the residents are encouraged to utilize the grievance process or contact the Administrator to address their concerns. According to the Administrator, on-going training is provided for staff members on policies and procedures. Documentation of the training schedule was provided during the review.

Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

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

The residents are aware of their right to refuse medication.

**Recommendation**

- 5. Arrowhead Emancipation Group Home management ensure that staff treat residents with respect and dignity and monitor staff interaction with residents.**

**VII. Clothing and Allowance**

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

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and sufficient quantity.

The Agency does not provide its residents with the required minimum base allowance. The Agency Administrator stated that the Agency would address this matter. The residents are able to increase their allowance according to the Agency's behavioral system and are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage space.

One resident did not have a life book.

**Recommendations**

- 6. Arrowhead Emancipation Group Home management:**
  - a. Provide residents with at least the required minimum weekly allowance.**
  - b. Provide each resident with the opportunity to maintain a life book.**

**Arrowhead Emancipation Program, Inc.**  
**Santa Anita**  
**2700 Santa Anita**  
**Altadena, CA 91101**  
**626-398-5598**  
**License No.: 191222573**  
**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:**

Santa Anita Group Home (Group Home or Agency) is located in a residential community in Altadena. The overall condition of the home is adequate. The pool area is gated and secure. However, the exterior paint on the house is cracked and peeling. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The resident bedrooms are personalized to each child's desire with posters, pictures, and knick-knacks. However, there are a few areas that need improvement.

In the kitchen, the floor tile is worn and has gouge marks. In the residents' bathroom, the bathtub is not clean. In the TV room, the leather couch and the walls are not clean.

In bedroom number one, the hardwood floor is not clean and has water stains. In bedroom number two, the area rug is stained and frayed and the hardwood floor is not clean and scratched. In bedroom number three, the hardwood floor is scratched and not clean and the walls are not clean.

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

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendations**

- 1. Arrowhead Emancipation Group Home management:**
  - a. Paint exterior of the facility.**
  - b. Replace or repair the tile flooring in the kitchen.**
  - c. Clean the bathtub in the residents’ bathroom.**
  - d. Clean the leather couch in the TV room.**
  - e. Clean the walls throughout the facility as needed.**
  - f. Repair the hardwood floors in the resident bedrooms.**
  - g. Replace the area rug 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 meet the Agency’s population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency’s program.

The Needs and Services Plans (NSPs) and quarterly reports for the residents are not current. There was no documentation to show that the residents or their placement workers participate in the development and modification of the Needs and Services Plans.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case files reflect adequate documentation to show evidence of residents receiving regular weekly individual and/or group therapy.

**Recommendations**

- 2. Arrowhead Emancipation Group Home management:**
  - a. Maintain current Needs and Services Plans for each resident.**

- b. Provide documentation to show that the residents and their placement workers participate in the development and modification of the Needs and Services Plans.
- c. Provide 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:**

Residents are attending school. There is a current Individualized Educational Plans for the resident who requires Special Education services. Both records contain current semester report cards and/or progress reports for the residents. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency’s program includes the development of residents’ daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Neither resident is employed.

**Recommendations**

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

### IV. Recreation and Activities

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

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities; however, reported that the schedule is not followed and that sometimes they do not go on the scheduled outings. The Agency administration stated that this matter would be addressed.

The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from activities.

**Recommendation**

- 3. Arrowhead Emancipation Group Home management ensure the recreation schedule is followed.**

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for two case files**

**Comments:**

The residents have current court authorizations for psychotropic medications. Documentation confirms that the residents are routinely seen by the prescribing psychiatrist.

Medication logs are properly maintained.

**Recommendations**

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

**VI. Personal Rights**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with staff. Residents feel there is at least one staff member they can easily talk to and trust.



Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

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

Residents are aware of their right to refuse medication.

**Recommendations**

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

**VII. Clothing and Allowance**

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

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and sufficient quantity.

The Agency provides its residents with the required minimum base allowance, which they are able to increase according to the Agency’s behavioral system. The residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage space.

The residents have life books.

**Recommendations**

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

**Arrowhead Emancipation Program, Inc.  
Via Maderas  
3050 Via Maderas  
Altadena, CA 91101  
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 Group Home (Group Home or Agency) is located in a residential community in Altadena. The overall condition of the home is adequate. However, the exterior paint on the house is cracked and peeling. There are no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The resident bedrooms are personalized to each child's desire with posters, pictures, and knick-knacks. However, there are a few areas that need improvement.

In the kitchen and family room, the tile flooring is gouged and buckling in areas. In bathroom one, the track door is difficult to open and close and the walls are not clean and missing baseboards. In bathroom two, the tub and shower have tile and grout that need to be cleaned. Carpeting throughout the facility is not clean and stained.

In bedroom number two, the dresser has a worn and scratched finish and the walls are not clean. In bedroom number three, the resident put a substance all over the walls that need to be clean and the box spring on one bed is broken.

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

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendations**

- 1. Arrowhead Emancipation Program management:**
  - a. Paint exterior of the facility.**
  - b. Replace the kitchen and family room flooring.**
  - c. Repair the track door in bathroom number one.**
  - d. Repair the baseboards in bathroom one.**
  - e. Clean tub and shower grout and tile in bathroom two.**
  - f. Clean the walls throughout the facility as needed.**
  - g. Replace carpeting throughout facility.**
  - h. Replace the dresser in bedroom number two.**
  - i. Replace the broken box spring in bedroom number three.**

**II. Program Services**

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

**Sample size for resident interviews: Two**

**Comments:**

The residents meet the Agency’s population criteria as outlined in their Program Statement. Only one resident has an initial diagnostic assessment.

One resident has a current Needs and Services Plan that was realistic, measurable, and time specific. However, there was no documentation to support the residents and their placement worker’s participation in the development and update of the NSPs. The other resident does not have a current NSP.

The quarterly report for the one resident is current and comprehensive, and appropriately focuses on the goals of the NSP.

The other resident has not been in the Group Home long enough to require a quarterly report.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case files reflect

adequate documentation to show evidence of residents receiving regular weekly individual and/or group therapy.

**Recommendations**

- 2. Arrowhead Emancipation Group Home management:**
  - a. Complete initial assessments on all residents.**
  - b. Maintain current Needs and Services Plans for each resident.**
  - c. Provide documentation to show that the residents and their placement workers participate in the development and modification of the Needs and Services Plans.**

**III. Educational and Emancipation Services**

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

**Sample size for resident interviews: Two**

**Comments:**

Residents are attending school. There is a current Individualized Educational Plans for the resident who requires Special Education services. Both records contain current semester report cards and/or progress reports for the residents. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency’s program includes the development of residents’ daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Neither resident is employed.

**Recommendations**

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

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

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

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

**Recommendations**

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

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

**Method of assessment – Review of relevant documents for one case file**

**Comments:**

The resident has a current court authorization for psychotropic medication. Documentation confirms that the resident is routinely seen by the prescribing psychiatrist.

Medication logs are properly maintained.

**Recommendations**

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

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

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

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

Residents are aware of their right to refuse medication.

**Recommendations**

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

**VII. Clothing and Allowance**

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

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and sufficient quantity.

The Agency provides its residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. The residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage space.

One resident did not have a life book.

**Recommendation**

- 3. Arrowhead Emancipation Group Home management provide each resident with the opportunity to maintain a life book.**