



J. TYLER McCaULEY
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2766
PHONE: (213) 974-8301 FAX: (213) 626-5427

July 20, 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 – PACIFIC LODGE
YOUTH SERVICES, PACIFIC LODGE BOYS' HOME**

We have completed a review of Pacific Lodge Boys' Group Home (Group Home or Agency) operated by Pacific Lodge Youth Services (PLYS). The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Pacific Lodge Boys' Group Home is a 68-bed facility, which provides care for boys ages 13-17 years who exhibit psychological, emotional, or behavioral difficulties. At the time of the monitoring visit, Pacific Lodge Boys' Group Home was providing services for one Los Angeles County DCFS child, 52 Probation children, four children from Kern County Probation, three children from Ventura County Probation, two children from Inyo County Probation, and two children from San Bernardino County Probation. Pacific Lodge Boys' Home is located in the Third District.

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 seven children placed in the Group Home at the time of the review. 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.

"To Enrich Lives Through Effective and Caring Service"

Summary of Findings

Generally, the Agency was providing the services outlined in their Program Statement. However, the Agency needs to make several repairs to its facility; develop Needs and Services Plans that have detailed and measurable goals; maintain current court authorizations for all psychotropic medications; provide documentation of a monthly medication review for each resident receiving psychotropic medication; and offer each resident 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:dl

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

**Pacific Lodge Youth Services
Pacific Lodge Boys Home
4900 Serrania Avenue
Woodland Hills, CA 91364
(818) 347-1577
License No.: 191201989
Rate Classification Level: 12**

I. Facility and Environment

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Seven

Comments:

Pacific Lodge Boys' Group Home (Group Home or Agency) is located on nine acres in a residential community of Woodland Hills. The exterior of the Group Home is generally well maintained with park-like grounds and blends well with the neighborhood. However, the athletic running track is rutted and uneven.

There are four residential units (Bekins, Clark, Neimeyer, and Sauble), an athletic field, a full gymnasium, a swimming pool, an on-grounds County high school, a main kitchen/dining room, a chapel, and numerous offices and activity buildings.

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

Bekins Unit

The bathroom marble flooring is cracked.

In the kitchen, the base of the dishwasher is covered with wood and does not work. In addition, the kitchen counter is scorched the counter off the kitchen area is missing a face strip, the cabinets are chipped, and a few cabinet doors are askew.

Clark Unit

In the bathroom, two stall doors are broken and have inoperative locking mechanisms. In addition, the door edges are jagged and rough presenting a safety hazard.

In the kitchen, the countertop is chipped and scorched, the cabinets are chipped, a few cabinet doors are askew, and the dishwasher does not work.

A dresser drawer in bedroom number nine has nails protruding from a missing face panel presenting a safety hazard, and a desk has chipped face panels on the drawers.

Neimeyer Unit

In the bathroom, the first stall door is bent, several bathroom stall doors are broken, and the toilet bowl in one stall is stained.

In the kitchen, the Formica countertop is chipped, the cabinets are chipped, a few cabinet doors are askew, and the dishwasher does not work.

The desks in bedrooms four and eight have chipped face panels on the drawers.

Sauble Unit

The bathroom stall doors in the intake wing of the unit are broken. The knob on the bathroom door next to the residents' lounge has been pried exposing sharp metal which presents a safety hazard.

In the kitchen, the countertop is chipped, the cabinets are chipped, and a few cabinet doors are askew.

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. Pacific Lodge Youth Services Group Home management:**
 - a. Repair and maintain the athletic running track.**
 - b. Repair/replace the marble flooring in the Bekins unit bathroom area.**
 - c. Repair/replace the dishwashers in Bekins, Clark, and Neimeyer units.**
 - d. Repair/replace the counters in the kitchen areas of each living unit.**

- e. Repair/refinish the kitchen cabinets in each of the living units.**
- f. Repair the damaged dresser drawer panel in bedroom number nine of Clark unit.**
- g. Repair/replace the damaged bathroom stall doors in the Clark, Neimeyer, and Sauble units.**
- h. Repair/replace the toilet bowl in the first stall of the Neimeyer bathroom.**
- i. Repair/refinish the damaged desk drawers in Clark and Neimeyer units.**
- j. Replace the damaged bathroom door knob next to the residents' lounge in Sauble unit.**

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Seven

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 and realistic. Although specifically designed for each resident, the goals are not detailed and measurable. This was discussed with the Agency's management who acknowledged the adjustments needed in the NSPs. 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.

Recommendation

1. Pacific Lodge Youth Services Group Home develop Needs and Services Plans that have detailed and measurable goals.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Seven

Comments:

Residents are attending school. There are current Individualized Educational Plans for the residents who require Special Education services. The 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.

Residents have the opportunity to work and manage their own money.

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: Seven

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 17 case files

Comments:

One resident did not have a current court authorization for a medication he is receiving. There is no documentation to confirm that one resident is routinely seen by the psychiatrist for a review of his medication.

Medication logs are properly maintained.

Recommendations

- 2. Pacific Lodge Youth Services management:**
 - a. Maintain current court authorizations for all psychotropic medications being administered.**
 - b. Provide documentation of a monthly medication review by a psychiatrist for each resident receiving psychotropic medication.**

VI. Personal Rights

Method of assessment – Resident interviews

Sample size for resident interviews: Seven

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, 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.

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: Seven

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 of 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.

One resident reported that he has not been offered the opportunity to maintain a life book.

Recommendation

3. Pacific Lodge Youth Services Group Home management offer each resident a life book.