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DEPARTMENT OF AUDITOR-CONTROLLER

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J. TYLER McCAULEY
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November 7, 2005

TO: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
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, INCORPORATED; ALTADENA DRIVE, CANYON CREST, FAIR OAKS, AND VIA MADERAS GROUP HOMES**

We have completed a review of Altadena Drive, Canyon Crest, Fair Oaks, and Via Maderas Group Homes operated by Arrowhead Emancipation Program, Incorporated. 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. Canyon Crest, Fair Oaks, 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, Altadena Drive Group Home was providing services for four Los Angeles County DCFS children. Canyon Crest Group Home was providing services for two Los Angeles County DCFS children, and two Los Angeles County Probation children. Fair Oaks and Via Maderas Group Homes were each providing services for four Los Angeles County DCFS children, and one Los Angeles County Probation child.

Arrowhead Emancipation Group Homes are located in the Fifth District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the treatment services as outlined in their Program Statement. However, each Group Home needs to address deficient areas.

All four Group Homes need to make exterior repairs to their facilities; provide backyard landscaping; clean the common areas, repair/replace floors, and replace worn furniture throughout the homes; ensure that the treatment teams develop and implement the NSPs with input from the children; and provide children with the minimum required allowance.

Altadena Drive Group Home needs to secure the pool area; repair large ceiling and wall cracks; clean the area rug, and repair the book shelf in the living room; clean the kitchen cabinets; replace the dining chairs; replace the window screens; provide initial assessments within thirty days of placement; provide children with the required monthly clothing allowance; and maintain current psychotropic medication authorizations and current psychiatric evaluations.

Canyon Crest Group Home needs to replace the outdoor furniture; repair the pantry shelves; repair the kitchen counter; replace the dining table; provide initial assessments within thirty days of placement; provide children with the required monthly clothing allowance; and assist all children in maintaining life books.

Fair Oaks Group Home needs to replace a kitchen outlet cover; repair the TV room light fixture; replace covers for bedroom lights; remove the writing from the dresser and closet; replace window screens; provide children with adequate recreational activities; include children in planning recreational activities; maintain current psychotropic medication authorizations and current psychiatric evaluations; and assist all children in maintaining life books.

Via Maderas Group Home needs to provide locks on bedroom windows; replace bedroom blinds and window screens; remove writing from the closet; maintain current

psychotropic medication authorizations and current psychiatric evaluations; and assist all children in maintaining life books.

Attached is a detailed report of the review findings.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:gfw

c: David E. Janssen, Chief Administrative Officer
David Sanders, Ph.D., Director, DCFS
Paul Higa, Chief Probation Officer
Irma Reed, Executive Director, Arrowhead Emancipation Program, Incorporation
Public Information Office
Audit Committee

Arrowhead Emancipation Program, Incorporated
Altadena Drive
443 West Altadena Drive
Altadena, California 91001
Phone: (626) 798-5589
License Number: 191222263
Rate Classification Level: 10

I. Facility and Environment

Method of assessment – Observation

Comments:

Altadena Drive Group Home is located in a residential community. The exterior of the Group Home is not well maintained. The exterior stucco is buckling off the side of the home; the paint is peeling and chipped; there is exposed cement on the exterior walls; the upstairs railing is worn and warped; bricks are missing from the front porch pillars; and the paint is peeling on the front porch. The backyard is not adequately landscaped with grass, and the swimming pool area is not secured presenting a safety hazard.

There is adequate lighting in the Group Home. However, the common quarters are not well maintained. In the staff office, there are large cracks in the ceiling. In the dining room, the chair cushions are dirty, and a window screen is missing. The chairs in the breakfast area are worn. The walls and cabinets are dirty in the staff office, living room, and kitchen. In the living room, the area rug is dirty, and the bookshelf is broken. The bathrooms are dirty, and there is a broken towel rack in the children's bathroom. The hardwood floors throughout the Group Home are worn and dirty.

Children's bedrooms have age-appropriate personalized decorations. There is adequate lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, the furniture is worn and scratched. There are cracks in the ceiling, and writing on the closet walls.

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. Arrowhead Emancipation Program Management:

   a. Repair the exterior stucco, and paint the walls.

   b. Replace the upstairs railing.

   c. Repair the front porch pillars and paint the front porch.

   d. Adequately landscape the backyard.

   e. Secure the area around the pool.

   f. Repair the ceiling in the staff office.

   g. Clean the dining chair cushions.

   h. Replace the window screen in the dining area.

   i. Replace the chairs in the breakfast area.

   j. Clean the staff office, living room, and kitchen walls and cabinets.

   k. Clean and repair the hardwood floors throughout the home.

   l. Clean the living room area rug.

   m. Repair the living room bookshelf.

   n. Clean all bathrooms and replace the towel rack in the children's bathroom.

   o. Repair or replace the children's worn bedroom furniture.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are not assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are not developed or implemented by the treatment team, and do not include input from the child. The NSPs are not current, are not comprehensive, and do not include long and short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. **Arrowhead Emancipation Program Management:**

   a. **Assess children for needed services within thirty days of placement.**

   b. **Include the treatment team and input from the child in the development and implementation of the NSPs.**

   c. **Maintain current NSPs for each child that are comprehensive and include long and short-term goals.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

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

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

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

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing and items of necessity. However, one child has not been provided with the required monthly clothing allowance. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum base allowance.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

3. **Arrowhead Emancipation Program Management:**

   a. **Provide children with the required monthly clothing allowance.**

   b. **Provide children with the required minimum base allowance.**

Arrowhead Emancipation Program, Incorporated
Canyon Crest
3382 Canyon Crest Road
Altadena, California 91001
Phone: (626) 798-5589
License Number: 191221275
Rate Classification Level: 10

I. Facility and Environment

Method of assessment – Observation

Comments:

Canyon Crest Drive Group Home is located in a residential community. The exterior of the Group Home is not well maintained. Paint is peeling and chipping from the exterior of the home, the railing and deck. The outdoor furniture is weather beaten and worn, and there area large cracks in the patio. The backyard is not adequately landscaped.

There is adequate furniture and lighting in the Group Home. However, the common quarters are not well maintained. The kitchen floor is worn; there is a large crack in the kitchen counter; the dining table is sloping in the middle; and the pantry shelves are bent and unstable. The light fixture in the computer room does not have a cover; the TV room floor is worn and damaged; the carpeting and walls around the telephone area are dirty; and the hallway and bathrooms are dirty.

Children's bedrooms have age-appropriate personalized decorations. There is adequate lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, the furniture is worn and scratched; and the walls, carpeting and mini blinds are dirty. In one bedroom, there is clothing piled on the floor and in the closet.

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. **Arrowhead Emancipation Program Management:**

    a. **Repair the exterior walls, railing and deck.**

    b. **Replace the outdoor furniture.**

c. **Adequately landscape the backyard.**

d. **Repair the kitchen floor and counter.**

e. **Repair or replace the dining room table.**

f. **Repair or replace the pantry shelves.**

g. **Replace the light fixture cover in the computer room.**

h. **Repair the TV room floor.**

i. **Clean the carpeting, walls and mini blinds throughout the home.**

j. **Clean all of the bathrooms.**

k. **Repair or replace the bedroom furniture.**

l. **Organize the clothing in the bedroom.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are not assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are not developed or implemented by the treatment team, and do not include input from the child. The NSPs are not current, are not comprehensive, and do not include long and short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. **Arrowhead Emancipation Program Management:**

   a. **Assess children for needed services within thirty days of placement.**

b. **Include the treatment team and input from the child in the development and implementation of the NSPs.**

c. **Maintain current NSPs for each child that are comprehensive and include long and short-term goals.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

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

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation 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 currently no residents receiving psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

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

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, and items of necessity. However, the Group Home does not provide the required $50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum base allowance.

The Group Home provides children with adequate personal care items.

One child reports that she is encouraged and assisted in creating and maintaining a photo album/life book. However, the other child reports that she has never been provided with a life book.

Recommendations

3. **Arrowhead Emancipation Program Management:**

   a. **Provide children with the required monthly clothing allowance.**

   b. **Provide children with the required minimum base allowance.**

   c. **Provide, encourage and assist all children in maintaining photo albums/life books.**

Arrowhead Emancipation Program, Incorporated
Fair Oaks
3225 North Fair Oaks
Altadena, California 91001
Phone: (626) 798-5589
License Number: 197601893
Rate Classification Level: 10

I. Facility and Environment

Method of assessment – Observation

Comments:

Fair Oaks Group Home is located in a residential community. The front yard is well maintained and adequately landscaped. However, the backyard is not adequately landscaped.

There is adequate furniture and lighting in the Group Home. However, the common quarters are not well maintained. The cover is missing from a dining room electrical outlet; the storage room is not orderly; the floor in the kitchen is chipped; and the light switch in the TV room is broken. The bathroom is dirty, the window does not operate properly, the window screen is torn, and the toilet seat is worn.

Children's bedrooms have age-appropriate personalized decorations. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. There is adequate lighting, and storage space. However, the furniture is worn and scratched; the hardwood floors in all of the bedrooms are scratched; and the covers are missing from the light fixtures. In bedroom four, there is writing on the dresser and closet wall.

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. **Arrowhead Emancipation Program Management:**

    a. **Adequately landscape the backyard.**

    b. **Replace the electrical outlet cover in the dining room.**

c. **Clean the storage room.**

d. **Repair the kitchen floor.**

e. **Repair the TV room light switch.**

f. **Clean the bathroom.**

g. **Repair the bathroom window.**

h. **Replace the bathroom window screen.**

i. **Replace the toilet seat.**

j. **Repair or replace the children's bedroom furniture.**

k. **Replace light fixture covers.**

l. **Refinish the hardwood floors throughout the Group Home.**

m. **Remove the writing from the dresser and closet in bedroom four.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

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

The Needs and Services Plans (NSPs) are current and comprehensive, and include long and short-term goals. However, the NSPsare not developed or implemented by the treatment team, and do not include input from the child.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

2. **Arrowhead Emancipation Program Management include the treatment team and input from the child in the development and implementation of the NSPs.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient leisure time. Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest. However, children are not provided with sufficient recreational activities or given opportunities to participate in planning activities.

The Group Home provides transportation to and from the activities.

Recommendations

3. **Arrowhead Emancipation Program Management:**

    a. **Provide children with sufficient recreational activities.**

    b. **Allow children to participate in planning recreational activities.**

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children do not have current court authorizations for psychotropic medication, and are not routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

4. **Arrowhead Emancipation Program Management:**

   a. **Maintain current court authorizations for all children taking psychotropic medication.**

   b. **Ensure that children are routinely seen by the prescribing psychiatrist, and maintain documentation.**

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

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

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required $50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum base allowance.

The Group Home provides children with adequate personal care items.

One child reports she is encouraged and assisted in creating and maintaining a photo album/life book. However, the other child reports that she has never been provided with a life book.

Recommendations

5. **Arrowhead Emancipation Program Management:**

   a. **Provide children with the required minimum base allowance.**

   b. **Provide, encourage and assist all children in maintaining photo albums/life books.**

Arrowhead Emancipation Program, Incorporated
Via Maderas
3050 Via Maderas
Altadena, California 91001
Phone: (626) 798-5589
License Number: 191221253
Rate Classification Level: 10

I. Facility and Environment

Method of assessment – Observation

Comments:

Via Maderas Group Home is located in a residential community. The exterior of the Group Home is not well maintained. The exterior paint is peeling and chipping. The front yard is adequately landscaped; however, the back yard is not.

There is adequate furniture and lighting in the Group Home. However, the common quarters are not well maintained. The tile floor in the kitchen and family room is damaged and buckling, and the carpeting throughout the Group Home is dirty and worn. The bathroom sinks, shower stalls, bathtubs, and floors are dirty, and there is mildew on the ceiling in bathroom two.

Children's bedrooms have age-appropriate personalized decorations. Window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. There is adequate lighting, and storage space. However, the rooms are not well maintained. The furniture is worn and scratched, and thethe bedroom windows do not have locks. The blinds in bedroom one and two are broken, the bed frame in bedroom two is broken, and there is writing on the closet door in bedroom three.

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. **Arrowhead Emancipation Program Management:**

    a. **Repaint the exterior of the home.**

    b. **Adequately landscape the backyard.**

c. **Replace the tile flooring in the kitchen and family room.**

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

e. **Clean the bathrooms.**

f. **Replace the bedroom furniture.**

g. **Install locks on the bedroom windows.**

h. **Replace the bedroom window blinds.**

i. **Replace the broken bed frame.**

j. **Remove the writing from the closet.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. However, children are not assessed for needed services within thirty days of placement.

The NSPs are current and comprehensive, and include long and short-term goals. However, the Needs and Services Plans (NSPs) are not developed or implemented by the treatment team, and do not include input from the child.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. **Arrowhead Emancipation Program Management:**

   a. **Assess children for needed services within thirty days of placement.**

   b. **Include the treatment team and the child in the development and implementation of the NSPs.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interview

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

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

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

One child has a current court authorization for psychotropic medication, and documentation confirms that she is routinely seen by the prescribing psychiatrist. However, the other child does not have a current court authorization for psychotropic medication, and is not routinely seen by the prescribing psychiatrist.

Children are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

3. **Arrowhead Emancipation Program Management:**

   a. **Maintain current court authorizations for all children taking psychotropic medication.**

   b. **Ensure that all children taking psychotropic medication are routinely seen by the prescribing psychiatrist, and maintain documentation.**

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

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

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, and items of necessity. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity. However, the Group Home does not provide the required $50 monthly clothing allowance to children.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum base allowance.

The Group Home provides children with adequate personal care items.

One child reports she is encouraged and assisted in creating and maintaining a photo album/life book. However, the other child reports that she has never been provided with a life book.

Recommendations

4. **Arrowhead Emancipation Program Management:**

   a. **Provide children with the required monthly clothing allowance.**

   b. **Provide children with the required minimum base allowance.**

   c. **Provide, encourage and assist all children in maintaining photo albums/life books.**

September 19, 2005

TO: Candace Rhue, Group Home Audit Supervisor

FROM; Charlene Williams, Program Director
Arrowhead Emancipation Program

RE: **CORRECTIVE ACTION PLAN:**

The following plan is a proposed Corrective Action Plan, in response to our annual Program Audit which took place on June 15th, June 16th, June 20th and June 21st.

ALTADENA SITE: 443 W. Altadena Ca.-License # 191222263:

PHYSICAL PLANT:

RECOMMENDATION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Provide grass and maintain suitable landscaping in the backyard	The trees and shrubs on the tennis court have been cut back; the shrubs on the left side of the driveway have been cut back; the grass is now more green and filled in; and most of the sprinklers are now operable.	Landscape and lawn is maintained weekly. The Facility Manager is in charge of the yard and landscaping.
Repair the exterior stucco, paint and walls.	The exterior stucco has now been repaired and prepped for painting.	Painting to be determined – A painter needs identifying.
Replace the upstairs railing	The railing has not been replaced, however, screws were put in the railing to tighten and secure railing.	The contracting maintenance person completed this task in early August, 05.
Repair the front porch pillars and front porch.	The front porch and its pillars have been corrected and reinforced.	This job was completed by the contracting maintenance person in early August, 05.
Secure the area around the pool.	This item has already been corrected.	Job was completed early July, 2005 and was completed by contracting maintenance worker.
Repair the ceiling in staff office.	This item has not been corrected.	Work to be completed by Oct. 10, 2005 by contracting maintenance worker.
Clean the dining chair cushions.	Cushions that require cleaning to be assessd.	Staff to report to administration by 9/23/05 regarding the type of cleaning required.
Replace window screens in dining area.	Screen are to be made in lieu of buying due to the age of the house.	Contracting maintenance worker and executive director will collaborate to ensure that screens are made and put on by 10/30/05.
Provide appropriate seating in breakfast area.	There are (6) matching chairs now in the breakfast eating area.	Already in place.
Clean staff office, living room and kitchen walls.	Staff office has been cleaned-living room and kitchen wall are scheduled to be painted.	Contracting painter (TBD) to do painting throughout facility by Nov.
Clean and repair hardwood floors through out group home.	Floors have not been done –floors will be stripped and waxed.	Contracting maintenance worker will do all hardwood floors by 10/30/05.
Clean the area rug.	Area rug will be replaced.	New rugs to be obtained by 10/15/05

Clean the kitchen cabinets	Cabinets to be cleaned.	Cleaning has been assigned to a special staff person to have completed by 10/14/05.
Clean the resident bathrooms and replace towel rack.	Residents bathroom s are cleaned daily.	This task has been assigned to special staff person. Towel to be replaced by 9/30/05
Repair or replace the residents worn bedroom furniture.	Furniture requires assessing and evaluating.	A special staff person has been assigned to assess all bedroom furniture to determine what is repairable and what requires replacing.

PROGRAM SERVICES:

RECOMMENDATION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Assess residents for needed services within 30 days of placement	Residents are being provided with a initial intake interview within their first 30 days along with their NSP.	Within 30 days – Program Director and residential team and placement worker.
Provide a treatment team to develop and implement the NSP.	The treatment team are those staff persons along with mental health and contracting therapist that provide in-put for the NSP.	The treatment team meets weekly at their facility – Program Director meets with Mental Health providers each Monday at 1:30PM.
Maintain current NSP's for each youth that are comprehensive and include short and long term goals.	The NSP's now have a modified format which is more comprehensive and the team signs off on the reports.	Every 90 days, unless otherwise specified due to special circumstances.

CLOTHING AND ALLOWANCE:

RECOMMENDATION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Provide youth with the required monthly clothing allowance.	All youth are provided $50 per month for new clothing items. In most instances, if there re-placement clothing has not been received, the agency will advance the clothing allowance to the youth.	Monthly – Administration ensures that the youth are provided with clothing allowance.
Provide the youth with the required minimum base allowance.	All youth are given their earned allowance every Friday. The base minimum given to a youth is $7.00	Every Friday – Staff maintains and signs off on the Allowance Sheet along with the youths signature for proof received.

Altadena Dr.

CANYON CREST SITE: 3382 Canyon Crest Rd., Altadena, Ca.
License # 191221275:

PHYSICAL PLANT:

RECOMMENDATION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Repair the exterior walls, railing and deck.	The wall, railing and deck will be repaired to meet standards.	By Oct. 7, 2005 – will be completed by the contracting maintenance worker.
Replace the outdoor furniture.	Outdoor chairs will be replaced.	By Oct. 1, 2005 – administration will ensure that supervisor makes the purchase.
Repair the kitchen floor and counter.	The kitchen floor and the counter will be prepared.	By Sept. 30, 2005 – the job will be completed by contracting maintenance worker.
Repair or replace the dining room table.	This recommendation is not clear relative to repair needed.	
Replace or repair the pantry shelves.	The pantry shelves will be repaired by re-enforcing the shelves.	By Sept 30, 2005 –the contracting maintenance worker will complete the job.
Repair the computer room light fixture.	The light fixture will be repaired	By Sept 30, 2005-the contracting maintenance person will complete.
Repair the TV room hardwood floor.	Repair the hardwood floor in TV room.	By Oct. 1, 2005-job to be completed by contracting maintenance worker.
Clean the carpeting, walls and mini blinds.	Carpet, walls and mini blinds will be cleaned.	By Sept. 30, 2005-job to be completed by staff and contracting maintenance person.
Clean all bathrooms	Ensure that bathroom are cleaned.	Cleaned daily-facility supervisor to monitor and supervise cleanliness of bathroom daily.
Repair or replace the bedroom furniture.	Assessment of repairs need and/or replacement will take place.	Administration has assigned facility supervisor to assess and report back to administration by 9/30/05 relative to findings.
Clean the children's bedrooms.	Bedrooms are to be cleaned by the residents.	Staff and facility supervisor are to monitor and supervising all cleaning activities on a daily basis-a new form has been developed to help monitor that task.
Provide grass and maintain suitable landscape in backyard.	Suitable landscaping services are provided at this sit.	Yard is cared for weekly by a contracting gardner.

PROGRAM SERVICES:

RECOMMENDATION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Assess children for needed services within 30 days.	Residents are being provided with a initial intake interview within their first 30 days of placement along with the development of their NSP.	Within 30 days of placement – Program Director and residential team and placement worker.
Provide a treatment team to develop and implement the NSPs.	The treatment team are those staff persons along with mental health and contracting therapist that provide in-put for the NSP.	Every 90 days, unless otherwise specified due to special circumstances.

FAIR OAKS SITE: 3225 N. Fair Oaks – Altadena, Ca. 91001-
License # 197601893:

PHYSICAL PLANT:

RECOMMENDATION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Provide grass and maintain a suitable landscape in the backyard.	There is grass in the backyard. The grass was dead and dry at the time of the audit. Grass is slowly returning to its natural color of green.	Yard is maintained on a weekly basis by a contracting gardner.
Replace cover for electrical outlet in the dining room.	Cover to electrical outlet in the dining room has been replaced.	This was completed in mid-august by the contracting maintenance worker and confirmed by the executive director that the job is complete.
Clean the storage room.	This task has been completed.	This task was completed in late June and was confirmed completed by executive director.
Repair the kitchen floor.	Requires clarity relative which tile in the kitchen requires repairing.	
Repair the TV room lights.	Task has not been corrected.	Lights to be repaired by 9/30/05 by contracting maintenance worker.
Clean the bathroom.	Bathrooms are clean.	Bathrooms are cleaned daily by staff.
Repair bathroom window.	Task has been completed.	Repair was completed in early August by contracting maintenance worker, executive director confirmed completion.
Replace window screen	Requires clarity as to which window screen.	
Replace toilet seat.	Task has been completed.	Item was replaced in early July – executive director made purchase and assembled the toilet seat.
Repair or replace the childrens bedroom furniture.	Furniture to be assessed and evaluated regarding repairs or replacement need.	Task has been assigned to a staff person who is report to administration by 9/26/05.
Replace light fixture covers.	Task has been completed.	Task was completed in early August by contracting maintenance worker and executive director confirmed task completed.
Clean and repair hardwood floors in group home.	Task not completed.	Task is scheduled to be done 10/30/05 by contracting maintenance woker.
Remove writing from the dresser and closet in bedroom #4	Task not completed.	Two special staff persons have been assigned to sand dresser and paint over writing in the closet. Task to be completed by 10/14/05.

PROGRAM SERVICES:

RECOMMENDATION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Provide a treatment team to develop and implement the NSPs.	The treatment team are those staff persons along with mental health and contracting therapist that provide input in the development of the NSPs.	Initial 30 days and every 90 days thereafter.

RECREATION AND ACTIVITIES:

RECOMMENDATION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Provide youth with sufficient recreational activities and document weekly activities.	Ensure that youth receive recreational activities reflected on required Monthly Activity Calendar. Youth are given the opportunity to provide in-put before calendar is typed.	This task is done monthly – the residential team is responsible to get youth in-put and turn into Program Director for approval.
Allow youth to participate in planning enrichment and social activities.	Youth are given that opportunity monthly.	Residential team facilitates the process.

PSYCHOTROPIC MEDICATION:

RECOMMENDATION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Maintain current court authorization for youth on psychotropic medication.	When youth is referred for additional mental health services, agency is to be informed at that time that minor is on psychotropic medication for appropriate paper work to be done by psychiatrist and faxed to court.	Referral to mental health agency to be made with first (2) weeks of placement; Program Director makes all of the mental health referrals.
Maintain documentation that confirms that the youth are routinely seen by psychiatrist.	A form has now been developed relative to the youths monthly visit to the psychiatrist	Monthly – staff to ensure that form is taken to psychiatrist for proof of service and returned to facility.

CLOTHING AND ALLOWANCE:

RECOMMENDATION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Provide youth with required minimum base allowance.	All youth are provided the base allowance of $7.00 unless they have earned more. They are eligible to earn up to $11.00	Allowance are distributed by staff and signatures from youth and staff are logged on the Allowance form.
Provide youth with opportunity to maintain a photo album/life books.	Youth are given the opportunity and option for creating a photo album and a life book.	Project is usually done on a monthly basis and facilitated by the facility team.

VIA MADERAS SITE: 3050 Via Maderas, Altadena, Ca. 91001
License # 191221253:

PHYSICAL PLANT:

RECOMMENDATION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Repair the peeling paint around the exterior of facility.	Task has not been performed.	Task to be completed by November 11, 2005- contracting maintenance worker will complete task.
Provide grass and maintain a suitable landscape in backyard.	The number of trees in the backyard prevent grass from growing, however, trees are cut back due prevent fires in the canyon areas.	Both front and backyard are maintain weekly by the contracting gardner.
Replace the tile flooring in the kitchen and family room.	Task has not been performed.	Floor to be replaced by November 18, 2005-floor will be completed by contracting maintenance worker.
Replace carpeting throughout the group home.	Administration has assessed that carpet in the living room requires not replacing. Carpet in hallway and bedroom will be repaired or replaced.	Carpet to completed by November 18, 2005- contracting maintenance worker will complete task..
Clean the bathrooms.	Task completed.	Bathrooms are cleaned daily by staff and monitored by staff for sanitation.
Replace bedroom furniture.	All bedroom furniture has been assessed and removed if necessary.	Task was performed in early August, facility manager confirmed task completed.
Repair bedroom windows.	Windows have been repaired and screens are all windows.	Task was completed in early August and facility manager confirmed task completed.
Replace broken bed frame	Any and all beds, bed frames or head boards have been replaced.	Task was completed in mid-August; contracting maintenance worker completed task-facility manager confirmed task completed.
Replace window blinds in bedroom.	Task completed.	Blinds were replaced in mid-August and confirmed by executive director task completed.
Remove writing from the closet.	Task not complete.	Painting of the closet to take place by contracting painter by 10/30/05.

PROGRAM SERVICES:

RECOMMENDATION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Assess youth for needed services with 30 days of placemen.	Residents are being provided with a initial intake interview within their first 30 days along with the NSP	Within 30 days-Program Director and residential team and placement worker.
Provide a treatment team to develop and implement the NSPs.	The facility/treatment team are those staff persons along with mental health and contracting therapist that provide in-put for the NSPs.	30 days and every 90 days thereafter by the facility team, program director and placement worker.

PSYCHOTROPIC MEDICATION:

RECOMMENDTION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Maintain current court authorizations for all youth taking medication.	When youth is referred for additional mental health services, agency is to be informed at that time that the minor is on psychotropic medication for appropriate paper work to be done by psychiatrist and faxed to the court.	Referral to mental health agency to be made within first (2) week of placement; Program Director makes all of the mental health referrals.
Maintain documentation that confirms that the youth are routinely seen by the psychiatrist.	A form has now been developed relative to the youths monthly visit to the psychiatrist.	Monthly-staff to ensure that form is taken to psychiatrist for proof of services and returned to facility for filing in case file.

CLOTHING AND ALLOWANCE:

RECOMMENDATION	CORRECTIVE PLAN	TIME FRAME/WHO WILL DO IT
Provide the youth with the required monthly clothing allowance.	All youth are provided $80.00 per month for new clothing items. In most instances, if there re-placement clothing has not been received, the agency will advance the clothing allowance to the youth.	Monthly – Administration ensure that the youth are provided with clothing allowance.
Provide the youth with required minimum base allowance.	All youth are given their earned allowance every Friday. The base minimum given to a youth is $7.00	Every Friday-Staff maintain and signs off on the Allowance sheet along with the youths signature for proof received.
Provide the youth with the opportunity maintain a photo album/life book.	Youth are given the opportunity and option for creating a photo album and a life book.	Project is usually done on a monthly basis and facilitated by the facility team.

Via maderas