



**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

J. TYLER McCAULEY
AUDITOR-CONTROLLER

February 23, 2007

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

FROM: J. Tyler McCauley *JTM*
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – STARSHINE
TREATMENT CENTERS, INCORPORATED - 40TH STREET, BUCKEYE,
GARDEN AND LYNWOOD GROUP HOMES**

We have completed a review of 40TH Street, Buckeye, Garden and Lynwood Group Homes (Group Home or Agency) operated by Starshine Treatment Centers, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

40TH Street, Buckeye, Garden and Lynwood Group Homes are each six-bed facilities, which provide care for boys ages 11-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, 40th Street Group Home was providing services for one Probation child, two Riverside County children, one Kern County child, one San Bernardino County child, and one Ventura County child. Buckeye Group Home was providing services for one DCFS child, two Riverside County children, two Kern County children and one San Bernardino County child. Garden Group Home was providing services for one Probation child, two Riverside County children, one Kern County child, one San Bernardino County child, and one Ventura County child. Lynwood Group Home was not providing services for any Los Angeles County children.

Starshine Treatment Centers Group Homes are located in San Bernardino County.

"To Enrich Lives Through Effective and Caring Service"

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, the child's case records, a facility inspection, and an interview with the one Los Angeles County child placed in the Group Home at the time of the review. The interview with the child is designed to obtain his perspective on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Since Lynwood Group Home was not providing services for any Los Angeles County children at the time of our visit, the monitoring review covered basic child safety and licensing issues, and included only a facility inspection.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

40TH Street, Buckeye, and Garden Group Homes need to provide Needs and Services Plans that are comprehensive and include short and long term goals, provide children with the required minimum weekly allowance, and encourage and assist children in creating and maintaining photo albums/life books.

40th Street Group Home needs to remove the writing from the front door, repair the kitchen cabinets and the right rear burner on the kitchen stove, and re-caulk around the bathtub and window sills in the bathroom.

Buckeye Group Home needs to clean the kitchen cabinets and repair the counter tops and bedroom doors.

Lynwood Group Home needs to remove the debris in the yard, secure the lock on the gate, and repair or replace the living room carpet.

Attached is a detailed report of the review.

Review of Report

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

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

JTM:MP:CC:ec

http://auditor.co.la.ca.us/group_home.asp

Attachments

c: David E. Janssen, Chief Administrative Officer
Patricia S. Ploehn, Director, DCFS
Robert B. Taylor, Chief Probation Officer
James Pace, Executive Director, Starshine Treatment Centers, Incorporated
Public Information Office
Audit Committee

**Starshine Treatment Centers
40th Street Group Home
7310 40th Street
San Bernardino, California 92404
Phone: (909) 882-4915
License Number: 360910260
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

40th Street Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, there is writing on the front door. The kitchen cabinets are dirty and the right rear burner on the stove does not work. In the bathroom, the caulk around the bathtub and window sills is worn.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, 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.

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. Starshine Treatment Centers management:**
 - a. Remove the writing from the front door.**
 - b. Clean the kitchen cabinets.**
 - c. Repair the kitchen stove burner.**

- d. **Re-caulk around the bathtub and window sills in the bathroom.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: One

Comments:

The child meets the Group Home's population criteria as outlined in their Program Statement. The child was assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current; however, they are not comprehensive and do not include short and long term goals.

Case files reflect adequate documentation to show that the child is receiving treatment services.

Recommendation

2. **Starshine Treatment Centers management develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited and include short and long term goals.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: One

Comments:

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

The child is 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: One

Comments:

The Group Home provides the child with sufficient recreational activities and leisure time. The child is provided with opportunities to participate in planning activities. The child participates in extra-curricular, enrichment, and social activities in which he has 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 children taking psychotropic medications. This information is appropriately documented.

The child is aware of his right to refuse medication.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: One

Comments:

The child is informed about the Group Home's policies and procedures. The child reports that he feels safe in the Group Home and is provided with appropriate staff supervision. The child expresses satisfaction with the quality of his interactions with staff and reports that the staff treats him with respect and dignity.

The child reports that he is assigned chores that are reasonable and not too demanding. The child is able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. The child is able to attend religious services of his choice.

The child reports that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The child reports satisfaction with meals and snacks.

The child receives 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: One

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to the child. The child is provided with opportunities to select his own clothes. Clothing provided to the child is of good quality and of sufficient quantity.

The child spends his allowance as he chooses. However, the Group Home does not provide the child with the required minimum weekly allowance.

The Group Home provides the child with adequate personal care items.

The child is not encouraged or assisted in creating and maintaining a photo album/life book.

Recommendations

3. Starshine Treatment Centers management:

- a. **Provide all children with the required minimum weekly allowance.**
- b. **Encourage and assist all children in creating and maintaining photo albums/life books.**

**Starshine Treatment Centers
Buckeye Street Group Home
1584 Buckeye Street
Highland, California 92346
Phone: (909) 862-3063
License Number: 360909148
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

Buckeye Street Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the kitchen cabinets are worn and dirty and the tiles on the counter are cracked.

Generally, the children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, 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, there are holes and unfinished repairs on the bedroom doors.

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. Starshine Treatment Centers management:**
 - a. Clean the kitchen cabinets.**
 - b. Repair the cracked tiles on the kitchen counter tops.**
 - c. Repair the holes and complete repairs on the bedroom doors.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: One

Comments:

The child meets the Group Home's population criteria as outlined in their Program Statement. The child was assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current; however, they are not comprehensive and do not include short and long term goals.

Case files reflect adequate documentation to show that the child is receiving treatment services.

Recommendation

- 2. Starshine Treatment Centers management develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited and include short and long term goals.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: One

Comments:

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

The child is 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: One

Comments:

The Group Home provides the child with sufficient recreational activities and leisure time. The child is provided with opportunities to participate in planning activities. The child participates in extra-curricular, enrichment, and social activities in which he has 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 children taking psychotropic medications. This information is appropriately documented.

The child is aware of his right to refuse medication.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: One

Comments:

The child is informed about the Group Home's policies and procedures. The child reports that he feels safe in the Group Home and is provided with appropriate staff supervision. The child expresses satisfaction with the quality of his interactions with staff and reports that the staff treats him with respect and dignity.

The child reports that he is assigned chores that are reasonable and not too demanding. The child is able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. The child is able to attend religious services of his choice.

The child reports that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The child reports satisfaction with meals and snacks.

The child receives 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: One

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to the child. The child is provided with opportunities to select his own clothes. Clothing provided to the child is of good quality and of sufficient quantity.

The child spends his allowance as he chooses. However, the Group Home does not provide the child with the required minimum weekly allowance.

The Group Home provides the child with adequate personal care items.

The child is not encouraged or assisted in creating and maintaining a photo album/life book.

Recommendations

3. Starshine Treatment Centers management:

- a. **Provide all children with the required minimum weekly allowance.**
- b. **Encourage and assist all children in creating and maintaining photo albums/life books.**

**Starshine Treatment Centers
Garden Drive Group Home
2965 Garden Drive
San Bernardino, California 92404
Phone: (909) 882-0563
License Number: 360910261
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

Garden Drive Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

The Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, 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.

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

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: One

Comments:

The child meets the Group Home's population criteria as outlined in their Program Statement. The child was assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current; however, they are not comprehensive and do not include short and long term goals.

Case files reflect adequate documentation to show that the child is receiving treatment services.

Recommendation

1. **Starshine Treatment Centers management develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited and include short and long term goals.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: One

Comments:

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

The child is 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: One

Comments:

The Group Home provides the child with sufficient recreational activities and leisure time. The child is provided with opportunities to participate in planning activities. The child participates in extra-curricular, enrichment, and social activities in which he has 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 children taking psychotropic medications. This information is appropriately documented.

The child is aware of his right to refuse medication.

Recommendations

There are no recommendations for this section.

VI. Personal Rights**Method of assessment – Interviews with children****Sample size: One****Comments:**

The child is informed about the Group Home's policies and procedures. The child reports that he feels safe in the Group Home and is provided with appropriate staff supervision. The child expresses satisfaction with the quality of his interactions with staff and reports that the staff treats him with respect and dignity.

The child reports that he is assigned chores that are reasonable and not too demanding. The child is able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. The child is able to attend religious services of his choice.

The child reports that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

The child reports satisfaction with meals and snacks.

The child receives 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: One

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to the child. The child is provided with opportunities to select his own clothes. Clothing provided to the child is of good quality and of sufficient quantity.

The child spends his allowance as he chooses. However, the Group Home does not provide the child with the required minimum weekly allowance.

The Group Home provides the child with adequate personal care items.

The child is not encouraged or assisted in creating and maintaining a photo album/life book.

Recommendations

2. Starshine Treatment Centers management:

- a. **Provide all children with the required minimum weekly allowance.**
- b. **Encourage and assist all children in creating and maintaining photo albums/life books.**

**Starshine Treatment Centers
Lynwood Group Home
1004 Lynwood Drive
San Bernardino, California 92404
Phone: (909) 881-2929
License Number: 366402432
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

Lynwood Drive Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped. However, there is debris in the yard and the lock on the gate is broken.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, a section of the living room carpet is discolored.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, 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.

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. Starshine Treatment Centers management:**
 - a. Remove the debris in the yard.**
 - b. Repair the lock on the gate.**
 - c. Repair or replace the carpet in the living room.**

STARSHINE TREATMENT CENTERS, INC.
1255 E HIGHLAND AVENUE, #216
SAN BERNARDINO, CA 92404
(909) 882-7978 Phone
(909) 882-1282 Fax

December 31, 2006

Department of Auditor-Controller,
Kenneth Hahn Hall of Administration
500 W. Temple Street, Room 515-A
Los Angeles, CA 90012

Attn: Candace Rhue, Group Home Audit Supervisor

We are responding to the recent inspection of our four facilities.

RE: 40TH Street Facility
LIC NO: 360910260

Recommendation - Remove the writing from the front door.
The writing has been removed. The lead staff in the facility is responsible for submitting a "House Repair Report" daily if writing reappears. R. Meza, Supervisor, will conduct weekly house inspections to ensure maintenance.

Recommendation – Clean the kitchen cabinets.
The kitchen cabinets were professionally resurfaced. Each day during chores the clients will wipe down the outside of the cabinets. R. Meza, Supervisor, will conduct weekly house inspections to ensure cleanliness.

Recommendation – Repair the kitchen stove rear right burner.
The rear right burner has been repaired. The lead staff in the facility will notify the main office if there is any further problem by submitting a "House Repair Report". R. Meza, Supervisor, will conduct weekly house inspections to ensure maintenance of the stove.

Recommendation – Repair the caulking around the bathroom tub and window sills.
The caulking has been redone. The lead staff in the facility, will routinely check the caulking and submit a "House Repair Report" to the main office if there are any further problems. R. Meza, Supervisor, will conduct weekly house inspections to maintenance the overall appearance.

Recommendation – Maintain and develop comprehensive NSP's that are specific, measurable, attainable, realistic, time limited and include short and long term goals. Starshine's Needs and Services plan for each client would contain the below cited inclusion which would specifically address the need for a time-limited, measurable, and realistic approach to short and long term goal attainment.

Sample: Goal Specific, Quantifiable, NSP Short and Long Term Goal Paradigm

Target Behavior

1. Temper Tantrum

Baseline

10 Per Week

Intervention

Anger Management Classes

Short Term Goal

By March 15, 2007 Client to Manifest >5 Tantrums Per Week

Long Term Goal

By December 31, 2007 Client to Manifest No More Than 1 Tantrum Per Month

Dr. James Pace, Executive Director, will monitor the progress made in the attainment in the short and long term goals for each client on a monthly basis.

Recommendation – Provide children with a required minimum weekly allowance. Each L.A. County client will receive a minimum of \$7 per week for allowance. D. Rodenburg, Supervisor, will distribute correct allowances weekly to Team Leaders. Team Leaders, who distribute allowance monies, to the clients, will review amounts to ensure that this is enforced.

Recommendation -- Encourage and assist children in creating and maintaining photo albums/life books. Each client does now have a "Life Skills" book of their own. Team Leaders will review/work with the clients on the "Life Skills" books. R. Meza, Supervisor, will view the "Life Skills" books during her weekly house inspections.

RE: BUCKEYE FACILITY
LIC NO: 360909148

Recommendation – Clean the kitchen cabinets.

The kitchen cabinets were professionally resurfaced. Each day during chores the clients will wipe down the cabinets. R. Meza, Supervisor, will check the cabinets during her weekly house inspection.

Recommendation – Repair the cracked tiles on the kitchen counter tops.

The cracked tiles have been replaced on the counter tops. The lead staff in the facility will check the tiles daily and submit a "House Repair Report" if further repair is required. R. Meza, Supervisor, will check the counter tiles during her weekly house inspection.

Recommendation – Repair the holes and the unfinished patching on the bedroom doors. The doors have been repatched and repainted. The lead staff in the facility will check the doors daily and submit a “House Repair Report” to the main office if further repair is necessary. R. Meza, Supervisor, will check the doors weekly during her house inspection.

Recommendation – Starshine Treatment Group Home management develop comprehensive NSP’s that are specific, measurable, attainable, realistic, time limited and include short and long term goals. Starshine’s Needs and Services plan for each client would contain the below cited inclusion which would specifically address the need for a time-limited, measurable, and realistic approach to short and long term goal attainment.

Sample: Goal Specific, Quantifiable, NSP Short and Long Term Goal Paradigm

Target Behaviors

1. Temper Tantrums

Baseline

10 Per Week

Intervention

Anger Management Classes

Short Term Goal

By March 15, 2007, Client to Manifest >5 Tantrums Per Week

Long Term Goal

By December 31, 2007, Client to Manifest No More Than 1 Tantrum Per Month

Dr. James Pace, Executive Director, will monitor the progress made in the attainment in the short and long term goals for each client on a monthly basis.

Recommendation – Provide children with the required minimum weekly allowance. Each L.A. County client will receive a minimum of \$7 per week for allowance. D. Rodenburg, Supervisor, will distribute correct allowances weekly to Team Leaders. Team Leaders who distribute allowance monies, to the clients, will review amounts to ensure that this is enforced.

Recommendation – Encourage and assist children in creating and maintaining photo albums/life books.

Each client does now have a “Life Skills” book of their own. Team Leaders will review/work with the clients on the “Life Skills” books. R. Meza, Supervisor, will view the “Life Skills” books during her weekly house inspection.

DRIVE
RE: GARDEN STREET FACILITY
LIC NO: 360910261

Recommendation – Starshine Treatment Group Home management develop comprehensive NSP’s that are specific, measurable, attainable, realistic, time limited and include short and long term goals. Starshine’s Needs and Services plan for each client would contain the below cited inclusion which would specifically address the need for a time-limited, measurable, and realistic approach to short and long term goal attainment.

Sample: Goal Specific, Quantifiable, NSP Short and Long Term Goal Paradigm

Target Behavior

1. Temper Tantrum

Baseline

10 Per Week

Intervention

Anger Management Classes

Short Term Goal

By March 15, 2007, Client to Manifest >5 Tantrums Per Week

Long Term Goal

By December 31, 2007, Client to Manifest No More Than 1 Tantrum Per Month

Dr. James Pace, Executive Director, will monitor the progress made in the attainment in the short and long term goals for each client on a monthly basis.

Recommendation – Provide children with the required minimum weekly allowance. Each L.A. County client will receive a minimum of \$7 per week for allowance. D. Rodenburg, Supervisor, will distribute correct allowances weekly to the Team Leader. Team Leader’s who distribute allowance monies, to the clients, will review amounts to ensure that this is enforced.

Recommendation – Encourage and assist children in creating and maintaining photo albums/life books.

Each client does now have a “Life Skills” book of their own. Team Leaders will review and work with the clients on the “Life Skills” books. R. Meza, Supervisor, will view the “Life Skills” books during her weekly house inspection.

RE: LYNWOOD DRIVE FACILITY
LIC NO: 366402432

Recommendation – Remove the debris in the small yard.

All debris has been removed from the small yard. The lead staff in the facility will inspect the yard daily and report any further problems via “House Repair Form” to the main office. R. Meza, Supervisor, will inspect the backyard weekly during her house inspection.

Recommendation – Repair the broken lock on the gate.

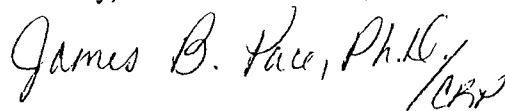
The lock on the gate has been repaired. Our maintenance person will routinely check the gate/lock for any further problems. R. Meza, Supervisor, will check the lock during her weekly house inspection.

Recommendation – Repair/replace the carpet in the living room.

The furniture has been rearranged so that the spot on the carpet is unseen. A daily “House Repair Report” will be submitted to the main office if there are any further problems. R. Meza, Supervisor, will check the carpet weekly during her house inspections.

If I can be of further assistance please contact our office at (909) 882-7978.

Sincerely,

Handwritten signature of James B. Pace, Ph.D. in cursive script, with a stylized flourish at the end.

James B. Pace, Ph.D.
Executive Director