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WENDY L. WATANABE  
CHIEF DEPUTY

August 24, 2007

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

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

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – ETTIE LEE  
YOUTH AND FAMILY SERVICES, DIAMOND L RANCH, FONTANA,  
ROBERTSON MEMORIAL AND SANTA ANA GROUP HOMES**

We have completed a review of Diamond L Ranch, Fontana, Robertson Memorial and Santa Ana Group Homes (Group Home or Agency) operated by Ettie Lee Youth and Family Services. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Diamond L Ranch Group Home is a nine-bed facility, which provides care for boys ages 10-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Diamond L Ranch Group Home was providing services for one DCFS child and eight Probation children.

Fontana Group Home is a 10-bed facility, which provides care for boys ages 9-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Fontana Group Home was providing services for three DCFS children and five Probation children.

Robertson Memorial Group Home is a 12-bed facility, which provides care for boys ages 10-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Robertson Memorial Group Home was providing services for 11 Probation children.

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

Santa Ana Group Home is a six-bed facility, which provides care for boys ages 10-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Santa Ana Group Home was providing services for six Probation children.

Diamond L Ranch and Fontana Group Homes are located in San Bernardino County.

Robertson Memorial Group Home is located in Riverside County.

Santa Ana Group Home is located in Orange County.

### **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 services as outlined in their Program Statement. The Agency needs to address several deficient areas.

Diamond L Ranch, Robertson Memorial and Santa Ana Group Homes need to replace the living room and recreation room furniture.

Diamond L Ranch Group Home needs to repair the exterior stucco, replace the bedroom window coverings and the mattress in bedroom three, provide children with access to a computer and develop comprehensive Needs and Services Plans (NSPs) for all children.

Fontana Group Home needs to replace the bed pillows, maintain current NSPs for all children and encourage and assist children in creating and maintaining photo albums/life books.

Robertson Memorial Group Home needs to repair the bathroom baseboards and replace the carpet in all the bedrooms and repair the dresser drawer in bedroom six.

Santa Ana Group Home needs to replace the staff office 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 Don Chadwick at (626) 293-1102.

JTM:DC:CC:gfw

**Attachments**

c: William T Fujioka, Chief Executive Officer  
Patricia S. Ploehn, Director, DCFS  
Susan Kerr, Chief Deputy Director, DCFS  
Robert B. Taylor, Chief Probation Officer  
Clayton Downey, Executive Director, Ettie Lee Youth and Family Services  
Public Information Office  
Audit Committee

**Ettie Lee Youth and Family Services  
Diamond L Ranch Group Home  
Bloomington, California 92315  
License Number: 360900272  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Diamond L Ranch Group Home is located in a residential community. The front and back yards are clean and adequately landscaped. However, there are cracks in the exterior stucco.

Generally, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the living and recreation room sofas and chairs are dirty and damaged.

Overall, 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 screens are in good repair. The beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, the bedroom window coverings are damaged and a mattress does not fit the bed frame 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 are available. However, children do not have access to a computer.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

- 1. Ettie Lee management:**
  - a. Repair the exterior stucco.**
  - b. Replace the living room and recreation room sofas and chairs.**
  - c. Replace the bedroom window coverings.**
  - d. Replace the mattress in bedroom three.**

- e. Provide the children with access to a computer.

## **II. Program Services**

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

**Sample size: Three**

### **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 treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current. However, the NSP for one child is not comprehensive and does not include short and long term goals.

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

### **Recommendation**

- 2. **Ettie Lee management develop comprehensive NSPs that are specific, measurable, attainable, realistic, time limited and include short and long term goals for all children.**

## **III. Educational and Emancipation Services**

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

**Sample size: Three**

### **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.

### **Recommendation**

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

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

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

**Sample size: Three**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

##### **Recommendation**

**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.

##### **Recommendation**

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

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

**Method of assessment – Interviews with children**

**Sample size: Three**

**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 the 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 make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children 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.

### **Recommendation**

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

## **VII. Clothing and Allowance**

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

**Sample size: Three**

### **Comments:**

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

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

### **Recommendation**

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

**Ettie Lee Youth and Family Services  
Fontana Group Home  
Fontana, California 92335  
License Number: 360900339  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Fontana 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.

Overall, 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, the bed pillows are worn and in poor condition.

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 are available. However, children do not have access to a computer.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

- 1. Ettie Lee management:**
  - a. Replace the bed pillows.**
  - b. Provide children with access to a computer.**



## **II. Program Services**

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

**Sample size: Three**

**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 treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. However, the NSP for one child is not current and for two children the NSPs are not comprehensive and do not include short and long term goals.

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

### **Recommendations**

**2. Ettie Lee management:**

- a. Maintain current NSPs for all children.**
- b. Develop comprehensive NSPs that are specific, measurable, attainable, realistic, time limited and include short and long term goals for all children.**

## **III. Educational and Emancipation Services**

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

**Sample size: Three**

**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.

**Recommendation**

There are no recommendations for this section.

**IV. Recreation and Activities**

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

**Sample size: Three**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendation**

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.

**Recommendation**

There are no recommendations for this section.

**VI. Personal Rights**

**Method of assessment – Interviews with children**

**Sample size: Three**

**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 the 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 make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children 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.

**Recommendation**

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

**VII. Clothing and Allowance**

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

**Sample size: Three**

**Comments:**

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

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. However, children are not encouraged or assisted in creating and maintaining photo albums/life books.

**Recommendation**

3. **Ettie Lee management encourage and assist children in creating and maintaining photo albums/life books.**

**Ettie Lee Youth and Family Services  
Robertson Memorial Group Home  
Redlands, California 92373  
License Number: 360900845  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Robertson Memorial 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.

Generally, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the living and recreation room sofas are dirty and damaged and, the baseboards in the bathrooms are damaged.

Overall, children's bedrooms are well maintained. The rooms are orderly and 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 carpet is dirty and worn throughout the bedrooms and a dresser drawer is broken in bedroom six.

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 are available. However, children do not have access to a computer.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

- 1. Ettie Lee management:**
  - a. Replace the sofas in the living room and recreation room.**
  - b. Repair the bathroom baseboards.**
  - c. Replace the carpet in all the bedrooms.**
  - d. Repair the dresser drawer in bedroom six.**

- e. Provide children with access to a computer.

## **II. Program Services**

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

**Sample size: Three**

### **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 treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current. However, the NSPs for two children are not comprehensive and do not include short and long term goals.

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

### **Recommendation**

2. **Ettie Lee management develop comprehensive NSPs that are specific, measurable, attainable, realistic, time limited and include short and long term goals for all children.**

## **III. Educational and Emancipation Services**

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

**Sample size: Three**

### **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.

### **Recommendation**

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

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

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

**Sample size: Three**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

##### **Recommendation**

**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.

##### **Recommendation**

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

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

**Method of assessment – Interviews with children**

**Sample size: Three**

**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 the 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 make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children 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.

### **Recommendation**

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

## **VII. Clothing and Allowance**

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

**Sample size: Three**

**Comments:**

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

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

### **Recommendation**

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



**Ettie Lee Youth and Family Services  
Santa Ana Group Home  
Santa Ana, California 92701  
License Number: 300603084  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Santa Ana Group Home is located in a residential community. The front and back yards are clean and adequately landscaped. However, there are cracks in the exterior stucco.

Generally, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the carpet in the staff office and the living and recreation room sofas are dirty and damaged.

Overall, 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. Ettie Lee management:**
  - a. Repair the exterior stucco.**
  - b. Replace in the carpet in the staff office.**
  - c. Replace the living and recreation room sofas.**

## **II. Program Services**

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

**Sample size: 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 treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

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

**Recommendation**

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

## **III. Educational and Emancipation Services**

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

**Sample size: 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.

**Recommendation**

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

**IV. Recreation and Activities**

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

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendation**

**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.

**Recommendation**

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

**VI. Personal Rights**

**Method of assessment – Interviews with children**

**Sample size: 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 the 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 make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children 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.

**Recommendation**

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

**VII. Clothing and Allowance**

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

**Sample size: Two**

**Comments:**

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

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

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



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**To:**

Group Home Audit Supervisor  
Department of Auditor-Controller  
Kenneth Hahn Hall of Administration  
500 W. Temple St., Room 515-A  
Los Angeles, CA 90012

**Date:** July 27, 2007

Enclosed for your review is our Corrective Action Plan (CAP) for our Diamond L Ranch, Fontana, Robertson Memorial and Santa Ana Homes that were visited by the Auditor-Controller's Office in June 2007.

Should you have any further questions or additional needs please feel free to call me at (626) 960-4861. Thank you for your support of our work on behalf of children and their families.

Sincerely Yours,

Karen A. Turner

**CORRECTIVE ACTION PLAN:**

**Diamond L Ranch:**

**I. Facility and Environment:**

**Issue:**

- a) Repair the exterior stucco
- b) Replace the living room and recreation room sofas and chairs
- c) Replace bedroom window coverings
- d) Replace the mattress in bedroom three (Too short for the frame.)
- e) Provide the children with access to a computer.

**Current Status:**

- a) **Repair the exterior stucco:** The correction has not been implemented but an anticipated implementation date is November 1, 2007. The Maintenance Specialist has received a bid and has scheduled a second bid in order to have the group homes' exteriors repaired and painted by November 1, 2007.
- b) **Replace the living room and recreation room sofas and chairs:** The correction has been partially implemented. The couches have been removed or repaired. There is sufficient sitting space for each child. There is a plan to replace worn couches with a new style of couch that is more durable and easier to maintain and will be addressed in the upcoming fiscal year starting October 1, 2007.
- c) **Replace the bedroom window coverings:** The correction was implemented on July 20, 2007. The window coverings were repaired and/or replaced.
- d) **Replace the mattress in bedroom three:** The correction was implemented on July 30, 2007. The bed frame was repaired to fit a normal size mattress and boxspring.
- e) **Provide children with access to a computer.** The correction has not been implemented but an anticipated implementation date is October 1, 2007. We have received a grant to supply secure storage cabinets and a variety of software. Computers are currently available.

**The Corrective Action Plan:**

- a) **Repair the exterior stucco: Replace the living room and recreation room sofas and chairs: Replace the bedroom window coverings: Replace the mattress in bedroom three:**
  - a. The Senior Child Care Worker (facility manager) is responsible to report daily the maintenance needs on the Maintenance Needs List.
  - b. The Maintenance Specialist is the person(s) responsible to ensure the deficiencies relating to the interior/exterior of the building, and general maintenance issues such as painting, cleaning furniture, replacing blinds, replacing mattresses, etc., will not reoccur in the group home. He is responsible to follow up on identified needs on a weekly basis, which are listed on the Maintenance Needs List. He is responsible to report progress to the Lead Maintenance Supervisor weekly.
  - c. The Lead Maintenance Specialist and Program Specialist shall be responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended.
- b) **Provide the children with access to a computer:**
  - a. Each Senior Child Care Worker will monitor daily and request replacement of computers and software.
  - b. The Senior Child Care Worker (facility manager) is the person responsible to ensure the deficiencies relating to the need for children to have access to a computer will not reoccur in the group home.
  - c. The Clinical Supervisor shall be responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended

**Fontana Home**

**I. Facility and Environment:**

**Issue:**

- a) Replace the bed pillow
- b) Provide the children with access to a computer

**Current Status:**

- a) **Replace the bed pillow:** The correction was implemented on June 15, 2007. The pillow was replaced.
- b) **Provide the children with access to a computer:** The correction has not been implemented but an anticipated implementation date is October 1, 2007. We have received a grant to supply secure storage cabinets and a variety of software. Computers are currently available.

**The Corrective Action Plan:**

- a. **Replace the bed pillow:**
  - a. The Home Parents are responsible to delegate to a Child Care Worker replace the worn or stained linen as soon as they become worn or stained etc.
  - b. The Home Parents are the person(s) responsible to ensure the deficiencies relating to the monitoring and replacing of worn bed linens etc., will not reoccur in the group home.
  - c. The Home Parents shall be responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended.
- b. **Provide the children with access to a computer:**
  - a) The Home parents will monitor daily and request replacement of computers and software.
  - b) The Senior Child Care Worker (facility manager) is the person responsible to ensure the deficiencies relating to the need for children to have access to a computer will not reoccur in the group home.
  - c) The Administrator shall be responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended.

**II. Clothing and Allowances:**

**Issue:**

Children are not encouraged or assisted in creating and maintaining photo albums/life books.

**Current Status:**

The correction was implemented on July 27, 2007. The home was provided with the necessary tools to help the children maintain life books and the life books were started.

**The Corrective Action Plan:**

- The Child Care Workers are responsible to assist the children in maintaining their life books. They will maintain grades, medical information, awards, pictures etc in these life books and will update this information as necessary. They will provide school pictures on a yearly basis.
- The Home Parents are responsible to ensure that the Child Care Workers implement and maintain this Corrective Action Plan.
- The Group Home Administrator is responsible for monitoring that the corrective action remains implemented and is working as intended.

**Robertson Memorial Home:**

**I. Facility and Environment:**

**Issue:**

- a) Replace the sofas in the living room and recreation room
- b) Repair the bathroom baseboards
- c) Replace the carpet in all the bedrooms
- d) Repair the dresser drawer in bedroom six
- e) Provide the children with access to a computer.

**Current Status:**

- a) **Replace the sofas in the living room and recreation room:** The correction has been partially implemented. The couches have been removed or repaired. There is sufficient sitting space for each child. There is a plan to replace worn couches with a new style of couch that is more durable and easier to maintain and will be addressed in the upcoming fiscal year starting October 1, 2007.
- b) **Repair the bathroom baseboards:** The correction was implemented on July 20, 2007. New baseboards were fitted.
- c) **Replace the carpet in all the bedrooms:** The correction has not been implemented but the carpets were cleaned in all the bedrooms on July 20, 2007. The budget for the 2007 to 2008 fiscal year begins in October and replacing the carpets in the bedrooms will be considered in the planning for this budget.
- d) **Repair the dresser drawer in bedroom six:** The correction was implemented on July 20, 2007. The drawer was repaired.
- e) **Provide the children with access to a computer.** The correction has not been implemented but an anticipated implementation date is October 1, 2007. We have received a grant to supply secure storage cabinets and a variety of software. Computers are currently available.

**The Corrective Action Plan:**

- a) **Replace the sofas in the living room and recreation room: Repair the bathroom baseboards: Replace the carpet in all the bedrooms: Repair the dresser drawer in bedroom six:**
  - a. The Senior Child Care Worker (facility manager) is responsible to report daily the maintenance needs on the Maintenance Needs List.
  - b. The Maintenance Specialist is the person(s) responsible to ensure the deficiencies relating to the interior/exterior of the building, and general maintenance issues such as painting, cleaning furniture, replacing blinds, replacing mattresses, etc., will not reoccur in the group home. He is responsible to follow up on identified needs on a weekly basis, which are listed on the Maintenance Needs List. He is responsible to report progress to the Lead Maintenance Supervisor weekly.
  - c. The Lead Maintenance Specialist and Program Specialist shall be responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended.
- b) **Provide the children with access to a computer:**
  - a. Each Senior Child Care Worker will monitor daily and request replacement of computers and software.
  - b. The Senior Child Care Worker (facility manager) is the person responsible to ensure the deficiencies relating to the need for children to have access to a computer will not reoccur in the group home.
  - c. The Clinical Supervisor shall be responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended



**Santa Ana Home:**

**I. Facility and Environment:**

**Issue:**

- a) Repair the exterior stucco
- b) Replace the carpet in the staff office
- c) Replace the living and recreation room sofas

**Current Status:**

- a) **Repair the exterior stucco:** The correction has not been implemented but an anticipated implementation date is November 1, 2007. The Maintenance Specialist has received a bid and has scheduled a second bid in order to have the group homes' exteriors painted by November 1, 2007.
- b) **Replace the carpet in the staff office:** The correction was implemented on June 28, 2007. The carpet was replaced with wood laminate flooring.
- c) **Replace the living and recreation room sofas:** The correction has been partially implemented. The couches have been removed or repaired. There is sufficient sitting space for each child. There is a plan to replace worn couches with a new style of couch that is more durable and easier to maintain and will be addressed in the upcoming fiscal year starting October 1, 2007.

**The Corrective Action Plan:**

**Repair the exterior stucco: Replace the carpet in the staff office: Replace the living and recreation room sofas:**

- a) The Senior Child Care Worker (facility manager) is responsible to report daily the maintenance needs on the Maintenance Needs List.
- b) The Maintenance Specialist is the person(s) responsible to ensure the deficiencies relating to the interior/exterior of the building, and general maintenance issues such as painting, cleaning furniture, replacing blinds, replacing mattresses, etc., will not reoccur in the group home. He is responsible to follow up on identified needs on a weekly basis, which are listed on the Maintenance Needs List. He is responsible to report progress to the Lead Maintenance Supervisor weekly.
- c) The Lead Maintenance Specialist and Program Specialist shall be responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended.

## **II. Program Services:**

### **Issues:**

#### **Diamond L Home:**

Ettie Lee management develop comprehensive NSPs that are specific, measurable, attainable, realist, time limited and include short and long term goals for all children.

Specifically: The NSP for one child was not comprehensive, and did not include short and long term goals.

#### **Fontana Home:**

Develop comprehensive NSPs that are specific, measurable, attainable, realist, time limited and include short and long term goals for all children.

Maintain current NSPs for all children.

Specifically: The NSP for one child is not current and two children the NSPs are not comprehensive and do not include short and long term goals.

#### **Roberson Memorial Home:**

Ettie Lee management develop comprehensive NSPs that are specific, measurable, attainable, realist, time limited and include short and long term goals for all children.

Specifically: The NSPs for two children are not comprehensive, and do not include short and long term goals.

### **Current Status:**

The correction has not been implemented but an anticipated implementation date is September 1, 2007. Ettie Lee is scheduled to attend on July 31, 2007 the training provided by DCFS on the new format for the ANSPs. Soon after Ettie Lee management will train their providers on the new format. By September 2007 the new ANSP will be used.

Specifically for the Fontana Home where one NSP was not up to date: The NSP was completed on July 30, 2007.

### **The Corrective Action Plan:**

- a) The Treatment Team meets at least monthly on every client to review and give input for the ANSP. The Program Specialist is responsible for compiling the information that the Treatment Team deems necessary for the ANSP.
- b) The Clinical Supervisor is responsible for reviewing the ANSP for quality assurance and is responsible for monitoring the ANSP to ensure that they are correct and include all of the above necessary/required information.
- c) The Vice President of Clinical Services is responsible to ensure that the above people have the correct format for the ANSP and to provide the training to meet all requirements for the ANSPs.