



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

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January 20, 2009

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe
Acting Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – PENNY LANE –
MAIN FACILITY AND SATELLITES 1 - 8 GROUP HOMES**

We have completed a review of Penny Lane Main Facility and Satellites 1 through 8 Group Homes (Group Home or Agency) operated by Penny Lane. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Penny Lane Main Facility Group Home is a fifty-bed facility, which provides care for girls ages 12-18 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Main Facility was providing services for thirteen DCFS children and twenty-two Probation children.

Satellites 1, 2 and 6 Group Homes are each six-bed facilities, which provide care for girls ages 12-18 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Satellite 1 Group Home was providing services for one DCFS child and four Probation children. Satellite 2 Group Home was providing services for two DCFS children and four Probation children. Satellite 6 Group Home was providing services for four DCFS children and two Probation children.

Satellites 3, 4, 5, 7 and 8 Group Homes are each six-bed facilities, which provide care for boys ages 12-18 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Satellite 3 Group Home was providing services for five Probation children. Satellite 4 Group Home was providing services for one DCFS child

and five Probation children. Satellite 5 Group Home was providing services for six Probation children. Satellite 7 and Satellite 8 Group Homes were each providing services for six Probation children.

Main Facility, Satellites 1, 2, 3, 4, 5, 7 and 8 Group Homes are located in the Third District.

Satellite 6 Group Home is 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. In addition, 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, employee 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. However, Main Facility and Satellites 1, 2, 3, 5, and 6 Group Homes need to encourage and assist children in creating and maintaining photo albums/life books.

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.

Board of Supervisors
January 20, 2009
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If you have any questions, please contact me or have your staff contact Don Chadwick at (213) 253-0301.

WLW:MMO:DC:AA:CC:asl

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Ted Myers, Chief Deputy Director, DCFS
Susan Kerr, Senior Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
W. Robert Crigler, Ph. D, Board President, Penny Lane Group Homes
Eve Markovitz, Executive Director, Penny Lane Group Homes
Public Information Office
Audit Committee

Penny Lane Main Facility Group Home North Hills, California 91343 License Number: 191202002 Rate Classification Level: 12	Penny Lane Satellite 1 Group Home North Hills, California 91343 License Number: 191202003 Rate Classification Level: 12	Penny Lane Satellite 2 Group Home North Hills, California 91343 License Number: 191221881 Rate Classification Level: 12
Penny Lane Satellite 3 Group Home Arleta, California 91331 License Number: 191290246 Rate Classification Level: 12	Penny Lane Satellite 5 Group Home North Hills, California 91343 License Number: 191221975 Rate Classification Level: 12	Penny Lane Satellite 6 Group Home Granada Hills, California 91344 License Number: 191220837 Rate Classification Level: 12

I. Facility and Environment

Method of assessment – Observation

Comments:

Penny Lane Main, Satellites 1, 2, 3, 5 and 6 Group Homes are each located in a residential community. The exterior of the Group Homes are well maintained. The front and back yards are clean and adequately landscaped.

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

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 Homes maintain 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 Homes maintain a sufficient supply of perishable and non perishable foods.

Recommendation

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Ten (Main Facility) and Two (Satellites 1, 2, 3, 5 and 6)

Comments:

Children meet each Group Home’s population criteria as outlined in their Program Statements. Children are assessed for needed services within thirty days of placement.

The treatment teams develop and implement the Needs and Services Plans (NSPs) with input from the children. 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: Ten (Main Facility) and Two (Satellites 1, 2, 3, 5 and 6)

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. Each 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: Ten (Main Facility) and Two (Satellites 1, 2, 3, 5 and 6)

Comments:

The Group Homes provide 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 Homes provide 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: Ten (Main Facility) and Two (Satellites 1, 2, 3, 5 and 6)

Comments:

Children are informed about the Group Homes' policies and procedures. Children in each Group Home 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 also 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: Ten (Main Facility) and Two (Satellites 1, 2, 3, 5 and 6)

Comments:

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

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

Recommendation

- 1. Penny Lane management encourage and assist children in creating and maintaining photo albums/life books.**

VIII. Personnel Background Checks

Method of assessment - Review of relevant documents

Sample size: Eighteen (Main Facility), Three (Satellite 1) and Four (Satellites 2, 3, 5 and 6)

Comments:

The Group Homes have obtained the required criminal and child abuse clearances for their employees.

Recommendation

There are no recommendations for this section.

Penny Lane Satellite 4 Group Home North Hills, California 91343 License Number: 191290246 Rate Classification Level: 12	Penny Lane Satellite 7 Group Home Northridge, California 91324 License Number: 191220837 Rate Classification Level: 12	Penny Lane Satellite 8 Group Home North Hills, California 91343 License Number: 191220863 Rate Classification Level: 12
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I. Facility and Environment

Method of assessment – Observation

Comments:

Satellites 4, 7 and 8 Group Homes are each located in a residential community. The exterior of the Group Homes are well maintained. The front and back yards are clean and adequately landscaped.

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

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 Homes maintain 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 Homes maintains a sufficient supply of perishable and non perishable foods.

Recommendation

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

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

The treatment teams develop and implement the Needs and Services Plans (NSPs) with input from the children. 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. Each 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 Homes 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 Homes provide 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 Homes' policies and procedures. Children in each Group Home 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 also 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 Homes provide 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 Homes provide children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Homes provide 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.

VIII. Personnel Background Checks

Method of assessment - Review of relevant documents

Sample size: Four (Satellites 4 and 7) and Three (Satellite 8)

Comments:

The Group Homes have obtained the required criminal and child abuse clearances for their employees.

Recommendation

There are no recommendations for this section.



October 14, 2008
REVISED

Sent via Fax & US Mail

Candace Rhue, Group Home Audit Supervisor
Department of Auditor-Controller, Kenneth Hahn Hall of Administration
500 W. Temple St. Room 410
Los Angeles, Ca. 90012
(213) 974-4224 phone
(213) 346-9020 fax

Dear Ms. Rhue,

The following is Penny Lane's corrective action plan (CAP) in response to the final draft program audit report faxed to Penny Lane on September 23, 2008. *At the request of Ms. Sigal-Liberman on October 13, 2008, the CAP is now inclusive of Satellite Houses II, III, V, VI for the same deficiency.*

Penny Lane Main Facility Group Home

Deficiency: VII Clothing and Allowance. Children are not encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation: Penny Lane Management encourage and assist children in creating and maintaining photo albums/life books.

CAP/Implementation: On September 8, 2008 the Intake Director ordered life books for the clients. Also, effective September 8, 2008, the Intake Director, will issue life books to new clients entering the Penny Lane Residential Program. All clients that did not have a life books, received a life book by September 26, 2008. Effective October 1, 2008, The Staff Development Manager will schedule a "scrap booking" activity at least monthly so the clients have an opportunity to create and maintain their life books. Residential Counselors will encourage and assist the clients with their life books. The Program Director will ensure the activity takes places, that supplies are provided to the clients and residential counselors are encouraging and assisting clients with their life books.

Prevention of deficiency re-occurrence: Effective October 1, 2008 the Staff Development Manager will ask the clients during the monthly facility inspections if the clients are encouraged and assisted in creating and maintaining life books. Any

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www.pennylane.org

problems will be immediately corrected by the Staff Development Manager by notifying the Associate Director for follow up.

Penny Lane Satellite 1 Group Home

Deficiency: VII Clothing and Allowance. Children are not encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation: Penny Lane Management encourage and assist children in creating and maintaining photo albums/life books.

CAP/Implementation: On September 8, 2008 the Intake Director ordered life books for the clients. Also, effective September 8, 2008, the Intake Director, will issue life books to new clients entering the Penny Lane Residential Program. All clients that did not have a life books, received a life book by September 26, 2008. Effective October 1, 2008, The Staff Development Manager will schedule a "scrap booking" activity at least monthly so the clients have an opportunity to create and maintain their life books. Residential Counselors will encourage and assist the clients with their life books. The Program Director will ensure the activity takes places, that supplies are provided to the clients and residential counselors are encouraging and assisting clients with their life books.

Prevention of deficiency re-occurrence: Effective October 1, 2008 the Staff Development Manager ask the clients in the monthly inspection if the clients are encouraged and assisted in creating and maintaining life books. Any problems will be immediately corrected by the Staff Development Manager by notifying the Associate Director for follow up.

Penny Lane Satellite II Group Home

Deficiency: VII Clothing and Allowance. Children are not encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation: Penny Lane Management encourage and assist children in creating and maintaining photo albums/life books.

CAP/Implementation: On September 8, 2008 the Intake Director ordered life books for the clients. Also, effective September 8, 2008, the Intake Director, will issue life books to new clients entering the Penny Lane Residential Program. All clients that did not have a life books, received a life book by September 26, 2008. Effective October 1, 2008, The Staff Development Manager will schedule a "scrap booking" activity at least monthly so the clients have an opportunity to create and maintain their life books. Residential Counselors will encourage and assist the clients with their life books. The Program Director will ensure the activity takes places, that supplies are provided to the clients and residential counselors are encouraging and assisting clients with their life books.

Prevention of deficiency re-occurrence: Effective October 1, 2008 the Staff Development Manager ask the clients in the monthly inspection if the clients are encouraged and assisted in creating and maintaining life books. Any problems will be immediately corrected by the Staff Development Manager by notifying the Associate Director for follow up.

Penny Lane Satellite III Group Home

Deficiency: VII Clothing and Allowance. Children are not encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation: Penny Lane Management encourage and assist children in creating and maintaining photo albums/life books.

CAP/Implementation: On September 8, 2008 the Intake Director ordered life books for the clients. Also, effective September 8, 2008, the Intake Director, will issue life books to new clients entering the Penny Lane Residential Program. All clients that did not have a life books, received a life book by September 26, 2008. Effective October 1, 2008, The Staff Development Manager will schedule a "scrap booking" activity at least monthly so the clients have an opportunity to create and maintain their life books. Residential Counselors will encourage and assist the clients with their life books. The Program Director will ensure the activity takes places, that supplies are provided to the clients and residential counselors are encouraging and assisting clients with their life books.

Prevention of deficiency re-occurrence: Effective October 1, 2008 the Staff Development Manager ask the clients in the monthly inspection if the clients are encouraged and assisted in creating and maintaining life books. Any problems will be immediately corrected by the Staff Development Manager by notifying the Associate Director for follow up.

Penny Lane Satellite V Group Home

Deficiency: VII Clothing and Allowance. Children are not encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation: Penny Lane Management encourage and assist children in creating and maintaining photo albums/life books.

CAP/Implementation: On September 8, 2008 the Intake Director ordered life books for the clients. Also, effective September 8, 2008, the Intake Director, will issue life books to new clients entering the Penny Lane Residential Program. All clients that did not have a life books, received a life book by September 26, 2008. Effective October 1, 2008, The Staff Development Manager will schedule a "scrap booking" activity at least monthly so the clients have an opportunity to create and maintain their life books. Residential Counselors will encourage and assist the clients with their life books. The Program Director will ensure the activity takes places, that supplies are provided to the clients and residential counselors are encouraging and assisting clients with their life books.

Prevention of deficiency re-occurrence: Effective October 1, 2008 the Staff Development Manager ask the clients in the monthly inspection if the clients are encouraged and assisted in creating and maintaining life books. Any problems will be immediately corrected by the Staff Development Manager by notifying the Associate Director for follow up.

Penny Lane Satellite VI Group Home

Deficiency: VII Clothing and Allowance. Children are not encouraged and assisted in creating and maintaining photo albums/life books.

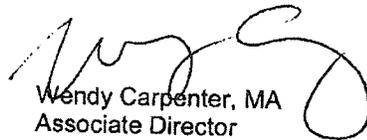
Recommendation: Penny Lane Management encourage and assist children in creating and maintaining photo albums/life books.

CAP/Implementation: On September 8, 2008 the Intake Director ordered life books for the clients. Also, effective September 8, 2008, the Intake Director, will issue life books to new clients entering the Penny Lane Residential Program. All clients that did not have a life books, received a life book by September 26, 2008. Effective October 1, 2008, The Staff Development Manager will schedule a "scrap booking" activity at least monthly so the clients have an opportunity to create and maintain their life books. Residential Counselors will encourage and assist the clients with their life books. The Program Director will ensure the activity takes places, that supplies are provided to the clients and residential counselors are encouraging and assisting clients with their life books.

Prevention of deficiency re-occurrence: Effective October 1, 2008 the Staff Development Manager ask the clients in the monthly inspection if the clients are encouraged and assisted in creating and maintaining life books. Any problems will be immediately corrected by the Staff Development Manager by notifying the Associate Director for follow up.

Please feel free to contact me with any questions. It is a pleasure working with Alex Sigal-Liberman.

Sincerely,



Wendy Carpenter, MA
Associate Director
Penny Lane Centers
(818) 892-3423 phone
wendy@pennylane.org