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August 18, 2009

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

FROM: Wendy L. Watanabe  
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – ETTIE LEE  
YOUTH & FAMILY SERVICES – DIAMOND L RANCH, FONTANA,  
JOHN ECCLES, MT. JURUPA, NORTH HOLLYWOOD, OAK KNOLLS,  
ROBERTSON MEMORIAL, SANTA ANA AND WATERFLOW RANCH  
GROUP HOMES**

We have completed a review of Diamond L Ranch, Fontana, John Eccles, Mt. Jurupa, North Hollywood, Oak Knolls, Robertson Memorial, Santa Ana and Waterflow Ranch Group Homes (Group Home or Agency) operated by Ettie Lee Youth & Family Services. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department.

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 five 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 two DCFS children and five Probation children.

John Eccles and Santa Ana Group Homes are each six-bed facilities, which provide care for boys ages 10-17 years who exhibit behavioral, social and emotional difficulties.

At the time of the monitoring visit, John Eccles Group Home was providing services for five Probation children and Santa Ana Group Home was providing services for two DCFS children and three Probation children.

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

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

Oak Knolls Group Home is an 11-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, Oak Knolls Group Home was providing services for ten Probation children.

Robertson Memorial and Waterflow Ranch Group Homes are each 12-bed facilities, which provide 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 eight Probation children and Waterflow Ranch Group Home was providing services for eight Probation children and two Riverside County children.

John Eccles and Oak Knolls Group Homes are located in the First District and North Hollywood Group Home is located in the Third District.

Diamond L Ranch, Fontana, Mt. Jurupa and Robertson Memorial Group Homes are located in San Bernardino County.

Santa Ana Group Home is located in Orange County.

Waterflow Ranch Group Home is located in Riverside County.

### **Scope of Review**

The purpose of our 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 Homes 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, the Agency needs to address several deficient areas. Specifically, the Agency needs to clean, repair or replace items throughout all nine Group Homes. In addition, Mt. Jurupa and Oak Knolls Group Homes need to maintain current Needs and Services Plans and Fontana Group Home needs to provide children with the required minimum weekly allowance.

Attached is a detailed report of our 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 (213) 253-0301.

WLW:MMO:JET:DC:AA:gfw

### **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  
Ronald J. Bateman, Chairman of the Board, Ettie Lee Youth & Family Services  
Clayton Downey, Executive Director, Ettie Lee Youth & Family Services  
Public Information Office  
Audit Committee

**Ettie Lee Youth & Family Services  
Diamond L Ranch Group Home  
Bloomington, CA 92316  
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. Overall, the exterior of the Group Home is well maintained. 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 and clean, there is adequate furniture and lighting, and the Group Home provides a home-like environment. However, the living room sofas are dirty and damaged and the bathroom mirrors are 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, the beds all have a full complement of linens, and children's sleeping arrangements are appropriate. However, the carpet in the bedrooms is worn and dirty.

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 the living room sofas and bathroom mirrors.**
- c. Replace the carpet in the bedrooms.**

**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. In addition, case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendation**

**None.**

**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**

**None.**

**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**

**None.**

**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**

**None.**

**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 also receive voluntary medical, dental and psychiatric care.

**Recommendation**

None.

**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**

None.

**VIII. Personnel Background Checks**

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

**Sample size for employee record evaluation: Ten**

**Comments:**

The Group Home has obtained the required criminal and child abuse clearances for their employees.

**Recommendation**

None.

**Ettie Lee Youth & Family Services  
Fontana Group Home  
Fontana, CA 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, 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, the beds all have a full complement of linens, and children's sleeping arrangements are appropriate. However, the carpet in the bedrooms is dirty and stained.

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.

**Recommendation**

- 1. Ettie Lee management replace the carpet in the bedrooms.**

**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**

None.

**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**

None.

**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**

**None.**

**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**

**None.**

**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 also receive voluntary medical, dental and psychiatric care.

**Recommendation**

None.

**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 adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

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

**Recommendation**

2. **Ettie Lee management provide children with the required minimum weekly allowance.**

**VIII. Personnel Background Checks**

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

**Sample size for employee record evaluation: Seven**

**Comments:**

The Group Home has obtained the required criminal and child abuse clearances for their employees.

**Recommendation**

None.

**Ettie Lee Youth & Family Services  
John Eccles Group Home  
Baldwin Park, CA 91706  
License Number: 191501961  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

John Eccles Group Home is located in a residential community. Overall, the exterior of the Group Home is well maintained. The front yard is clean and adequately landscaped. However, there are cracks in the exterior stucco and dried tree trimmings piled in the backyard.

Generally, the interior of the Group Home is well maintained. The common quarters are neat and clean, there is adequate furniture and lighting, and the Group Home provides a home-like environment. However, the shower door is missing and the ceiling is dirty in the bathroom.

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, the beds all have a full complement of linens, and 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. Remove the tree trimmings from the backyard.**
  - c. Repair the shower door.**
  - d. Clean the bathroom ceiling.**

**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. In addition, case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendation**

**None.**

**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**

**None.**

**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**

**None.**

**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**

**None.**

**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 also receive voluntary medical, dental and psychiatric care.

**Recommendation**

**None.**

**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**

**None.**

**VIII. Personnel Background Checks**

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

**Sample size for employee record evaluation: Eight**

**Comments:**

The Group Home has obtained the required criminal and child abuse clearances for their employees.

**Recommendation**

**None.**

**Ettie Lee Youth & Family Services  
Mt. Jurupa Group Home  
Fontana, CA 92335  
License Number: 360900703  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Mt. Jurupa Group Home is located in a residential community. Overall, the exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped. However, the exterior paint is cracked and chipped.

Generally, the interior of the Group Home is well maintained. The common quarters are neat, there is adequate furniture and lighting, and the Group Home provides a home-like environment. However, the living room carpet and dining room chairs are dirty.

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, the beds all have a full complement of linens, and 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. Paint the Group Home exterior.**
  - b. Replace the living room carpet.**
  - c. Replace the dining room chairs.**

**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. In addition, case files reflect adequate documentation to show that children are receiving treatment services.

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

**Recommendation**

- 2. Ettie Lee management maintain current NSPs 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**

**None.**

**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**

**None.**

**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**

**None.**

**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 also receive voluntary medical, dental and psychiatric care.

**Recommendation**

**None.**

**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**

**None.**

**VIII. Personnel Background Checks**

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

**Sample size for employee record evaluation: Ten**

**Comments:**

The Group Home has obtained the required criminal and child abuse clearances for their employees.

**Recommendation**

**None.**

**Ettie Lee Youth & Family Services  
North Hollywood Group Home  
North Hollywood, CA 91607  
License Number: 191201587  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

North Hollywood Group Home is located in a residential community. Overall, the exterior of the Group Home is well maintained. The front yard is clean and adequately landscaped. However, the exterior paint is cracked and peeling and the backyard is not landscaped.

Generally, the interior of the Group Home is well maintained. The common quarters are neat, there is adequate furniture and lighting, and the Group Home provides a home-like environment. However, the kitchen ceiling and bathroom walls are dirty and the living room sofas are worn and dirty.

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, the beds all have a full complement of linens, and children's sleeping arrangements are appropriate. However, the carpet in the bedrooms is dirty.

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. Paint the Group Home exterior.**
  - b. Landscape the backyard.**
  - c. Clean the kitchen ceiling and the bathroom walls.**
  - d. Replace the living room sofas.**

- e. **Replace the carpet in the bedrooms.**

**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, comprehensive and include short and long term goals. In addition, case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendation**

**None.**

**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**

**None.**

**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**

**None.**

**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**

**None.**

**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 also receive voluntary medical, dental and psychiatric care.

**Recommendation**

**None.**

**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**

**None.**

**VIII. Personnel Background Checks**

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

**Sample size for employee record evaluation: Eleven**

**Comments:**

The Group Home has obtained the required criminal and child abuse clearances for their employees.

**Recommendation**

**None.**

**Ettie Lee Youth & Family Services  
Oak Knolls Group Home  
Azusa, CA 91702  
License Number: 191502141  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Oak Knolls 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, and the Group Home provides a home-like environment. However, the living room sofas and hallway carpet are dirty.

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, the beds all have a full complement of linens, and children's sleeping arrangements are appropriate. However, the carpet in the bedrooms is dirty and stained.

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. Replace the living room sofas.**
  - b. Replace the hallway and bedroom carpets.**

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

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

**Recommendation**

2. Ettie Lee management maintain current NSPs 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**

None.

**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**

**None.**

**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**

**None.**

**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 also receive voluntary medical, dental and psychiatric care.

**Recommendation**

None.

**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**

None.

**VIII. Personnel Background Checks**

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

**Sample size for employee record evaluation: Thirteen**

**Comments:**

The Group Home has obtained the required criminal and child abuse clearances for their employees.

**Recommendation**

None.

**Ettie Lee Youth & Family Services  
Robertson Memorial Group Home  
Redlands, CA 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 and clean, there is adequate furniture and lighting, and the Group Home provides a home-like environment. However, the living room sofas and bathroom mirrors are 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, the beds all have a full complement of linens, and children's sleeping arrangements are appropriate. However, the carpet in the bedrooms is dirty and worn. In addition, there is writing on a dresser in bedroom two and on a wall in bedroom three.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

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

**Recommendation**

**1. Ettie Lee management:**

- a. Replace the living room sofas and the bathroom mirrors.**
- b. Replace the carpet in the bedrooms.**
- c. Remove the writing from the dresser in bedroom two and the wall in bedroom three.**

**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. In addition, case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendation**

**None.**

**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**

**None.**

**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**

**None.**

**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**

**None.**

**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 also receive voluntary medical, dental and psychiatric care.

**Recommendation**

None.

**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**

None.

**VIII. Personnel Background Checks**

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

**Sample size for employee record evaluation: Twelve**

**Comments:**

The Group Home has obtained the required criminal and child abuse clearances for their employees.

**Recommendation**

None.

**Ettie Lee Youth & Family Services  
Santa Ana Group Home  
Santa Ana, CA 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. Overall, the exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped. However, there are cracks in the exterior stucco.

The interior of the Group Home is well maintained. The common quarters are neat and clean, there is adequate furniture and lighting, and the Group Home provides a home-like environment. However, the bathroom mirror is damaged.

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, the beds all have a full complement of linens, and 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 the bathroom mirror.**

**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. In addition, case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendation**

**None.**

**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**

**None.**

**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**

**None.**

**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**

**None.**

**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 also receive voluntary medical, dental and psychiatric care.

**Recommendation**

None.

**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**

None.

**VIII. Personnel Background Checks**

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

**Sample size for employee record evaluation: Eight**

**Comments:**

The Group Home has obtained the required criminal and child abuse clearances for their employees.

**Recommendation**

None.

**Ettie Lee Youth & Family Services  
Waterflow Ranch Group Home  
San Jacinto, CA 92582  
License Number: 330909207  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Waterflow Ranch Group Home is located in a residential community. Overall, the exterior of the Group Home is well maintained. 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, and the Group Home provides a home-like environment. However, the carpet and sofas in the dayroom and recreation room are dirty. In the bathroom, the light cover is cracked.

Children's bedrooms are well maintained. The rooms are 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, the beds all have a full complement of linens, and 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 the carpet throughout the Group Home.**
  - c. Replace the dayroom and recreation room sofas.**
  - d. Replace the bathroom light cover.**

**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, comprehensive and include short and long term goals. In addition, case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendation**

**None.**

**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**

**None.**

**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**

**None.**

**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**

**None.**

**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 also receive voluntary medical, dental and psychiatric care.

**Recommendation**

**None.**

**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**

**None.**

**VIII. Personnel Background Checks**

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

**Sample size for employee record evaluation: Twelve**

**Comments:**

The Group Home has obtained the required criminal and child abuse clearances for their employees.

**Recommendation**

**None.**

Ettie Lee Youth and Family Services  
Diamond L Ranch Home  
Department of Auditor-Controller  
Children's Group Home Ombudsman Division

January 23, 2009

I. Facility and Environment

Recommendation 1.a. Repair the exterior stucco.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to repair the exterior stucco.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include repairing the exterior stucco. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator is responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation 1.b. Replace the living room sofas.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to replace living room sofas.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include replacing the living room sofas. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator is responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation 1.b. Replace the bathroom mirrors.

Status: (Implemented)

- o The mirrors were replaced by the Maintenance Specialist.

Plan to prevent reoccurrence of deficiency:

- o The Senior Child Care Worker (facility manager) is responsible to report daily the general maintenance needs of the group home on the Maintenance Needs List.
- o The Maintenance Specialist is responsible to ensure the deficiencies relating to general maintenance issues such as replacing bathroom mirrors etc. are maintained on a weekly basis. The Maintenance Specialist is responsible to report progress to the Lead Maintenance Supervisor weekly.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist

Person responsible to ensure that the corrective action remains implemented and is working as intended:

- o The Lead Maintenance Specialist and Group Home Administrator



Recommendation 1.c. Replace the carpets in the bedrooms.

Status: (Implemented.)

- o The carpets were cleaned and are in good repair and condition.

Plan to prevent reoccurrence of deficiency:

- o The Senior Child Care Worker (facility manager) is responsible to report daily the general maintenance needs of the group home on the Maintenance Needs List.
- o The Maintenance Specialist is responsible to ensure the deficiencies relating to general maintenance issues such as replacing bathroom mirrors etc. are maintained on a weekly basis. The Maintenance Specialist is responsible to report progress to the Lead Maintenance Supervisor weekly

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator is responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

II. Program Services

- o There were no recommendations for this section.

III. Education and Emancipation Services

- o There were no recommendations for this section.

IV. Recreation and Activities

- o There were no recommendations for this section.

V. Psychotropic Medication

- o There were no recommendations for this section.

VI. Personal Rights

- o There were no recommendations for this section.

VII. Clothing and Allowances

- o There were no recommendations for this section.

VIII. Personnel Background Checks

- o There were no recommendations for this section.

Karen A. Turner  
Karen A. Turner Group Home Administrator

January 23, 2019  
Date

Ettie Lee Youth and Family Services  
Fontana Home  
Department of Auditor-Controller  
Children's Group Home Ombudsman Division

January 23, 2009

I. Facility and Environment

Recommendation 1. Replace the carpets in the bedrooms.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to replace carpets in the bedrooms.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include replacing the carpets in the bedrooms. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator is responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

II. Program Services

- o There were no recommendations for this section.

III. Education and Emancipation Services

- o There were no recommendations for this section.

IV. Recreation and Activities

- o There were no recommendations for this section.

V. Psychotropic Medication

- o There were no recommendations for this section.

VI. Personal Rights

- o There were no recommendations for this section.

VII. Clothing and Allowances

Recommendations 2. Ettie Lee Management provide the children with the required minimum weekly allowances.

Status: (Implemented)

- o Ettie Lee management provided children with the required minimum weekly allowances.
- o Staff at the Fontana Home, were trained on the procedure for Handling Client Funds, which includes standards for minimum weekly allowances on December 18, 2008,

Plan to prevent reoccurrence of deficiency:

- o The Group Home Administrator will monitor the allowance logs on a monthly basis to ensure the group home is following the proper procedure of Handling Client Funds.

Person responsible for implementing corrective action:

- o Home Parents

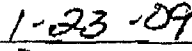
Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o Group Home Administrator.

VIII. Personnel Background Checks

- o There were no recommendations for this section.

  
Karen A. Turner Group Home Administrator

  
Date

Ettie Lee Youth and Family Services  
John Eccles Home  
Department of Auditor-Controller  
Children's Group Home Ombudsman Division

January 23, 2009

I. Facility and Environment

Recommendation 1.a. Repair the exterior stucco.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to repair the exterior stucco.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include repairing the exterior stucco. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator are responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation 1.b. Remove the tree trimmings from the back yard.

Status: (Implemented)

- o The tree trimmings were removed from the back yard by the Maintenance Specialist.

Plan to prevent reoccurrence of deficiency:

- o The Senior Child Care Worker (facility manager) is responsible to report daily the general maintenance needs of the group home on the Maintenance Needs List.
- o The Maintenance Specialist is responsible to ensure the deficiencies relating to general maintenance issues ensuring that the yard is clean and free of hazards. The Maintenance Specialist is responsible to report progress to the Lead Maintenance Supervisor weekly.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Lead Maintenance Specialist and Group Home Administrator

Recommendation 1.c. Repair the shower door.

Status: (Implemented)

- o New handles were put on the shower doors by the Maintenance Specialist.

Plan to prevent reoccurrence of deficiency:

- o The Senior Child Care Worker (facility manager) is responsible to report daily the general maintenance needs of the group home on the Maintenance Needs List.
- o The Maintenance Specialist is responsible to ensure the deficiencies relating to general maintenance issues such as repairing the shower doors. The Maintenance Specialist is responsible to report progress to the Lead Maintenance Supervisor weekly.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Lead Maintenance Specialist and Group Home Administrator.

Recommendation 1.d. Clean the bathroom ceiling.

Status: (Implemented)

- o The bathroom was painted by the Maintenance Specialist.

Plan to prevent reoccurrence of deficiency:

- o The Senior Child Care Worker (facility manager) is responsible to report daily the general maintenance needs of the group home on the Maintenance Needs List.
- o The Maintenance Specialist is responsible to ensure the deficiencies relating to general maintenance issues such as cleaning the bathroom ceilings. The Maintenance Specialist is responsible to report progress to the Lead Maintenance Supervisor weekly.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Lead Maintenance Specialist and Group Home Administrator

II. Program Services

- o There were no recommendations for this section.

III. Education and Emancipation Services

- o There were no recommendations for this section.

IV. Recreation and Activities

- o There were no recommendations for this section.

V. Psychotropic Medication

- o There were no recommendations for this section.

VI. Personal Rights

- o There were no recommendations for this section.

VII. Clothing and Allowances

- o There were no recommendations for this section.

VIII. Personnel Background Checks

- o There were no recommendations for this section.

Karen A. Turner  
Karen A. Turner Group Home Administrator

1-23-09  
Date

Ettie Lee Youth and Family Services  
Mt. Jurupa Home  
Department of Auditor-Controller  
Children's Group Home Ombudsman Division

January 23, 2009

I. Facility and Environment

Recommendation I.a. Paint the group home exterior.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to paint the group home exterior.

Plan to prevent recurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include painting the group home exterior. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator are responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation I.b. Replace the living room carpets.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to replace carpets in the bedrooms.

Plan to prevent recurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include replacing the carpets in the living room. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator are responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation I.c. Replace the dining room chairs.

Status: (Implemented)

- o New dining room chairs were purchases

Plan to prevent recurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include replacing the dining room chairs. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator is responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

II. Program Services

Recommendations 2: Ettie Lee management maintain current NSPs for all children.

Status: (Implemented)

- o All staff responsible for the NSP/Quarterly have reviewed the deficiencies sited above and have been trained on the steps needed to ensure that all NSP/Quarterly Reports are timely.

Plan to prevent recurrence of deficiency:

- o All staff responsible for the NSP/Quarterly have reviewed the deficiencies sited above and have been trained on the steps needed to ensure that all NSP/Quarterly Reports are timely.
- o The documentation of all NSP/Quarterly Reports are tracked from the date of placement of a client and a documentation schedule is generated giving due dates of the reports for the next two months by the Administrative Assistant.
- o The due dates are 10 days before they are due to the placing worker.
- o This documentation schedule is updated weekly.
- o This documentation schedule is reviewed by the Program Specialist weekly to ensure that the reports are timely.
- o The Clinical Supervisor is responsible to ensure that the reports are comprehensive.

Person responsible for implementing corrective action:

- o Clinical Supervisors

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o Group Home Administrators.

III. Education and Emancipation Services

- o There were no recommendations for this section.

IV. Recreation and Activities

- o There were no recommendations for this section.

V. Psychotropic Medication

- o There were no recommendations for this section.

VI. Personal Rights

- o There were no recommendations for this section.

VII. Clothing and Allowances

- o There were no recommendations for this section.

VIII. Personnel Background Checks

- o There were no recommendations for this section.

Karen A. Turner  
Karen A. Turner Group Home Administrator

1-23-09  
Date

Ettie Lee Youth and Family Services  
North Hollywood Home  
Department of Auditor-Controller  
Children's Group Home Ombudsman Division

January 23, 2009

I. Facility and Environment

Recommendation 1.a. Paint the group home exterior.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to paint the group home exterior.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include painting the group home exterior. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator are responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation 1.b. Landscape the backyard.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to landscape the backyard.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include landscaping the backyard. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator is responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation 1.c. Clean the kitchen ceiling and bathroom walls

Status: (Implemented)

- o The ceiling was painted and the bathroom walls were cleaned by the Maintenance Specialist.

Plan to prevent reoccurrence of deficiency:

- o The Senior Child Care Worker (facility manager) is responsible to report daily the general maintenance needs of the group home on the Maintenance Needs List.
- o The Maintenance Specialist is responsible to ensure the deficiencies relating to general maintenance issues such as repairing the shower doors. The Maintenance Specialist is responsible to report progress to the Lead Maintenance Supervisor weekly.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Lead Maintenance Specialist and Group Home Administrator.

Recommendation 1.d. Replace the living room sofas.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to replace the living room sofas.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include replacing the living room sofas. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator is responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation 1.e. Replace the carpets in the bedrooms.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to replace carpets in the bedrooms.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include replacing the carpets in the bedrooms. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator are responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

II. Program Services

- o There were no recommendations for this section.

III. Education and Emancipation Services

- o There were no recommendations for this section.

IV. Recreation and Activities

- o There were no recommendations for this section.

V. Psychotropic Medication

- o There were no recommendations for this section.

VI. Personal Rights

- o There were no recommendations for this section.

VII. Clothing and Allowances

- o There were no recommendations for this section.

VIII. Personnel Background Checks

- o There were no recommendations for this section.

Karen A. Turner  
Karen A. Turner Group Home Administrator

1-23-09  
Date



Ettie Lee Youth and Family Services  
Oak Knolls Home  
Department of Auditor-Controller  
Children's Group Home Ombudsman Division

January 23, 2009

I. Facility and Environment

Recommendation 1.a. Replace the living room sofas.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to replace to living room sofas.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include replacing the living room sofas. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval. He in turn is responsible for ensuring that the agency's grant writers find funding sources for these projects or enlist the Lead Maintenance Specialist to bid and complete the projects.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator are responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation 1.b. Replace the hallway and bedrooms carpets.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to replace the hallway and bedrooms carpets.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include replacing the hallway ad bedroom carpets. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator is responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

II. Program Services

Recommendations 2: Ettie Lee management maintain current NSPs for all children.

Status: (Implemented)

- o All staff responsible for the NSP/Quarterly have reviewed the deficiencies sited above and have been trained on the steps needed to ensure that all NSP/Quarterly Reports are timely.

Plan to prevent reoccurrence of deficiency:

- o All staff responsible for the NSP/Quarterly have reviewed the deficiencies sited above and have been trained on the steps needed to ensure that all NSP/Quarterly Reports are timely.
- o The documentation of all NSP/Quarterly Reports are tracked from the date of placement of a client and a documentation schedule is generated giving due dates of the reports for the next two months by the Administrative Assistant.
- o The due dates are 10 days before they are due to the placing worker.
- o This documentation schedule is updated weekly.
- o This documentation schedule is reviewed by the Program Specialist weekly to ensure that the reports are timely.
- o The Clinical Supervisor is responsible to ensure that the reports are comprehensive.

Person responsible for implementing corrective action:

- o Clinical Supervisors

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o Group Home Administrators.

III. Education and Emancipation Services

- o There were no recommendations for this section.

IV. Recreation and Activities

- o There were no recommendations for this section.

V. Psychotropic Medication

- o There were no recommendations for this section.

VI. Personal Rights

- o There were no recommendations for this section.

VII. Clothing and Allowances

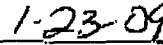
- o There were no recommendations for this section.

VIII. Personnel Background Checks

- o There were no recommendations for this section.



Karen A. Turner Group Home Administrator



Date

Ettie Lee Youth and Family Services  
Robertson Memorial Home  
Department of Auditor-Controller  
Children's Group Home Ombudsman Division

January 23, 2009

I. Facility and Environment

Recommendation 1.a. Replace the living room sofas.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to replace to living room sofas.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include replacing the living room sofas. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator are responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation 1.a. Replace the bathroom mirrors.

Status: (Implemented)

- o The mirrors were replaced by the Maintenance Specialist.

Plan to prevent reoccurrence of deficiency:

- o The Senior Child Care Worker (facility manager) is responsible to report daily the general maintenance needs of the group home on the Maintenance Needs List.
- o The Maintenance Specialist is responsible to ensure the deficiencies relating to general maintenance issues such as replacing bathroom mirrors etc. are maintained on a weekly basis. The Maintenance Specialist is responsible to report progress to the Lead Maintenance Supervisor weekly.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist

Person responsible to ensure that the corrective action remains implemented and is working as intended:

- o The Lead Maintenance Specialist and Group Home Administrator

Recommendation 1.b. Replace the carpets in the bedrooms.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to replace carpets in the bedrooms.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include replacing the carpets in the bedrooms. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator are responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation 1.c. Remove the writing from the dresser in bedroom two and the wall in bedroom three.

Status: (Implemented)

- o The group home child care workers removed the writing from the dresser in bedroom two and the wall in bedroom three.

Plan to prevent reoccurrence of deficiency:

- o The Senior Child Care Worker (facility manager) is responsible to ensure that the group home meets agency standards for housekeeping including keeping the dressers and walls free from writing. The group homes are required to complete chores daily and to complete deep cleaning chores weekly to ensure that the clients have a clean, home-like environment in which to live.
- o The Senior Child Care Worker and Group Home Administrator are to do a walk-through of their home on a daily basis to ensure that the Child Care Workers are maintaining housekeeping standards.

Person responsible for implementing corrective action:

- o Senior Child Care Worker

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o Group Home Administrator.

II. Program Services

- o There were no recommendations for this section.

III. Education and Emancipation Services

- o There were no recommendations for this section.

IV. Recreation and Activities

- o There were no recommendations for this section.

V. Psychotropic Medication

- o There were no recommendations for this section.

VI. Personal Rights

- o There were no recommendations for this section.

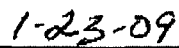
VII. Clothing and Allowances

- o There were no recommendations for this section.

VIII. Personnel Background Checks

- o There were no recommendations for this section.

  
\_\_\_\_\_  
Karen A. Turner Group Home Administrator

  
\_\_\_\_\_  
Date

Ettie Lee Youth and Family Services  
Santa Ana Home  
Department of Auditor-Controller  
Children's Group Home Ombudsman Division

January 23, 2009

I. Facility and Environment

Recommendation 1.a. Repair the exterior stucco.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to repair the exterior stucco.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include repairing the exterior stucco. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator are responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation 1.b. Replace the bathroom mirrors.

Status: (Implemented)

- o The mirrors were replaced by the Maintenance Specialist.

Plan to prevent reoccurrence of deficiency:

- o The Senior Child Care Worker (facility manager) is responsible to report daily the general maintenance needs of the group home on the Maintenance Needs List.
- o The Maintenance Specialist is responsible to ensure the deficiencies relating to general maintenance issues such as replacing bathroom mirrors etc. are maintained on a weekly basis. The Maintenance Specialist is responsible to report progress to the Lead Maintenance Supervisor weekly.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist

Person responsible to ensure that the corrective action remains implemented and is working as intended:

- o The Lead Maintenance Specialist and Group Home Administrator

II. Program Services

- o There were no recommendations for this section.

III. Education and Emancipation Services

- o There were no recommendations for this section.

IV. Recreation and Activities

- o There were no recommendations for this section.

V. Psychotropic Medication

- o There were no recommendations for this section.

VI. Personal Rights

- o There were no recommendations for this section.

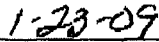
VII. Clothing and Allowances

- o There were no recommendations for this section.

VIII. Personnel Background Checks

- o There were no recommendations for this section.

  
\_\_\_\_\_  
Karen A. Turner Group Home Administrator

  
\_\_\_\_\_  
Date

Ettie Lee Youth and Family Services  
Waterflow Ranch Home  
Department of Auditor-Controller  
Children's Group Home Ombudsman Division

January 23, 2009

I. Facility and Environment

Recommendation 1.a. Repair the exterior stucco.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to repair the exterior stucco.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include repairing the exterior stucco. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator is responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation 1.b. Replace the carpets throughout the Group Home.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to replace the carpets throughout the group home.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include replacing the carpets. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator is responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation 1.c. Replace the day room and recreation room sofas.

Status: (Not Implemented.)

- o The correction has not been implemented but an anticipated implementation date is March 2009. The Lead Maintenance Specialist is receiving bids in order to replace the day room and recreation room sofas.

Plan to prevent reoccurrence of deficiency:

- o The Lead Maintenance Specialist and the Group Home Administrator are to monitor capital improvement projects that cost \$500.00 or more which include replacing the day room and recreation room sofas. This is accomplished by walking through the facilities twice a year and prioritizing capital improvement projects. These suggested projects are then given to the Chief Executive Officer for approval.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist in collaboration with the Group Home Administrator is responsible for implementing the corrective action plan.

Person responsible for monitoring to ensure the corrective action plan remains implemented and is working as intended:

- o The Chief Executive Officer

Recommendation 1.d. Repair the bathroom light cover.

Status: (Implemented)

- o The bathroom light cover was replaced by the Maintenance Specialist.

Plan to prevent reoccurrence of deficiency:

- o The Senior Child Care Worker (facility manager) is responsible to report daily the general maintenance needs of the group home on the Maintenance Needs List.
- o The Maintenance Specialist is responsible to ensure the deficiencies relating to general maintenance issues such as replacing bathroom light covers etc. are maintained on a weekly basis. The Maintenance Specialist is responsible to report progress to the Lead Maintenance Supervisor weekly.

Person responsible for implementing corrective action:

- o The Lead Maintenance Specialist

Person responsible to ensure that the corrective action remains implemented and is working as intended:

- o The Lead Maintenance Specialist and Group Home Administrator

II. Program Services

- o There were no recommendations for this section.

III. Education and Emancipation Services

- o There were no recommendations for this section.

IV. Recreation and Activities

- o There were no recommendations for this section.

V. Psychotropic Medication

- o There were no recommendations for this section.

VI. Personal Rights

- o There were no recommendations for this section.

VII. Clothing and Allowances

- o There were no recommendations for this section.

VIII. Personnel Background Checks

- o There were no recommendations for this section.

Karen A. Turner  
Karen A. Turner Group Home Administrator

1-23-09  
Date