COUNTY OF LOS ANGELES
PROBATION DEPARTMENT

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Chief Probation Officer

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October 27, 2010

TO: Each Supervisor

FROM: Donald H. Blevins
Chief Probation Officer

SUBJECT: PACIFIC LODGE BOY'S HOME CONTRACT COMPLIANCE MONITORING REVIEW

We have completed a review of Pacific Lodge Boy's Home operated by Pacific Lodge Youth Services. The Group Home contracts with the Los Angeles County Probation Department.

Pacific Lodge Boy's Home is a 63 bed facility, which provides care for boy's ages 13-17 years who exhibit behavioral, emotional, and psychological difficulties. At the time of the monitoring review, Pacific Lodge Boy's Home was providing services for 52 Probation youth.

Pacific Lodge Boy's Home is located in the Third District.

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, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

SUMMARY

The site inspection began on July 26, 2010. Generally, the Agency is providing the services as outlined in their Program Statement. Although there are minor deficiencies that require action, there are no egregious deficiencies that would require an intensive corrective action plan. All of the residents appear to be safe residing in the Group Home, and all child and staff records appear to be in order.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Youth in the home were not receiving life books/photo albums;
- There were several minor physical deficiencies cited in the four (4) cottages of the Group Home that required repair or correction as described in the Facility and Environment section of the Monitoring Review Summary.

EXIT CONFERENCE

In attendance:

Lisa Alegria, President CEO
Philip Solomon, Associate Director
Noah Warren, Residential Supervisor
Dr. Monica Weil, Mental Health Director
Carla Silva, Human Resources Manager

Highlights

The Exit Conference was conducted on September 15, 2010. The representatives present were in agreement with the findings of the review. They understood that residents are to be issued a life book/photo album as part of their program requirements. The deficiency was addressed at the time of the exit conference. As per Residential Supervisor, Noah Warren, the life books/photo albums were in the process of being revised and have now been issued to all residents as of 07/30/10. All subsequently new residents are to receive life books/photo albums, henceforth. A sample copy of the new life book that was issued to all residents was provided. The Group Home also agreed to have the cited physical deficiencies in each of the cottages corrected in a timely manner. A Corrective Action plan was submitted on September 27, 2010 and has been approved. A follow-up visit will be conducted to ensure that all deficiencies have been corrected.

If you need additional information or have any questions or concerns, please contact Director, Lisa Campbell-Motton, Placement Permanency and Quality Assurance at (323) 240-2435.

DHB:REB:LCM:ed

Attachments

c: William T Fujioka, Chief Executive Officer
Sachi A. Hamai, Executive Officer, Board of Supervisors
Brence Culp, Chief Deputy
Wendy Watanabe, Auditor-Controller
Pubic Information Office
Audit Committee
Jean Chen, Community Care Licensing
Lisa Alegria, Executive Director, Pacific Lodge Boy's Home
Jackie White, Deputy Chief Executive Officer
Chief Deputies
Justice Deputies

PACIFIC LODGE GROUP HOME PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW- SUMMARY

	CONTRACT COMPLIANCE MONITORING REVIEW	FINDINGS: MONTH/YEAR
I	**Licensure/Contract Requirements** (9 Elements) 1. Timely Notification for Child's Relocation 2. Stabilization to Prevent Removal of Child 3. Transportation 4. SIRs 5. Compliance with Licensed Capacity 6. Disaster Drills Conducted 7. Disaster Drill Logs Maintenance 8. Runaway Procedures 9. Allowance Logs	Full Compliance (All)
II	**Program Services** (7 Elements) 1. Child Population Consistent with Program Statement 2. Probation Caseworker Authorization to Implement NSPs 3. Children's Participation in the Development of NSPs 4. NSPs Implemented and Discussed with Staff 5. Therapeutic Services Received 6. Recommendation Assessments/Evaluations Implemented 7. Probation Caseworkers Monthly Contact Documented	Full Compliance (All)
III	**Facility and Environment** (6 Elements) 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food	1.Full Compliance 2.Improvement needed 3.Improvement needed 4.Full Compliance 5.Full Compliance 6.Full Compliance

IV	**Educational and Emancipation Services** (4 Elements) 1. Emancipation/Vocational Programs Provided 2. ILP and Emancipation Planning 3. Current IEPs Maintained 4. Current Report Cards Maintained	Full Compliance (All)
V	**Recreation and Activities** (3 Elements) 1. Participation in Recreational Activity Planning 2. Participation in Recreational Activities 3. Participation in Extra-Curricular, Enrichment, and Social Activities.	Full Compliance (All)
VI	**Children's Health-Related Services (including Psychotropic Medications)** (9 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation/Review 3. Medication Logs 4. Initial Medical Exams Conducted 5. Initial Medical Exams Timely 6. Follow-Up Medical Exams Timely 7. Initial Dental Exams 8. Initial Dental Exams Timely 9. Follow-Up Dental Exams Timely	Full Compliance (All)
VII	**Personal Rights** (11 Elements) 1. Children Informed of Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Staff Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Free to Received or Reject Voluntary Medical, Dental and Psychiatric Care 7. Children Allowed Private Visits, Calls and Correspondence. 8. Children Free to Attend Religious Services/Activities	Full Compliance (All)

	9. Reasonable Chores 10. Children Informed about Psychotropic Medication 11. Children Aware of Right to Refuse Psychotropic Medication	
VIII	**Children's Clothing and Allowance** (8 Elements) 1. $50.00 Clothing Allowance 2. Adequate Quantity Clothing Inventory 3. Adequate Quality Clothing Inventory 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book	 1.Full Compliance 2.Full Compliance 3.Full Compliance 4.Full Compliance 5.Full Compliance 6.Full Compliance 7.Full Compliance 8.Improvement needed
IX	**Personal Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances and Training)** (12 Elements) 1. Education/ Experience Requirement 2. Criminal Fingerprint Cards Timely Submitted 3. CAIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Employee Health Screening Timely 6. Valid Driver's Licenses 7. Signed Copies of GH Policies and Procedures 8. Initial Training Documentation 9. CPR Training Documentation 10. First Aid Training Documentation 11. On Going Training Documentation 12. Emergency Intervention Training Documentation	 Full Compliance (All)

PACIFIC LODGE GROUP HOME PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

Pacific Lodge Group Home
4900 Serrania Avenue
Woodland Hills, CA 91364
License Number: 191201989
Rate Classification Level: 12

The following report is based on a "point in time" at the time of the monitoring visit. This compliance report addresses findings noted during the July 2010 monitoring review.

LICENSURE /CONTRACTUAL COMPLIANCE

Based on our review of fifteen case files and five staff files, and/or documentation from the provider, Pacific Lodge Group Home was in full compliance with seven out of the nine sections of our Contract Compliance review: Licensure/Contract Requirements; Educational and Emancipation Services; Recreation Activities; Children's Health-Related Services (Including Psychotropic Medication); Personal Rights; and Personnel Records (Including Staff Qualifications, Staff Ratios, Criminal Clearance, and Training). The following report details the results of our review:

Based on our review of Pacific Lodge Group Home and interviews with fifteen Probation placed children, Pacific Lodge Group Home fully complied with all nine elements in the area of Licensure/Contractual Compliance.

Recommendations:

None.

PROGRAM SERVICES

Based on our review of Pacific Lodge Group Home and interviews with fifteen Probation placed children, Pacific Lodge Group Home fully complied with all seven elements in the area of Program Services.

The children meet the Group Home's population criteria as outlined in their Program Statement and 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 current, comprehensive and include short and long term goals.

Recommendations:

None.

FACILITY AND ENVIRONMENT

Based on our review of Pacific Lodge Group Home and interviews with fifteen Probation placed children, Pacific Lodge Group Home fully complied with four of the six elements in the area of Facility and Environment.

Pacific Lodge Boys' Group Home is located in a residential community. The exterior of the Group Home is well maintained. The field and surrounding areas are clean and adequately landscaped. The swimming pool and gymnasium were clean and properly secured by a locked fence and in good working condition.

However, the interior of the Group Home cottages need repair. Following are the deficiencies cited:

Bekins Cottage

- The smoke detector in the restroom needs to be re-mounted and secured in place.
- Bedroom #4-Desk drawers missing handles/closet door handle needs repair.
- Bedroom #6-Corner at the entrance needs repair and door stop

Neimeyer Cottage

- Kitchen/staff area-Post needs repair
- Dayroom-small bookshelf needs to be repaired
- Hallway-two holes in the wall that need to be covered
- Bedroom #4-Bed frame needs repair
- Bedroom #5- Closet door handle needs repair
- Bedroom #6-Holes in wall near entrance need to be covered
- Bedroom #8-Vent cover missing
- Fire escape/evacuation route not posted

Sauble Cottage

- Locker room-hole in the upper left corner needs to be covered
- Dayroom-reclining chair is extremely dirty and needs to be cleaned or replaced
- Restroom-Shower #2 needs to be re-glazed
- Bedroom #4-Dresser drawer is broken and is missing handles
- Bedroom #5-Dresser has 3 drawers missing.

- Bedroom #6-Dresser has 2 missing handles
- Fire escape/evacuation route not posted

Clark Cottage

- Kitchen/staff area-post needs repair
- Dayroom-Couch has hole and needs repair or replaced
- Dayroom-Bookshelf needs repair or replaced
- Dayroom-hole above light switch needs to be covered
- Supply closet-exposed wiring needs to be covered
- Restroom-electrical socket behind washer and dryer needs to be covered
- Bedroom #2-Desk drawer needs repair/entrance wall needs repair
- Bedroom #5-Desk drawer broken
- Bedroom #7-closet rod missing
- Bedroom #8-Desk drawer handle missing
- Fire escape/evacuation route not posted

The fire escape/evacuation routes were posted in the noted cottages immediately while the monitoring was being conducted. Aside from the aforementioned deficiencies cited, the common quarters are neat and clean, there is adequate furniture and lighting, and the Group Home provides a home-like environment.

Children's bedrooms are clean, 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 the children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. Each cottage has a TV and a DVD player. There are some books and resource materials as well as a storage space for art and school supplies in each cottage. Additionally, there is an on-grounds school that has an Art Room and a Learning Center, with approximately 10 working computers, reading materials and resources that are accessible to all of the residents, as needed.

The Group Home maintains a large industrial kitchen and dining room with a current Public Health Operating Permit. There is a sufficient supply of perishable and non perishable foods stored in two large industrial refrigerators and two large industrial freezers.

Recommendations:

1. Pacific Lodge shall ensure that the aforementioned deficiencies cited will be corrected and repaired in a timely fashion in order to ensure the safety and security of all residents placed at the Group Home.

EDUCATIONAL AND EMANCIPATION SERVICES

Based on our review of Pacific Lodge Group Home and interviews with fifteen Probation placed children, Pacific Lodge Group Home fully complied with all four elements in the area of Education and Emancipation Services.

Children are attending school, are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. In addition to the required schooling provided, the Group Home also maintains a Learning Center that is available to all residents as part of after school tutoring and supplemental learning. The Group Home's program includes the development of children's daily living, self-help and survival skills. Children are also provided with opportunities to participate in emancipation and vocational programs as appropriate. The Group Home maintains a separate living cottage known as the "Sauble" cottage, as part of their emancipation program specifically tailored to youth in the pre-Transitional Independent Living Program (TILP). Additionally, the Group Home also maintains a Work Experience Preparation Program for age appropriate youth in which the Group Home provides on-grounds and off-grounds job placement.

Recommendations:

None.

RECREATION AND ACTIVITIES

Based on our review of Pacific Lodge Group Home and interviews with fifteen Probation placed children, Pacific Lodge Group Home fully complied with all three elements in the area of Recreation and Activities.

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 has a swimming pool and a full size gymnasium with a full-court basketball court, a small cardiovascular workout room, and a small weight room for the residents to use. The Group Home provides several recreation options for the residents to participate in on-grounds, such as sporting activities like basketball and baseball team play, swimming, gardening, hiking, book club, film class, drumming class, etc. They also provide off-grounds activities such as outings to the library, movie theatre, baseball games, and museums. The Group Home provides transportation to and from these activities.

Recommendations:

None.

CHILDREN'S HEALTH RELATED-SERVICES, (INCLUDING PSYCHOTROPIC MEDICATION)

Based on our review of Pacific Lodge Group Home and interviews with fifteen Probation placed children, Pacific Lodge Group Home fully complied with all nine elements in the area of Children's Health Related Services.

Of the fifteen child interviews, three of the children have current court authorizations for psychotropic medication. Documentation based on the psychotropic medication review tool confirms that these children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendations:

None.

PERSONAL RIGHTS

Based on our review of Pacific Lodge Group Home and interviews with fifteen Probation placed children, Pacific Lodge Group Home fully complied with all eleven elements in the area of Personal Rights.

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 overall, the facility staff treat 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, have private visitors and attend religious services of their choice.

Children report that the discipline policies are consistently enforced and 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.

Recommendations:

None.

CLOTHING AND ALLOWANCE

Based on our review of Pacific Lodge Group Home and interviews with fifteen Probation placed children, Pacific Lodge Group Home fully complied with seven of the eight elements in the area of Clothing and Allowance.

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 and the clothing provided is of good quality and of sufficient quantity. The Group Home maintains an on-ground, non-profit clothing store where residents can purchase appropriate attire at a discounted price, and also conducts shopping outings every three (3) months at appropriate clothing stores.

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

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

Recommendations:

1. Pacific Lodge shall ensure that all children currently living in the Group Home immediately be issued life books/photo albums as well as to all subsequently arriving residents henceforth.

PERSONNEL RECORDS

Based on our review of Pacific Lodge Group Home and interviews with fifteen Probation placed children, Pacific Lodge Group Home fully complied with all twelve elements in the area of Personnel Records.

A random check of employee records was completed. All training and background checks were completed and current. All staff in the sample had current driver's licenses, first aid training and de-escalation and restraint training. All files reviewed had the required educational documentation and criminal and child abuse clearances for their employees prior to being hired.

Recommendations:

None.

PACIFIC LODGE BOYS' HOME

Date: October 7, 2010

To: DPO Armando Juarez
Los Angeles County Probation Department

Fr: Philip Solomon
Associate Director
Pacific Lodge Youth Services

Re: Plan of Correction

FACILITY AND ENVIRONMENT

Findings:

A. Bekins Cottage
1. Staff area-post near kitchen needs to be re-plastered.
2. Bathroom-smoke detector hanging and wiring exposed.
3. Bedroom #4-closet door handle broken & desk drawer handle missing.
4. Bedroom #6-corner near entrance needs re-plastering and a doorstop to prevent further damage caused by door.
5. Bedroom #7-desk handles missing or broken.

B. Neimeyer Cottage
1. Staff area-post near kitchen needs to be re-plastered.
2. Dayroom-small bookshelf severely damaged-needs repair or removal.
3. Hallway-two small holes in the wall that need repair.
4. Bedroom #4-bedframe wheel broken.
5. Bedroom #5-closet door handle broken.
6. Bedroom #6-holes in wall near the entrance.
7. Bedroom #8-vent cover missing.

C. Sauble Cottage
1. Youth locker room-hole in upper hand corner.
2. Dayroom-reclining chair extremely dirty; needs to be removed or cleaned.
3. Bathroom-shower stall floor chipped; needs re-glazing.
4. Bedroom #4-dresser drawer broken & missing handles.
5. Bedroom #5-dresser missing three drawers & one handle.
6. Bedroom #6-dresser missing two drawers.

D. Clark Cottage
1. Staff area-post near kitchen needs to be re-plastered.
2. Dayroom-large couch has large hole in armrest; needs to be re-placed or fixed.
3. Dayroom-bookshelf has broken shelf.
4. Dayroom-hole above light switch to the room.
5. Supply closet-exposed wiring that needs to be covered.
6. Bathroom-socket cover behind washer & dryer is broken.
7. Bedroom #2-desk drawer broken & wall near light needs re-plaster and the corner by entrance needs re-plaster.
8. Bedroom #5-desk drawer broken.
9. Bedroom #7-closet rod broken.
10. Bedroom #8-drawer handle missing.

PACIFIC LODGE BOYS' HOME

Plan of Correction:

1. ***Pacific Lodge Youth Services Facility Manager will be responsible to ensure the completion of all noted deficiencies by October 13, 2010.***

CHILDREN'S CLOTHING AND ALLOWANCE

Findings:

A. Not all residents were in possession of a Life Book.

At the time of the audit visit, the Life Books for Pacific Lodge had been undergoing revisions based on elements we felt were essential to the success of our residents. A focus group was formed to discuss the Life Books and get input from both residents and staff as to what would be most beneficial to include, in addition to revisions made to Pacific Lodge's Program Graduation criteria.

This process was completed the week prior to the audit visit and was being compiled in folder covers with tabs and inserts so residents may include certificates and awards in their Life Books.

Plan of Correction:

1. ***All Life Books were compiled and distributed to residents at Pacific Lodge on Friday, July 30th, 2010. As new residents enter the program at Pacific Lodge, they are given a Life Book and explained the purpose and expectations for completion of the Life Book.***

2. ***To ensure this process is done consistently and properly, the resident's Staff Representative (a staff assigned to assist residents with daily matters) will be working with the resident on completing their Life Book. Also, the Activities Liaisons, who are assigned in each cottage, will be assisting with creative projects and other aspects of this process.***

3. ***A copy of our revised Life Book was provided to you during the exit interview on July 29th, 2010.***

Respectfully Submitted,

Philip Solomon, Associate Director

10-7-10
Date