COUNTY OF LOS ANGELES
PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501

JERRY E. POWERS
Chief Probation Officer

July 29, 2014

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

FROM: Jerry E. Powers
Chief Probation Officer

SUBJECT: **TRINITY YOUTH SERVICES GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW**

The Department of Probation, Placement Permanency & Quality Assurance (PPQA), Group Home Monitoring (GHM) conducted a review of Trinity Youth Services in March 2014. Trinity Youth Services consist of four (4) facilities: El Monte, Apple Valley, Yucaipa, and Norco. The Trinity-El Monte site is located in the First Supervisorial District of Los Angeles County. The Trinity-Apple Valley site is located in the First Supervisorial District of San Bernardino County. The Trinity-Yucaipa site is located in the Third Supervisorial District of San Bernardino County. The Trinity-Norco site is located in the Second Supervisorial District of Riverside County. Trinity Youth Services provides services to Los Angeles County Probation and various other Probation counties. According to Trinity Youth Services program statement, its purpose is to treat boys and girls who have behavioral, social and emotional difficulties.

Trinity Youth Services Group Homes consist of four (4) facilities: El Monte (43-bed boy's facility), Apple Valley (44-bed boy's facility), Yucaipa (66-bed boy's facility), and Norco (6-bed girl's facility). The facilities provide care for boys and girls 7 – 18 years of age. At the time of the review, Trinity Youth Services was providing care for 95 Probation children. The placed children's overall average length of stay was six (6) months, and their average age at the time of inspection was 17 years old.

Seven (7) children were randomly selected for the interview sample, with three (3) children who were on psychotropic medication at the time of this review. Those three (3) cases were reviewed for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring. Additionally, three (3) discharged children's files were reviewed to assess compliance with permanency efforts, and five (5) staff files were reviewed for compliance with Title 22 Regulations and County Contract Requirements.

SUMMARY

During the PPQA/GHM review, the interviewed children reported feeling safe at Trinity Youth Services, and that they were provided with good care and appropriate services, were comfortable in their environment and treated with respect and dignity. Trinity Youth Services was in compliance with nine (9) of the ten (10) areas of the Contract Compliance Review: "Licensure/Contract Requirements"; "Maintenance of Required Delivery Documentation and Service Delivery"; "Education and Workforce Readiness"; "Health and Medical Needs"; "Psychotropic Medication"; "Personal Rights and Social/Emotional Well-Being"; "Personal Needs/Survival and Economic Well-Being"; "Discharged Children"; and "Personnel Records".

However, deficiencies were noted in the areas of "Facility and Environment". Trinity Youth Services had minor repair issues and agreed to correct the deficiencies noted at each site.

REVIEW OF REPORT

On March 26, 2014, Probation PPQA Monitor Joseph Ninofranco held an Exit Conference with Trinity Youth Services Program Directors Gil Quinbar and Jim Adams. Trinity Youth Services representatives agreed with the review findings and recommendations and were receptive to implementing systemic changes to improve their compliance with regulatory standards, as well as address the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this compliance report has been sent to the Auditor-Controller and Community Care Licensing.

Trinity Youth Services provided the attached approved CAP addressing the recommendations noted in this compliance report. A follow-up visit was conducted, and all deficiencies cited in the CAP were corrected or systems were put in place to avoid future deficiencies. Assessment for continued implementation of recommendations will be conducted during the next monitoring review.

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

JEP:MEP:REB
LCM:sy

Attachments (3)

c: William T Fujioka, Chief Executive Officer
Sachi A. Hamai, Executive Officer, Board of Supervisors
Brence Culp, Chief Deputy, Chief Executive Office
John Naimo, Acting Auditor-Controller
Phillip L. Browning, Director, Department of Children and Family Services
Latasha Howard, Probation Contracts
Rhonda David-Shirley, Out-of- Home-Care-Management, DCFS
Diana Flaggs, DCFS Contracts
Audit Committee
Sybil Brand Commission
Community Care Licensing
Gil Quinbar, Program Director, Trinity Youth Services-Yucaipa; Apple Valley; and Norco
Jim Adams, Program Director, Trinity Youth Services-El Monte
Georgia Mattera, Public Safety, Chief Executive Office
Chief Deputies
Justice Deputies

TRINITY YOUTH SERVICES GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

Trinity Apple Valley
10755 Apple Valley Road
Apple Valley, CA 92308
License # 366401747
Rate Classification Level: 12

Trinity Norco
2104 Alhambra Street
Norco, CA 336400274
License # 360900416
Rate Classification Level: 12

Trinity Yucaipa
10766 Fremont Street
Yucaipa, CA 92399
License # 360900416
Rate Classification Level: 12

Trinity El Monte
11057 Basye Street
El Monte, CA 191604301
License # 191604301
Rate Classification Level: 12

	Contract Compliance Monitoring Review	Findings: March 2014
I	**Licensure/Contract Requirements** (9 Elements) 1. Timely Notification for Child's Relocation 2. Transportation Needs Met 3. Vehicle Maintained In Good Repair 4. Timely, Cross-Reported SIRs 5. Disaster Drills Conducted & Logs Maintained 6. Runaway Procedures 7. Comprehensive Monetary and Clothing Allowance Logs Maintained 8. Detailed Sign In/Out Logs for Placed Children 9. CCL Complaints on Safety/Plant Deficiencies	Full Compliance (ALL)
II	**Facility and Environment** (5 Elements) 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms 4. Sufficient Recreational Equipment/Educational Resources 5. Adequate Perishable and Non-Perishable Foods	1. Improvement Needed 2. Improvement Needed 3. Improvement Needed 4. Full Compliance 5. Full Compliance
III	**Maintenance of Required Documentation and Service Delivery** (10 Elements) 1. Child Population Consistent with Capacity and Program Statement 2. County Worker's Authorization to Implement NSPs 3. NSPs Implemented and Discussed with Staff 4. Children Progressing Toward Meeting NSP Case Goals 5. Therapeutic Services Received 6. Recommended Assessment/Evaluations Implemented 7. County Workers Monthly Contacts Documented 8. Children Assisted in Maintaining Important Relationships	Full Compliance (ALL)

	9. Development of Timely, Comprehensive Initial NSPs with Child's Participation 10. Development of Timely, Comprehensive, Updated NSPs with Child's Participation	
IV	**Educational and Workforce Readiness** (5 Elements) 1. Children Enrolled in School Within Three School Days 2. GH Ensured Children Attended School and Facilitated in Meeting Their Educational Goals 3. Current Report Cards Maintained 4. Children's Academic or Attendance Increased 5. GH Encouraged Children's Participation in YDS/ Vocational Programs	Full Compliance (ALL)
V	**Health and Medical Needs** (4 Elements) 1. Initial Medical Exams Conducted Timely 2. Follow-Up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted Timely	Full Compliance (ALL)
VI	**Psychotropic Medication** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Full Compliance (ALL)
VII	**Personal Rights and Social/Emotional Well-Being** (13 Elements) 1. Children Informed of Group Home's Policies and Procedures 2. Children Feel Safe 3. Appropriate Staffing and Supervision 4. GH's efforts to provide Meals and Snacks 5. Staff Treat Children with Respect and Dignity 6. Appropriate Rewards and Discipline System 7. Children Allowed Private Visits, Calls and Correspondence 8. Children Free to Attend or not Attend Religious Services/Activities 9. Reasonable Chores 10. Children Informed About Their Medication and Right to Refuse Medication 11. Children Free to Receive or Reject Voluntary Medical, Dental and Psychiatric Care	Full Compliance (ALL)

	12. Children Given Opportunities to Plan Activities in Extra-Curricular, Enrichment and Social Activities (GH, School, Community) 13. Children Given Opportunities to Participate in Extra-Curricular, Enrichment and Social Activities (GH, School, Community)	
VIII	**Personal Needs/Survival and Economic Well-Being** (7 Elements) 1. $50 Clothing Allowance 2. Adequate Quantity and Quality of Clothing Inventory 3. Children's Involved in Selection of Their Clothing 4. Provision of Clean Towels and Adequate Ethnic Personal Care Items 5. Minimum Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement and Assistance with Life Book	Full Compliance (ALL)
IX	**Discharged Children** (3 Elements) 1. Children Discharged According to Permanency Plan 2. Children Made Progress Toward NSP Goals 3. Attempts to Stabilize Children's Placement	Full Compliance (ALL)
X	**Personnel Records** (7 Elements) 1. DOJ, FBI, and CACIs Submitted Timely 2. Signed Criminal Background Statement Timely 3. Education/Experience Requirement 4. Employee Health Screening/TB Clearances Timely 5. Valid Driver's License 6. Signed Copies of Group Home Policies and Procedures 7. All Required Training	Full Compliance (ALL)

TRINITY YOUTH SERVICES GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2013-2014

SCOPE OF REVIEW

The purpose of this review was to assess Trinity Youth Services' compliance with the County contract and State regulations and include a review of the Trinity Youth Services' program statement, as well as internal administrative policies and procedures. The monitoring review covered the following 10 areas:

- Licensure/Contract Requirements
- Facility and Environment
- Maintenance of Required Documentation and Service Delivery
- Educational and Workforce Readiness
- Health and Medical Needs
- Psychotropic Medication
- Personal Rights and Social Emotional Well-Being
- Personal Needs/Survival and Economic Well-Being
- Discharged Children
- Personnel Records

For the purpose of this review, seven (7) placed children were selected for the sample, seven (7) Probation children, as Trinity Youth Services only accepts Probation children from Los Angeles County and other various surrounding counties. Placement Permanency & Quality Assurance (PPQA), Group Home Monitoring (GHM) interviewed each child and reviewed their case files, to assess the care and services they received. Additionally, four (4) discharged children's files were reviewed to assess Trinity Youth Services' compliance with permanency efforts. At the time of the review, three (3) placed children were prescribed psychotropic medication. Their case files were reviewed to assess for timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm the required documentation of psychiatric monitoring.

PPQA/GHM reviewed five (5) staff files for compliance with Title 22 Regulations and County contract requirements, and conducted a site visit to assess the provision of quality of care and supervision.

CONTRACTUAL COMPLIANCE

The following one (1) area was out of compliance.

Facility and Environment

A walkthrough was completed in and around all four (4) facilities. All facilities are in good condition; although, there were numerous deficiencies found in the exterior of the El Monte facility, in the common area of the Norco and El Monte facilities; and in the children's bedrooms at all four (4) facilities.

- At the El Monte facility, a chain link fence near the volleyball court that needs to be secured down immediately.

- At the El Monte facility, the Cubs Unit recreation room bathroom has graffiti that needs to be removed

- At the Norco facility, an outlet cover for the water dispenser needs securing. Also, a long metal pole behind the BBQ grill needs to be removed.

- At the Yucaipa Facility Raiders Dorm, Room #2 sink needs grout repair and Room #3 needs a blind in the window;

- At the Norco Facility in Room #3, a curtain needs repair or securing;

- At the El Monte Facility, in the Cubs Unit, bedrooms #7 and #9 have bed frame graffiti that needs to be removed. Also in the Cubs Unit, bedroom #6 has closet graffiti. In the Expos Unit, bedroom #13 has graffiti on the corkboard near the desk; Bedroom #17 needs the curtain repaired.

- At the Apple Valley Facility in Unit #1, the "C" Bathroom has the shower curtain falling off. Also, in Unit #1, bedroom #5 has graffiti in the bedroom closet. In Unit #2, bedroom #3 has graffiti etched in closet. In Unit #3, bedrooms #2, #4, #6, and the master have graffiti inside their closets, which all needs to be removed.

Recommendation

Trinity Youth Services' management shall ensure that:

1. The aforementioned deficiencies cited in the Exterior areas will be corrected and repaired in a timely fashion in order to ensure the safety and security of all residents at Trinity Youth Services Group Homes. Additionally, Trinity Youth Services will ensure an inspection is conducted by staff daily upon start of shift.

2. The aforementioned deficiencies cited in the Common areas will be corrected and repaired in a timely fashion in order to ensure the safety and security of all residents at Trinity Youth Services Group Homes. Additionally, Trinity Youth Services will ensure an inspection is conducted by staff daily upon start of shift.

3. The aforementioned deficiencies cited in the Children's Bedrooms will be corrected and repaired in a timely fashion in order to ensure the safety and security of all residents at Trinity Youth Services Group Homes. Additionally, Trinity Youth Services will ensure an inspection is conducted by staff daily upon start of shift.

PRIOR YEAR FOLLOW-UP FROM THE PROBATION PPQA/GHM GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW

PPQA/GHM's last compliance report dated June 9, 2014, identified eight (8) recommendations.

Results

Based on the follow-up, Trinity Youth Services fully implemented seven (7) previous recommendations for which they were to ensure that:

- Trinity Youth Services' residents shall be taken to all religious services regardless of number of residents requesting.
- All wires and cords are secured to the wall.
- The rusted vent is replaced.
- The garage door is fixed.
- All beds are safe and secured to the wall or floor.
- Trinity Youth Services will document all attempts to notify Deputy Probation Officers of Record upon arrival of any resident.
- Trinity Youth Services staff will transport residents to religious services regardless if a minimum of two residents request to go.

The following recommendation from the previous year was not corrected:

- Removing all graffiti from the bedrooms and closets.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

The most recent Fiscal Review for Trinity Youth Services from The Department of Auditor Controller is dated June 5, 2013, for the fiscal period of July 1, 2008 through June 30, 2009. The Fiscal and Allegation Review report, dated June 5, 2013, indicated that Trinity Youth Services had unallowable cost, including interest and penalties on loans and credit cards, interest and penalties on delinquent payroll taxes, and unsupported/inadequately supported costs. Trinity Youth Services submitted a timely Fiscal Corrective Action Plan (FCAP), which is being monitored by the Department of Children and Family Services, Fiscal Monitoring Section.

TRINITY
YOUTH SERVICES

Date: April 4, 2014

To: Probation Department Managers & DPO Joseph Ninofranco

Content: Corrective Action Plan

Mr. Ninofranco,

Please find attached Trinity Apple Valley's Corrective Action Plan regarding the deficiencies you noted during your campus audit on March 11, 2014. If you have any questions, please feel free to contact me at (909)957-3633 (cell) or (760) 247-9840 (work)

Sincerely,

Anthony Bush
Campus Director
Trinity Apple Valley

Trinity Youth Services
Trinity Apple Valley
10755 Apple Valley Road
Apple Valley, CA 92308
License Number: 366401747
RCL Number: 12

Facilities and Environment

Unit 1:

Bathroom C: Shower curtain falling off

Room 5: Graffiti in bedroom closet

Unit 2:

Room 3: Graffiti etched in closet

Unit 3:

Bedroom 2: Graffiti inside closet

Bedroom 4: Graffiti inside closet and drawer

Bedroom 6: Graffiti etched inside closet

Master Bedroom: Graffiti inside closet

Corrective Action Plan:

Additional Velcro was added to the shower curtain rod in Bathroom C to ensure proper placement and hold on the shower curtain.

In all the bedrooms listed above the graffiti was identified by the Program Coordinator, Campus Director, and Maintenance staff. The closets and drawer containing graffiti were sanded and painted over. Wood filler was used on the closets that had etched in graffiti as well as being sanded and painted.

The Unit Supervisor, Program Coordinator, and Maintenance staff will continue to inspect the living units and campus for any deficiencies that may require repair or removal. We will submit work order requests to the Maintenance Department for any items that need repair or removal. The Campus Director or Program Coordinator will follow up on work orders to ensure work orders are being completed in a timely manner.

Sincerely,

Anthony Bush
Campus Director
Trinity Apple Valley
(909)957-3633 (cell)
(760) 247-9840 (work)
abush@trinityys.org

TRINITY® Youth Services

Residential Services

TRINITY EL MONTE

DATE: April 23, 2014

TO: Probation Department Managers & DPO Joseph Ninofranco

FROM: Trinity – El Monte

RE: Corrective Action Plan

Attached for your review is Trinity – El Monte's Corrective Action Plan for the program monitoring visit on March 5, 2014. If there are any questions, please feel free to contact me at 626-444-0539 (office) or 714-713-0561 (cell).

Sincerely,

Jim Adams
Campus Director
Trinity El Monte

TRINITY YOUTH SERVICES
El Monte Site
11057 Basye Street
El Monte, CA 91731
License Number: 191591941
Rate Classification Level: 12

II. Facility & Environment

Findings:
El Monte-Bedrooms/Interior

- Expos Unit- Bedroom 13 – graffiti on corkboard near desk.
- Expos Unit Bedroom 17 – fix curtain.
- Cubs Unit- Rec Room bathroom has graffiti.
- Cubs Unit Bedrooms 7 and 9 – bed frames have graffiti.
- Cubs Unit Bedroom 6 – closet interior has graffiti.
- Chain link fence near volleyball court starting to curl up at the bottom.

Corrective Action Plan:
The above corrections have been addressed below:

- Expos Rm 13 – damaged cork board removed.
- Expos Unit Bedroom 17 – curtain was replaced with a new curtain.
- Cubs Unit Rec Room bathroom – sanding and painting completed to remove graffiti.
- Cubs Unit Bedrooms 7 and 9 – both bed frames with evidence of graffiti were replaced.
- Cubs Unit Bedroom 6 – closet interior graffiti removed and new paint applied.
- Company provided a quote (see attached). Scheduled to replace the referenced section of the fence on 4/24/14.

Respectfully,

Jim Adams, Campus Director

[illegible] E. Arrow Highway
[illegible] Park, CA 91706-1733
[illegible] 337-9319
[illegible] 963-5126

PROPOSAL & CONTRACT

Mercury Fence Company

INCORPORATED

PAGE 1 OF 1

ATTN: MARK WILTON

NAME: TRINITY YOUTH SERVICES

JOB ADDRESS: SAME

ADDRESS: 11057 BAYSE ST.

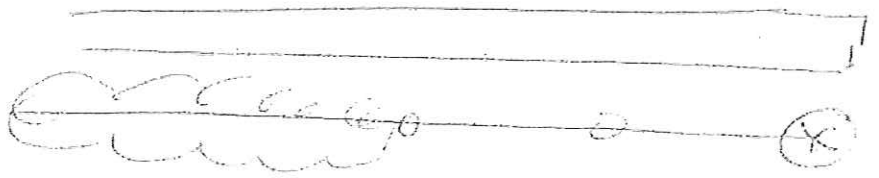
CASH ✓

CITY: EL MONTE PHONE:

TERMS: ON [illegible]

SPECIAL INSTRUCTIONS

Per: DAVID JENNINGS



REPLACE 15' OF 10' HIGH 9 GA. CHAIN LINK

CHAIN LINK	Ht.	Size	
C/L Fence			
Walk Gate			
Driveway Gates			
Gate Posts			
Terminals			
Line Poles			
Top Rail			
Braces			
V.I.F. Inserts			
Barb Wire			
Plated/Studded Posts			

Total $ 575.00

Sales Tax INCL.

NOT RESPONSIBLE FOR UNDERGROUND UTILITIES

Submitted by
MERCURY FENCE COMPANY, INC.

VAL TAMIETTI

Date 4-16-2014

Accepted by

TRINITY™
Youth Services

Residential Services

TRINITY YUCAIPA

Date: April 22, 2014

To: Probation Department Managers &DPO Joseph Ninofranco

From: Gil Quinbar, Campus Director

RE: Corrective Action Plan

Mr. Ninofranco,

Please find attached Trinity Norco's Corrective Action Plan regarding the deficiencies you noted during your audit of the Norco Home. If you have any questions, please feel free to contact me at (951) 258-6177 (cell) or (909) 797-0114 (work).

Respectfully,

Gil Quinbar
Campus Director
Trinity Yucaipa

Trinity Youth Services
Trinity-Norco
2104 Alhambra Street
Norco, Ca. 92860
Phone # (951) 734-8633
License Number: 336400274
RCL Number: 12

II. FACILITY & ENVIRONMENT

Findings:

Outlet cover for water fountain needs securing.
Long metal pole behind BBQ needs removing.
Room #3 curtain needs repair or securing.

Corrective Action Plan:

The outlet for the water fountain has been secured.

The long metal pole behind the BBQ has been removed.

Room # 3 curtain has been secured.

The Norco Group Home Program Coordinator and Maintenance man will continue to inspect the Group Home for any deficiencies that may require repair or removal.
A work order request will be submitted to the maintenance man for any items that need repair or removal. The Group Home Program Coordinator will follow up on work orders to ensure work orders are being done in a timely manner.
In addition, Trinity Yucaipa's Program Coordinator will continue to make unannounced visit to the Group Home to ensure program quality.

Respectfully,

Gil Quinbar
Campus Director
Trinity Yucaipa

TRINITY™
Youth Services

Residential Services

TRINITY YUCAIPA

Date: April 3, 2014

To: Probation Department Managers & DPO Joseph Ninofranco

From: Gil Quinbar, Campus Director Trinity-Yucaipa

RE: Corrective Action Plan

Mr. Ninofranco,

Please find attached Trinity Yucaipa's Corrective Action Plane regarding the deficiencies you noted during your campus audit on February 25th, 2014. If you have any questions, please feel free to contact me at (951) 258-6177 (cell) or (909) 797-0114 (work).

Respectfully,

Gil Quinbar
Campus Director
Trinity Yucaipa

Trinity Youth Services
Trinity-Yucaipa Site
10776 Fremont Street
Yucaipa, Ca. 92399
License Number: 360900416
RCL Number: 12

II. FACILITY & ENVIRONMENT

Findings:

Raiders Unit: Room # 2 sink needs grout.
Raiders Unit: Room # 3 needs blind in window.

Corrective Action Plan:

The sink in Room # 2 has been re-grouted. An additional blind has been inserted into the existing blinds in Room # 3.

The Campus Director, Unit Supervisor and maintenance staff will continue to inspect the living unit and campus for any deficiencies that may require repair or removal.

A work order request will be submitted to the maintenance department for any items that need repair or removal. The Campus Director or Program Coordinator will follow up on work orders to ensure work orders are being completed in a timely manner.

Respectfully,

Gil Quinbar
Campus Director
Trinity Yucaipa
(951) 258-6177