COUNTY OF LOS ANGELES
PROBATION DEPARTMENT

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DONALD H. BLEVINS
Chief Probation Officer

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July 21, 2011

TO: Each Supervisor

FROM: Donald H. Blevins
Chief Probation Officer

SUBJECT: **RANCHO SAN ANTONIO GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW**

We have completed a review of Rancho San Antonio, operated by, Rancho San Antonio. The Group Home contracts with the Los Angeles County Probation Department.

Rancho San Antonio Group Home is a 106- bed facility, which provides care for boys ages 13-17 years who exhibit behavioral, social and emotional difficulties. Rancho San Antonio also provides a sex offender program and is currently serving twenty-four (24) youth in this program. At the time of the monitoring review, Rancho San Antonio Group Home was providing services for 97 Probation children.

Rancho San Antonio Group Home is located in the Fifth District of Los Angeles 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, 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

Based on child interviews and the contents of the Needs and Service Plans (NSPs), the Agency is providing the services as outlined in their Program Statement. However, there are numerous deficiencies regarding the Group Home's physical facility and environment, which require immediate attention and corrective action.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Paint the walls of the living room in the PG Dorm: (includes Dorm B, C & D)
- Paint the walls of the living room in the Group Home
- Rebuild wall in bathroom shower of PG Dorm
- Remove and replace broken tiles in PG Dorm
- Repaint walls of room #3 and #4 of the Group Home
- Replace shower curtain in bathroom #2 of the Santa Cruz cottage.

EXIT CONFERENCE

In attendance:

Sharon Covington, Clinical Director

Highlights:

The Exit Conference was conducted on April 21, 2011. The deficiencies were addressed at the time of the exit conference. The representative present was in agreement with the findings of the review. Administrator Covington understood the importance of compliance with the Master Agreement Contract for Group Home Foster Care Services and agreed to make all necessary corrections in the areas of non-compliance regarding repairs or replacements. A written Corrective Action Plan was submitted on June 27, 2011 and has been approved. A follow-up visit was conducted on June 29, 2011 to ensure that all deficiencies have been corrected. The results for the follow-up visit can be found on the initial page of the "Compliance Monitoring Review."

If you need any 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 Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Jean Chen, Community Care Licensing
Sharon Covington, Clinical Director
Jacqueline A. White, Deputy Chief Executive Officer
Chief Deputies
Justice Deputies

RANCHO SAN ANTONIO PROGRAM CONTRACT
COMPLIANCE MONITORING REVIEW- SUMMARY

	Contract Compliance Monitoring Review	Findings: April 2011
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/Parents 5. Therapeutic Services Received 6. Recommendation Assessments/Evaluations Implemented 7. Probation Caseworkers Monthly Contact Verified	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. Needs Improvement 3. Needs Improvement 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 9. Reasonable Chores 10. Children Informed about Psychotropic Medication 11. Children Aware of Right to Refuse Psychotropic Medication	Full Compliance (All)
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	Full Compliance (All)

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)

RANCHO SAN ANTONIO GROUP HOME PROGRAM
CONTRACT COMPLIANCE MONITORING REVIEW

Rancho San Antonio Group Home
21000 Plummer Street
Chatsworth, CA 91311
Phone: (818) 882-6400
License: 191202023
Rate Classification Level: 10

LICENSURE/CONTRACTUAL COMPLIANCE

Based on our review of documents from the provider, Rancho San Antonio Group Home was in full compliance with all nine (9) elements in the area of Licensure/Contract Requirements. The Group Home notifies all required agencies in a timely manner when a child is relocated. The Group Home takes all necessary steps to stabilize a child to prevent removal and provides the children with all their transportation needs. The Group Home completes, documents, and reports all Special Incident Reports (SIRs) in a timely manner, complies with the licensing capacity, conducts disaster drills, maintains a disaster drill log and follows runaway procedures accordingly. The disaster drill log was reviewed and revealed that drills are conducted on a monthly basis, with the last drill conducted on April 7, 2011. There are drills conducted during the morning shift and one conducted for the afternoon shift in order for all staff to be properly trained in the event of an emergency. The drills consist of triggering the emergency bells; evacuating to the athletic fields; and accounting for all staff and children. The Group Home maintains an allowance log that logs all allowances provided and spent. The log was reviewed and allowance was provided to all children in a timely manner for the month of April 2011. The log revealed that allowance was given on April 8, 2011.

Recommendations:

None

PROGRAM SERVICES

Based on our review of documents and interviews with 15 Probation placed children, Rancho San Antonio Group Home complied with all seven (7) elements in the area of Program Services.

All the children meet the Group Home's population criteria as outlined in their Program Statement and are assessed for needed services within 30 days of placement. Case files reflect adequate documentation to show that children are receiving treatment services. The child's Probation caseworker authorized the implementation of the Needs and Services Plan (NSP) and the child participated in the development of their NSP. The NSP that was implemented was discussed with staff and parents. All 15 NSPs were reviewed, the long and short term goals were found to be current, comprehensive and child specific. All included the required signatures. All children interviewed stated that their NSP was reviewed with them and that they not only understood their goals, but participated in developing them. All children interviewed acknowledged receiving therapeutic services, individual, group and family therapy. The recommended assessment and evaluation was implemented. All children verified that their assigned

Probation Caseworkers had monthly face-to-face contact with them. These visits were verified by the Group Homes sign-in log located at the Administration office.

Recommendations:

None

FACILITY AND ENVIRONMENT

Based on our walk through inspection of Rancho San Antonio Group Home and interviews with 15 Probation placed children, Rancho San Antonio Group Home was not in compliance with two (2) of the six (6) elements in the area of Facility and Environment.

Rancho San Antonio Group Home is located in an industrial area surrounded by businesses and a local high school. The front exterior of the Group Home is well maintained and properly landscaped, with trimmed bushes, mowed lawns, and clean paint. Rancho San Antonio contracts a landscaping firm to keep the campus in pristine condition. The group home is enclosed by a security wall and security gate.

The interior common areas of the Group Home are in need of repairs or replacements in the following deficient areas:

PG Dorm: (includes Dorm B, C & D)

- Paint wall in living room in Dorm B
- Replace broken lamp shade
- Paint wall in living room in Dorm C
- Patch hole in wall closest to bulletin board

Group Home:

- Repaint wall nearest TV

The children's bedrooms are in unsatisfactory condition and need improvements in the deficient areas listed below:

Santa Cruz Cottage:

- In room #1, missing towel bar
- In room #3, repaint wall nearest to desk
- In room #4, repaint wall nearest to desk

The children's bathrooms are in unsatisfactory condition and need improvements in the deficient areas listed below:

PG Dorm: (includes Dorm B, C & D)

- Replace broken tiles in bathroom
- Rebuild wall in bathroom shower

Group Home:

- In room #1 bathroom, missing towel bar

Santa Cruz Cottage:

- Bathroom #2 needs baseboard repair
- Bathroom #2 needs new shower curtain due to mildew
- Repaint wall near sink

All bedrooms had adequate lighting. The window coverings and window screens are in good condition. All mattresses were firm and all beds have the appropriate bed linens, pillows and bed covers, and the children's sleeping arrangements are appropriate. The rooms were decorated with throw rugs, posters and family pictures personalized to each child's liking.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player, along with a home computer. Multiple books and resource materials are also available.

The Group Home maintains a sufficient supply of perishable and non-perishable foods such as canned goods, fruits, and breads. The Group Home has an extra refrigerator, which contains cold cuts, dairy products, and eggs. There is a freezer located in the main kitchen which contains meats, ice cream, and frozen foods. The Group Home wants to ensure that they have an abundance of food for the residents. There is a fruit basket in the kitchen for the residents to have fresh fruit any time they please. They also have nuts, granola bars, and cookies available as snacks. The children interviewed reported that they are able to get food anytime they wish. The children interviewed stated that the food they receive is good and plentiful. The children stated that they are able to get a second helping if they wish.

Recommendations:

1. Rancho San Antonio shall ensure that the aforementioned deficiencies cited will be corrected and repaired in a timely manner 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 Rancho San Antonio Group Home and interviews with 15 Probation placed children, Rancho San Antonio Group Home is in compliance with all four (4) elements in the area of Education and Emancipation Services.

The children are attending school, are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in the schools they attend. The children's report cards were reviewed to verify satisfactory grades. The children interviewed stated that they attend on-site tutoring through "Job Career Resource Center" or "JCRC." The children interviewed stated that this tutoring was very helpful in excelling them in their studies. One child interviewed received a scholarship to the California State University, Northridge to play on the men's basketball team. Another child interviewed was accepted to the California State University, Northridge and will be attending in Fall 2011.

The Group Home's program includes the development of children's daily living, self-help and survival skills. The children interviewed stated that they are taught basic hygiene, basic cooking skills, and basic health. Children are also provided with opportunities to

participate in emancipation and vocational programs as appropriate. According to the Group Home Administrator, there were 13 children enrolled in the Independent Living Program (ILP) at the time of this review. All children interviewed stated that they enjoyed the experience of ILP. The children stated that they learned how to fill out a job applications, how to dress for a job interview and how to prepare for job interviews.

Recommendations:

None

RECREATION AND ACTIVITIES

Based on our review of documents and interviews with 15 Probation placed children, Rancho San Antonio Group Home complied with all three (3) 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 large cardiovascular workout room, and a large weight room for the residents to use. The Group Home provides several recreation options for the residents to participate in, such as sporting activities like basketball. There is a full court indoor basketball gym. There is an Olympic size swimming pool and a large recreation room complete with couches, several foosball tables, and several pool tables. The children interviewed stated that they enjoy the recreation room because they get to interact with their peers. The children also stated that they enjoy the summer activities where all the children compete in "picnic games" and the Group Home has a barbeque complete with hamburgers and hot dogs.

The Group Home also provides many 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 documents and interviews with 15 Probation placed children, Rancho San Antonio Group Home complied with all nine (9) elements in the area of Children's Health Related Services, Including Psychotropic Medication. According to the Group Home Clinical Director, there are five (5) children of the 15 children interviewed taking psychotropic medications. Documentation based on the psychotropic medication review tool confirms that the children are routinely seen by the prescribing psychiatrist. The children interviewed stated that the psychotropic medication helps them on a daily basis. This information is appropriately documented.

All children interviewed acknowledged that they were seen by the doctor and dentist within thirty (30) days upon arrival at the Group Home. The children interviewed also

stated that they are able to see the doctor when needed. The children stated that they are never refused medical attention. Medication distribution logs are properly maintained and children are aware of their right to refuse medication. There is an on-site clinic, equipped with a waiting room, examining room, and a dentist's chair.

Recommendations:

None

PERSONAL RIGHTS

Based on our review of documents and interviews with 15 Probation placed children, Rancho San Antonio Group Home complied with all 11 elements in the area of Personal Rights.

The 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 treats them with respect and dignity. Children gave examples of this by stating that staff acknowledges their achievements by rewarding them with encouraging words and better privileges. 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 attend the religious service of their choice. Children report that the discipline policies are consistently enforced and there are fair and appropriate consequences for inappropriate behavior. One child stated that when he breaks a rule, he receives the consequence and tries not to make the same mistake again.

Children also stated that they can receive or reject voluntary medical, dental and psychiatric care. Children stated that they are all informed about psychotropic medication and their right to refuse them.

Recommendations:

None

CLOTHING AND ALLOWANCE

Based on our review of documents and interviews with 15 Probation placed children, Rancho San Antonio Group Home complied with all eight (8) 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 conducts shopping outings every three (3) months at appropriate clothing stores. The children sign a waiver allowing them to "bank" their money for three (3) months in order to have more money for their shopping trips. The youths interviewed prefer this because they know the selection will be limited every month with only $50 to spend. The children know they will be able to get more clothing with $150 every three (3) months. Upon completion of the shopping trip, the receipts are

signed by the children to verify that they did receive their clothing allowance and their new clothes. The children are provided with several shopping options such as going to the Northridge Mall or local department store. All receipts are kept in the Group Home's accounting office. All receipts were verified along with the clothing allowance log.

The Group Home provides children with the required minimum weekly allowance of $7 and the children spend their allowances as they choose. The children interviewed stated that they usually spend their money on snacks and drinks on their weekend outings. The children interviewed stated that they take all their allowance and spend it. Some children interviewed stated that they usually request their allowances the days they leave for home passes. The children understand that they can not buy anything illegal. The children interviewed receive their allowances and acknowledge receipt of the money by signing the allowance log assigned to each cottage site. A verification check was done by reviewing the log, and all money was accounted for.

The Group Home provides children with adequate personal care items, such as deodorant, soap, shampoo, and shaving cream. The Group Home always has an abundance of personal hygiene items in case a child runs out of something. The Group Home encouraged or assisted in creating and maintaining photo albums/life books.

Recommendations:

None

PERSONNEL RECORDS

Based on our review of documents in the employee files, Rancho San Antonio Group Home was in compliance with all 12 elements in the area of Personnel Records.

A review of 10 employee records was completed. All background checks for the 10 employees reviewed were completed in a timely manner. All staff had current driver's licenses, current CPR and First Aid cards, on-going training documentation, 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

AUDITOR CONTROLLER FISCAL REVIEW

The most recent Fiscal Review for Rancho San Antonio Group Home from the Department of Auditor-Controller is dated May 11, 2011, for the fiscal period of July 1, 2009, through June 30, 2010. The report dated May 11, 2011, indicated that Rancho San Antonio Group Home had no questioned/disallowed costs.

Recommendations:

N/A

FOLLOW-UP VISIT

On June 29, 2011, a follow-up visit was conducted at Rancho San Antonio, to verify that all recommendations had been completed.

- A complete follow-up walk through inspection of the interior was conducted, and all recommendations have been repaired or replaced. The interior deficiencies had been corrected. All rooms that needed to be painted were repainted.

- In the Santa Cruz Cottage, bathroom #2 was completely redone with a new sink, new shower curtain, new paint, and new baseboard.

- In PG Dorm, all broken tiles were replaced.

- In PG Dorm, the bathroom shower wall was rebuilt and is now being used by the children.

RANCHO SAN ANTONIO BOYS HOME, Inc.

21000 Plummer Street
Chatsworth
California
91311

Telephone 818-882-6400
Fax 818-882-6404

Since 1933

To: Attention DPO J. Ninofranco, Group Home Auditor
Los Angeles County Probation QA
909.837.8151

Re: Corrective Action Plan

Date: June 15, 2011

Facility Repair Items:

PG DORM:

- On 4/27/2011 repaired and painted small holes in plaster and signed off by Paul Key
- On 5/13/2011 sheet rock damage and tile repair completed and signed off by Paul Key
- On 5/13/2011 retile of step into shower and signed off by Paul Key

GROUP HOME:

- Towel bar replaced 4/35/2011work completed by Sherman and Rene
- Paint over dark marks around desk areas 4/27/2011 signed off by Paul Key
- Painted over scuff marks on wall behind TV on 6/1/2011 signed off by Paul Key

All Dorm Living Room Areas:

- Walls below windows patch and repaint wall damaged by clients 5/27/2011 signed off by Paul Key

Santa Cruz Cottage:

- Repair/replace baseboard in cottage was completed on 5/6/2011by Rene
-

Person responsible for implementing corrective action plan: Paul Key and Troy McNair

Person Responsible for monitoring to ensure corrective action plan: Randy McTague, COO

Rancho San Antonio

Randy McTague

Randy McTague, COO