



# COUNTY OF LOS ANGELES PROBATION DEPARTMENT

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(562) 940-2501



**JERRY E. POWERS**  
Chief Probation Officer

November 13, 2012

TO: Each Supervisor

FROM: Jerry E. Powers *J. P.*  
Chief Probation Officer

Board of Supervisors  
GLORIA MOLINA  
First District  
MARK RIDLEY-THOMAS  
Second District  
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Fifth District

SUBJECT: **CHILDREN ARE OUR FUTURE GROUP HOME CONTRACT  
COMPLIANCE MONITORING REVIEW**

We have completed a review of Children Are Our Future (CAOF) Group Home, operated by; Children Are Our Future, Inc. CAOF contracts with the Los Angeles County Probation Department and Los Angeles County Department of Children and Family Services (DCFS).

CAOF consists of eight (8), six-bed facilities; six (6) of these group home sites are designated for males and two (2) are designated for females. CAOF provides services to children ages 13-17, who are severely emotionally disturbed, have experienced abuse and/or neglect, have a history of delinquency, and have deficiencies in self help skills and social skills. CAOF provides services such as, individual and family therapy, anger management classes, substance abuse education, and emancipation services.

At the time of this review on March 28, 2012, CAOF was providing services to 17 children from the Los Angeles County Probation Department and 26 children from DCFS. For this review, 10 case files were reviewed, and 10 child interviews were conducted; six (6) Probation cases and four (4) DCFS cases. Three (3) discharged files were reviewed; all three (3) Probation files. There were five (5) personnel files reviewed. Additionally, four (4) children; three (3) Probation children and one (1) DCFS child, were taking psychotropic medications, and their files were reviewed for timely Psychotropic Medication Authorizations and required monitoring.

All eight (8) CAOF Group Home sites are located in Los Angeles County. The Chatsworth and Howard sites are both located in Chatsworth, the Legg, Terry and Harvey sites are located in Northridge, the Saticoy site is located in Granada Hills, and the West Hills site is located in West Hills. All of the Group Home sites are located in the 5<sup>th</sup> District while the Kezio site, which is located in Canoga Park, is in the 3<sup>rd</sup> 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. In addition, a review of the most current Auditor Controller Fiscal Review was conducted.

## **SUMMARY**

Based on child interviews, the contents of the Needs and Service Plans (NSP) and other documentation provided by Group Home staff, the Agency is providing the services as outlined in their Program Statement and is meeting the overall needs of the children placed at the Group Home. However, there were numerous physical deficiencies in the "Notable Findings" section that require corrective action. All compliance deficiencies can be found in detail under, "Licensure/Contract Requirements", related to Community Care Licensing safety/plant deficiencies, "Facility and Environment", which required immediate attention, "Maintenance of Required Documentation and Service Delivery", related to NPS, "Education and Workforce Readiness", related to educational goals and academic performance, "Health and Medical Needs", related to medical and dental examinations being timely, "Personal Rights and Social/Emotional Well-Being", related to the discipline system, fair consequences, religious services, children planning activities and opportunity to participate in extra-curricular activities of interest, "Personal Needs/Survival and Economic Well-Being" related to clothing inventory and Life Books and "Personnel Records" related to training.

## **NOTABLE FINDINGS**

- Numerous minor physical deficiencies were found at all eight (8) CAOF sites that required repair, correction or replacement as detailed in the "Facility and Environment" section of the Compliance Monitoring Review; such as, graffiti in seven (7) of the eight (8) sites, possible ventilation issue at two (2) of the sites, four (4) of the eight (8) sites require some new paint (either touch up or full walls), all of the bathrooms have minors issues that need repair; such as, broken towel racks, replace some shower curtains, replace a few rusted medicine cabinets and replace shower drain covers at a few sites, broken drawers in several of the bedrooms need repair, carpet stains need cleaning at most of the sites in various rooms, replacement of door knobs, and repair of loose floor tiles and baseboards.
- There were several deficiencies with some of the NSP of the child files that were reviewed and required correction as described in the "Maintenance of Required Documentation and Service Delivery" section of the Compliance Monitoring Review; such as, only one (1) child was progressing towards meeting their NSP case goals and the updated NSPs were not comprehensive, the case goals were generic and not specific to the child.

- There were several school/education issues detailed in the area of "Education and Workforce Readiness" section of the Compliance Monitoring Review; such as, some of the children were not attending school as required and some were not progressing in their academic performance.
- Several medical issues were discovered upon review of the children's files as described in the "Health and Medical Needs" section of the Compliance Monitoring Review; such as, a few of the initial medical and dental exams were not completed within the required 30-days and a follow-up medical appointment was not documented in two (2) of the children's files.
- There were several issues revealed in the child interviews as detailed in the "Personal Rights and Social/Emotional Well Being" section of the Compliance Monitoring Review; such as, some of the children reported that their allowance and home passes were being withheld, which they felt was an unfair consequence, one (1) child report that he was not allowed to attend a Satanist place of worship for his religious service, some of the children reported that they are not given the opportunity to participate in planning activities and some of the children stated that they were not given the opportunity to participate in an extra-curricular activity in which they have an interest.
- There were a few issues detailed in the "Personal Needs/Survival and Economic Well-Being" section of the Compliance Monitoring Review; such as, one (1) child felt that he could use more clothing and half of the children interviewed did not have a Life Book.
- There were deficiencies found upon review of the employee files, detailed in the "Personnel Records" section of the Compliance Monitoring Review; such as, one (1) employee did not have documentation in their file for initial training, four (4) of the five (5) files reviewed had received the minimum one-hour training in the area of child abuse identification and one (1) had not received emergency intervention training.

### **EXIT CONFERENCE**

#### **In attendance:**

Michael Linquata, Executive Director  
Anthony Linquata, Program Director  
Teresa Aquiline, Case Manager Supervisor

#### **Highlights:**

The initial exit conference with CAOF was conducted on May 10, 2012. The site deficiencies were discussed and CAOF was in agreement with those findings. Other areas of concern were discussed related to issues and questions regarding the Review Field Exit Summary tool used. Due to missing numbers and repeats of the same question, the Review Field Exit Summary was not signed. Another exit conference was conducted on May 16, 2012, where issues such as the weight of each section and scoring were discussed. Additionally, CAOF provided documentation to modify the initial findings. After a long discussion and review, CAOF administration was in agreement with the findings. On May 17, 2012, CAOF signed the exit review and agreed to make the necessary changes. A follow-up visit was conducted August 2,

2012, to ensure that all deficiencies have been corrected. The results of the follow-up visit, which can be found in detail on the final page of the "Compliance Review" section, are as follows: interior and exterior repairs and/or replacements have been completed, the Corrective Action Plan detailed how future NSPs will be case-specific, comprehensive, completed in a timely manner, case managers ensure that children are enrolled in school in a timely manner, an appropriate rewards, discipline, and consequences system is in place and adhered to, children are participating in the planning of activities and have sufficient quantity of clothes, all children have Life Books and they are discussed in group, and all staff are up to date on all areas of training.

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

JEP:REB:LCM:ed

Attachments (3)

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  
Philip L. Browning, Director, Department of Children and Family Services  
Public Information Office  
Audit Committee  
Sybil Brand Commission  
Michael Linquata, Executive Director, Child Are Our Future  
Jean Chen, Regional Manager, Community Care Licensing  
Lenora Scott, Regional Manager, Community Care Licensing  
Georgia Mattera, Public Safety, Chief Executive Officer  
Chief Deputies  
Justice Deputies

**CHILDREN ARE OUR FUTURE PROGRAM CONTRACT COMPLIANCE  
MONITORING REVIEW- SUMMARY**

|     | <b>Contract Compliance Monitoring Review</b>  | <b>Findings: April/2012</b>   |
|-----|---|---|
| I   | <b><u>Licensure/Contract Requirements</u></b> (9 Elements) <ol style="list-style-type: none"> <li>1. Timely Notification for Child's Relocation</li> <li>2. Transportation</li> <li>3. SIRs</li> <li>4. Compliance with Licensed Capacity</li> <li>5. Disaster Drills Conducted/Logs Maintained</li> <li>6. Runaway Procedures</li> <li>7. Allowance Logs</li> <li>8. CCL citations for safety/plant deficiencies</li> <li>9. Detailed sign in/out log for children</li> </ol>  | <ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> <li>4. Full Compliance</li> <li>5. Full Compliance</li> <li>6. Full Compliance</li> <li>7. Full Compliance</li> <li>8. Needs Improvement</li> <li>9. Full Compliance</li> </ol>  |
| II  | <b><u>Facility and Environment</u></b> (6 Elements) <ol style="list-style-type: none"> <li>1. Exterior Well Maintained</li> <li>2. Common Quarters Maintained</li> <li>3. Children's Bedrooms/Interior Maintained</li> <li>4. Sufficient Recreational Equipment</li> <li>5. Sufficient Educational Resources</li> <li>6. Adequate Perishable and Non Perishable Food</li> </ol>   | <ol style="list-style-type: none"> <li>1. Needs Improvement</li> <li>2. Needs Improvement</li> <li>3. Needs Improvement</li> <li>4. Full Compliance</li> <li>5. Full Compliance</li> <li>6. Full Compliance</li> </ol>  |
| III | <b><u>Maintenance of Required Documentation and Service Delivery</u></b> (13 Elements) <ol style="list-style-type: none"> <li>1. Child Population Consistent with Program Statement</li> <li>2. Probation Caseworker Authorization to Implement NSPs</li> <li>3. Children's Participation in the Development of NSPs</li> <li>4. NSPs Implemented and Discussed with Staff/Parents</li> <li>5. Sampled children progressing towards meeting the NSP case goals</li> <li>6. Treatment team developed timely <b>initial</b> NSP with the child</li> <li>7. Treatment team developed comprehensive <b>initial</b> NSP with the child</li> <li>8. Therapeutic Services Received (individual, group, substance abuse, etc.)</li> <li>9. Recommendation Assessments/Evaluations Implemented (psychological, psychiatric, medical evaluations/assessments)</li> <li>10. Probation Caseworkers Monthly Contact Verified</li> <li>11. Agency assist the child in maintaining important relationships</li> <li>12. Treatment team develop timely <b>updated</b> NSP with the child</li> </ol> | <ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> <li>4. Full Compliance</li> <li>5. Needs Improvement</li> <li>6. Full Compliance</li> <li>7. Full Compliance</li> <li>8. Full Compliance</li> <li>9. Full Compliance</li> <li>10. Full Compliance</li> <li>11. Full Compliance</li> <li>12. Full Compliance</li> </ol> |

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|     | 13. Treatment team develop comprehensive <b>updated</b> NSP with the child  | 13. Needs Improvement  |
| IV  | <b><u>Education and Workforce Readiness</u></b> (8 Elements) <ol style="list-style-type: none"> <li>1. Child enrolled in school within three (3) days after placement or efforts documented</li> <li>2. Child attends school as required</li> <li>3. Agency facilitates in meeting the child's educational goals (IEP conference, tutoring, parent/teacher conference, homework, etc.)</li> <li>4. Based on services provided, has the child's academic performance and/or attendance increased (improved grades, test scores, promotion to the next level, High School graduated, IEP goals?)</li> <li>5. Current IEPs maintained</li> <li>6. Current copies of the child's report cards or progress cards maintained</li> <li>7. Group Home provides children with opportunities to participate in age appropriate youth development services (YDS) and vocational training programs</li> <li>8. Group Home encourages children's participation in YDS or equivalent programs.</li> </ol> | 1. Full Compliance<br>2. Needs Improvement<br>3. Full Compliance<br>4. Needs Improvement<br>5. Full Compliance<br>6. Full Compliance<br>7. Full Compliance<br>8. Full Compliance |
| V   | <b><u>Health and Medical Needs</u></b> (6 Elements) <ol style="list-style-type: none"> <li>1. Initial medical examinations conducted</li> <li>2. Initial medical examinations timely</li> <li>3. Required follow-up medical examinations conducted timely</li> <li>4. Initial dental examinations conducted</li> <li>5. Initial dental examinations timely</li> <li>6. Required follow-up dental examinations conducted timely</li> </ol>   | 1. Full Compliance<br>2. Needs Improvement<br>3. Needs Improvement<br>4. Full Compliance<br>5. Needs Improvement<br>6. Full Compliance   |
| VI  | <b><u>Psychotropic Medications</u></b> (2 Elements) <ol style="list-style-type: none"> <li>1. Current Court Authorization for Administration of Psychotropic Medication or document effort to obtain</li> <li>2. Current Psychiatric Evaluation/Review for each child on psychotropic medication</li> </ol>   | Full Compliance (ALL)  |
| VII | <b><u>Personal Rights and Social/Emotional Well-Being</u></b> (17 Elements) <ol style="list-style-type: none"> <li>1. Children informed of Group Home's policies and procedures</li> <li>2. Children feel safe at Group Home</li> <li>3. Children supervised by staff</li> </ol>  | 1. Full Compliance<br>2. Full Compliance<br>3. Full Compliance   |

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|      | <ol style="list-style-type: none"> <li>4. Group Home provides appropriate staffing and supervision</li> <li>5. Children report satisfaction with meals and snacks</li> <li>6. Staff treats children with respect and dignity</li> <li>7. Appropriate rewards and discipline system in place</li> <li>8. Consequences fair</li> <li>9. Children allowed private visits, make and receive telephone calls and to send and receive unopened correspondence/mail</li> <li>10. Children free to attend religious services and activities of their choice</li> <li>11. Children's chores easy or hard (reasonable)</li> <li>12. Children informed about their medication</li> <li>13. Children aware of their right to refuse medication</li> <li>14. Children free to received or reject voluntary medical, dental and psychiatric care</li> <li>15. Children given opportunities to participate in planning activities</li> <li>16. Children participate in activities, including at the Group Home, in the community or school</li> <li>17. Children given opportunities to participate age-appropriate extra-curricular, enrichment and social activities in which they have an interest</li> </ol> | <ol style="list-style-type: none"> <li>4. Full Compliance</li> <li>5. Full Compliance</li> <li>6. Full Compliance</li> <li>7. Needs Improvement</li> <li>8. Needs Improvement</li> <li>9. Full Compliance</li> <li>10. Needs Improvement</li> <li>11. Full Compliance</li> <li>12. Full Compliance</li> <li>13. Full Compliance</li> <li>14. Full Compliance</li> <li>15. Needs Improvement</li> <li>16. Full Compliance</li> <li>17. Needs Improvement</li> </ol> |
| VIII | <b><u>Personal Needs/Survival and Economic Well-Being</u></b><br>(8 Elements) <ol style="list-style-type: none"> <li>1. \$50.00 Clothing Allowance</li> <li>2. Adequate Quantity Clothing Inventory</li> <li>3. Adequate Quality Clothing Inventory</li> <li>4. Involvement in Selection of Clothing</li> <li>5. Provision of Personal Care Items</li> <li>6. Minimum Monetary Allowances</li> <li>7. Management of Allowance</li> <li>8. Encouragement and Assistance with Life Book</li> </ol>  | <ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Needs Improvement</li> <li>3. Full Compliance</li> <li>4. Full Compliance</li> <li>5. Full Compliance</li> <li>6. Full Compliance</li> <li>7. Full Compliance</li> <li>8. Needs Improvement</li> </ol>   |
| IX   | <b><u>Discharge Plan</u></b> (3 Elements) <ol style="list-style-type: none"> <li>1. Children placed at least 30 days, was the child discharged according to the permanency plan</li> <li>2. Children placed at least 30 days, did the child make progress toward meeting their NSP goals</li> <li>3. Group Home using available resources to attempt to stabilize the placement prior to requesting the removal of the child</li> </ol>   | Full Compliance (ALL)  |
| X    | <b><u>Personnel Records</u></b> (14 Elements) <ol style="list-style-type: none"> <li>1. DOJ submitted timely</li> <li>2. If applicable, FBI submitted timely</li> <li>3. Child Abuse Clearance Index (CACI) submitted timely</li> </ol>   | <ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> </ol>   |

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|  | <ul style="list-style-type: none"> <li>4. Appropriate employees sign a criminal background statement timely</li> <li>5. Group Home staff who have direct contact with children meet the educational/experience requirements</li> <li>6. Employees received timely health screenings</li> <li>7. Required employees have a valid CA drivers license</li> <li>8. Appropriate Group Home employees signed copies of the Group Home policies and procedures</li> <li>9. Appropriate employees received the required initial training</li> <li>10. Appropriate employees received minimum one-hour training in the area of child abuse identification and reporting</li> <li>11. Appropriate employees received CPR training</li> <li>12. Appropriate employees received First-Aid training</li> <li>13. Appropriate employees received the required annual on-going training</li> <li>14. Appropriate employees received emergency intervention training per the Group Home's program statement</li> </ul> | <ul style="list-style-type: none"> <li>4. Full Compliance</li> <li>5. Full Compliance</li> <li>6. Full Compliance</li> <li>7. Full Compliance</li> <li>8. Full Compliance</li> <li>9. Needs Improvement</li> <li>10. Needs Improvement</li> <li>11. Full Compliance</li> <li>12. Full Compliance</li> <li>13. Full Compliance</li> <li>14. Needs Improvement</li> </ul> |
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**CHILDREN ARE OUR FUTURE  
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW**

**Chatsworth**

10928 Remmet Avenue  
Chatsworth, Ca 91311  
Phone #: 818-709-3808  
License Number: 197600743  
Rate Classification Level: 12

**Howard**

20463 Mayall Avenue  
Chatsworth, Ca 91311  
Phone #: 818-709-3808  
License Number: 197606680  
Rate Classification Level: 12

**Legg**

19110 Merion Drive  
Northridge, Ca 91326  
Phone #: 818-709-3808  
License Number: 197600298  
Rate Classification Level: 12

**Terry**

19646 Ballinger Street  
Northridge, Ca 91325  
Phone #: 818-709-3808  
License Number: 197601442  
Rate Classification Level: 12

**Harvey**

19600 Superior Street  
Northridge, Ca 91325  
Phone #: 818-709-3808  
License Number: 197605633  
Rate Classification Level: 12

**Kezios**

20440 Keswick Street  
Canoga Park, Ca 91306  
Phone #: 818-709-3808  
License Number: 197602059  
Rate Classification Level: 12

**Saticoy**

17622 Lemarsh Street  
Granada Hills, Ca 91344  
Phone #: 818-709-3808  
License Number: 197605332  
Rate Classification Level: 12

**West Hills**

8569 Faust Avenue  
West Hills, Ca 91304  
Phone #: 818-709-3808  
License Number: 191222605  
Rate Classification Level: 12

**LICENSURE/CONTRACT REQUIREMENTS**

Based on our review of 10 children's files, six (6) Probation cases and four (4) Department of Children and Family Services (DCFS) cases, and/or documentation provided by the Agency, Children Are Our Future (CAOF) was in compliance with eight (8) out of nine (9) elements in the area of "Licensure/Contract Requirements". The area of non-compliance was "CCL citations for safety/plant deficiencies".

CAOF supports children who are having difficulties and assists them in remaining at CAOF in order for them to successfully graduate from the program. However, if a child needs to be removed from CAOF for reasons such emergency issues, delinquency issues and/or needing a higher level of care, the agency of primary responsibility is notified in a timely manner. CAOF also provides transportation to children so that their needs are met. All 10 children interviewed report that CAOF provides transportation to school and for school activities in addition to; medical, psychological and psychiatric appointments, to meet with family members, job interviews and Transitional Housing interviews.

CAOF completes Special Incident Reports (SIRs), which are submitted by I-Track for DCFS and Probation children. CAOF completes SIRs for many different incidents

including substance abuse, school issues, physical injuries, refusals for medication and/or treatment in addition to runaways. CAOOF will call the Probation Department's Group Home Monitoring Unit Officer of the Day (OD) line to report incidents involving Probation children as well as Placement Administrative Services OD line to report Probation children who have gone AWOL.

According to the population sheet, CAOOF is in compliance with licensing capacity. As of March 28, 2012, CAOOF had a total of 43 placed children; West Hills site had six (6) placed children, Harvey site had six (6) placed children, Howard site had six (6) placed children, Kezio site had four (4) placed children, Legg site had five (5) placed children, Saticoy site had five (5) placed children, Terry site had six (6) placed children and the Chatsworth site had five (5) placed children.

CAOOF conducts emergency disaster drills which include fire and earthquake evacuation drills, in addition to smoke detector checks. The following is a list of the most recent dates that the disaster drills were conducted at each site:

- West Hills April 2, 2012
- Harvey April 2, 2012
- Howard March 22, 2012
- Kezios April 2, 2012
- Legg April 1, 2012
- Saticoy March 16, 2012
- Terry April 5, 2012
- Chatsworth April 15, 2012

According to the Fire and Earthquake Emergency Drill sheets, CAOOF sites complete these drills at least once a month.

CAOOF maintains appropriate runaway procedures. CAOOF staff attends trainings that include runaway and crisis procedures. If a child is suspected to have runaway, then staff will conduct an on grounds search, as well as a search around the neighborhood. The runaway procedures also include notification to the police, a completion of a SIR submitted via I-Track, in addition to contacting the Placement Administrative Services OD line who documents these runaway incidents.

CAOOF maintains appropriate allowance logs that confirm children are receiving their weekly allowance. The allowance log was organized and easy to read. The allowance log included the date, amount of allowance and child and staff signatures as well as what allowance is being used for.

Community Care Licensing (CCL) was contacted to receive information on plant deficiencies at CAOOF. The following is a list of CAOOF plant deficiencies received within the year:

- West Hills July 2011 Leaking kitchen faucet
- Howard April 2012 Hole in hallway wall
- Harvey March 2012 Van break light not working and broken dresser

- Terry                      January 2012 Broken window  
                                 August 2011 Hole in bedroom wall
- Kezios                     January 2012 Broken dresser handle

All eight (8) CAOF sites have legible sign-in and sign-out logs. The sign-in and sign-out logs are kept in binders, either in the staff office or at the entry way of the site. The sign-in and sign-out logs included information; such as, visitors names and telephone or cellular numbers, time in and out and the reason for the visit. Some of the sites had very well organized sign-in and sign-out logs that were placed in color binders, in addition to having separate binders for Probation Officers, Social Workers and Case Workers and/or therapists.

### **Recommendations:**

1. CAOF shall ensure that all citations received by CCL are corrected.

### **FACILITY AND ENVIRONMENT**

Based on our walk through inspection of all eight (8) CAOF sites, the Agency is in compliance with three (3) of six (6) elements in the area of "Facility and Environment". The areas of non-compliance were, "Exterior Well Maintained", Common Quarters Maintained" and "Children's Bedrooms/Interior Maintained".

All CAOF sites are located in residential communities within Los Angeles County. The West Hills site is located in the city of West Hills. The Group Home is a three (3) bedroom house with three (3) bathrooms. The Group Home is situated on a quiet tree lined street with a grass lawn and green bushes, as well as pink hibiscus. There are about six (6) bulky trees that surround the front of the house along with a flower bed of pink roses. The backyard is large, lined with beautiful tall green trees and has a dark brown brick patio/barbeque area with a new table and set of five (5) chairs. There is a volleyball and football lying in the backyard that the children toss around. The interior of the house consists of a living room, dining room, kitchen, and television room.

The Harvey site is located in the city of Northridge. The Group Home is a three (3) bedroom house with two (2) bathrooms. The Group Home is a corner house situated in a quiet residential neighborhood where several neighbors were walking their dogs. The front yard is well maintained with lots of greenery and hibiscus flowers. The backyard is large with a cement area where the children play basketball, a grassy area and a pool and Jacuzzi. Additionally, there was a bench press for weightlifting and a few footballs lying around. The interior of the house consists of a living room, dining room, kitchen, den, and computer area.

The Howard site is located in the city of Chatsworth. The Group Home is a three (3) bedroom house with two (2) bathrooms. The Group Home is an average sized house in a residential neighborhood located near shopping centers. The front yard has an appealing entryway that includes a path lined with purple and yellow flowers and green plants that lead to the front door. The backyard has a porch area as well as a large grassy area surrounded by several Cypress trees that provide privacy. There are also several mature fruit trees such as lemon and fig. The interior of the house consists of a kitchen with an eating area, living room with a game room, television room and computer area.

The Kezios site is located in the city of Canoga Park. The Group Home is a three (3) bedroom house with three (3) bathrooms. The Group Home is located on the end of a cul-de-sac. The front yard is well maintained with the focus being a large loquat tree. The backyard is stunning with a brick and grass area surrounded with trees such as tangerine, orange and fig. The backyard has a lot of recreational equipment such as a basketball hoop, basketballs, footballs, a bench press for weightlifting and punching bags. The interior of the house consists of a kitchen with an eating area, step down living room and den.

The Legg site is located in the city of Northridge. The Group Home is a two (2) story house with three (3) bedrooms and three (3) bathrooms. The Group Home is located in a suburban neighborhood with other nicely manicured homes. The front yard is simple with some greenery. The backyard is also small, but has a gorgeous view of the San Fernando Valley and local County Club golf course. One child noted that he likes to go in the backyard because it helps him think and is peaceful. The backyard includes a brick fire pit and a pool. The interior of the house consists of a living room, dining room, kitchen, and a step down television room.

The Saticoy site is located in the city of Granada Hills. The Group Home is a three (3) bedroom house with four (4) bathrooms. The Group Home is a ranch style house with several windows and a three (3) car garage located on a cul-de-sac. The front yard includes with some greenery such as a small palm tree and a bed of roses. The backyard is divided into two sections with a dirt area and pool area. There were a few picnic tables and chairs. The interior of the house consists of a living room, kitchen, television room and dining area.

The Terry site is also located in the city of Northridge just down the street from the Harvey site. The Group Home is a four (4) bedroom house with three (3) bathrooms. The Group Home is an end house located on a cul-de-sac. In the front yard were a few trees and a cement driveway. The backyard had a sparkling pool and Jacuzzi along with a grassy area with Cypress trees, bougainvillea and lemon and fig trees. The interior of the house consists of a kitchen, living room, den, dining room and game room.

The Chatsworth site is located in the city of Chatsworth. The Group Home is a three (3) bedroom house with three (3) bathrooms. The Group Home is a ranch style house located in a horse property neighborhood. The front yard had two grassy areas and a cement driveway. The backyard has a pool lined with Spanish tile and several tall trees as well as a large lemon tree. The interior of the house includes a television room, living room, dining room and kitchen.

The exterior of all the Group Home sites were similar in that they were, for the most part, well-maintained in the front yards and backyards except for some minor deficiencies.

The deficiencies are as follows:

- Backyard overhang in disrepair/foreign object placed above and loose and bent garage door at the West Hills site
- Metal bed frame, black iron gate askew and loose chain link fence in backyard at the West Hills site
- Nails sticking out of the gate and graffiti on block wall in backyard at the West Hills site

- Raised concrete slab, broken glass light fixture in front yard at the West Hills site
- Broken light post glass in front yard at the Harvey site
- Broken pool gate, broken basketball hoop, loose cables and wires in the backyard at the Harvey site
- Protruding cables in front yard of the Howard site
- Loose/wobbly circular cement section surrounding tree, hole and loose wires in the backyard at the Kezios site
- Loose roof shingles in front yard at the Legg site
- Loose cable wire in front yard and backyard at the Legg site
- Missing fence blocks in backyard at the Legg site
- Loose cable wires near pool and at lamp post in backyard at the Saticoy site
- Broken reddish brown gate in backyard at the Saticoy Site
- Loose pipes at pool heater and no pool drain cover in backyard at the Saticoy site
- Graffiti on gate, broken glass on lamp in front yard at the Terry site
- Loose cable wire in backyard at the Terry site
- No latch at side gate, loose screen door and missing wood panels in backyard at the Terry site
- Missing latch at side gate in backyard at the Chatsworth site

The interiors at each Group Home were also quite similar to one another. Each Group Home had the sign in logs neatly organized at the entrance of each site. Each Group Home site had the appropriate furnishings of a home such as sofas, dining tables with chairs, and coffee tables. Each Group Home site had the interiors decorated with paintings or photographs. Additionally, most of the Group Home sites had the necessary postings such as emergency numbers, evacuation plans, and children's schedules. Each Group Home kitchen was comprised of all necessary appliances possible such as refrigerators and freezers, microwaves and stoves or ranges. However, there were a few deficiencies at each Group Home site that were in need of repair.

The deficiencies are as follows:

- Missing handles on kitchen drawers at the West Hills site
- Graffiti above fireplace in TV room of the West Hills site
- Possible ventilation issue in living room of the West Hills site
- No "Personal Rights" poster posted at the Harvey site
- Possible water damage near front door and loose tile at entryway of the Harvey site
- Broken drawer at "bar" area of the Harvey site
- Loose dining chair seat cushion, dirty computer table and jumbled cable wires at the Harvey site
- Loose/wobbly wall partition and loose cable wires in the den at the Harvey site
- Broken blinds at French doors in den at the Harvey site
- Patched up hallway walls/chipped walls at the Harvey site
- Loose/broken window screen at kitchen window at the Harvey site
- Stained dining chair seat cushions at the Howard site
- Cracked side table tile in living room at the Howard site
- Bent/broken window screen and dirty window sill in TV room at the Howard site
- Chipped paint, ceiling stains and graffiti in living room area at the Kezios site
- No Ombudsman poster posted at the Legg site

- Loose/broken smoke detector and no cover on wire pad in hallway at the Legg site
- Loose kitchen chair cushion and broken light cover in kitchen at the Legg site
- Protruding wires and broken vertical blinds in TV room at the Legg site
- Missing curtains in living room at the Saticoy site
- Loose cable wires in TV room at the Saticoy site
- Holes in arms of den sofa chairs at the Saticoy site
- No "Personal Rights" poster posted at the Terry site
- Graffiti on front door and missing light bulbs at entryway at the Terry site
- Exposed cable wires in dining room and broken window screen in dining room at the Terry site
- Loose flooring between den and sliding door to backyard at the Terry site
- Missing drawer in game room desk at the Terry site
- No "Personal Rights" poster posted or evacuation plan posted at the Chatsworth site
- Misplaced fire extinguishers and loose/broken smoke detector in hallway at the Chatsworth site
- Graffiti at dining room hallway entrance at the Chatsworth site

The children's bedrooms at each Group Home site are also quite similar to each other. Each bedroom consists of two (2) twin beds with comforters of various colors and patterns. Each bed includes pillows and additional blankets. Each room has some type of storage to either fold or hang clothes such as closets, dressers, and nightstands. Several children's bedrooms includes age appropriate decorations such as birthday cards, family photographs, sports trophies, class pictures, certificates and comic posters. Each Group Home had anywhere between two (2) and three (3) bathrooms for the children to use. Most of the bathrooms were well decorated and included the needed toiletries and personal care items. The deficiencies regarding the children's bedrooms and bathrooms are as follows:

- Cracked three drawer rubber organizer dresser in bedroom #1 at the West Hills site
- Chipped paint /stains on wall in bedroom #2 at the West Hills site
- Graffiti on light fixture above the sink in bathroom #1 at the West Hills site
- Missing toilet paper holder, rusted medicine cabinet, missing and loose towel rack in bathroom #1 at the West Hills site
- Missing and loose towel rack in bathroom #2 at the West Hills site
- Loose baseboard under sink, shower door loose/difficult to open and scuffed tile floors in bathroom #3 at the West Hills site
- Missing lamp shade, chipped paint on wall and smoke detector issue in bedroom #2 at the Harvey site
- Broken blinds in bedroom and closet doors/possibly off track in bedroom #3 at the Harvey site
- Loose carpeting/tile, loose base board behind toilet and loose shower curtain/possibly missing rings in bathroom #2 at the Harvey site
- Loose dresser drawer in bedroom #1 at the Howard site
- Broken white plastic blinds, broken window screen, graffiti on dresser drawer and dirty headboards in bedroom #2 at the Howard site
- Dirty light switch and smoke detector in bedroom #3 at the Howard site

- No drain cover in shower and filthy toilets of bathroom #1 at the Howard site
- Broken/loose towel rack and filthy toilets of bathroom #2 at the Howard site
- Sheet curtain and protruding cable wire in bedroom #1 at the Kezios site
- Odor, graffiti on night stand and broken smoke detector in bedroom #2 at the Kezios site
- Possible ventilation issue, broken hamper handle, and broken/loose dresser drawer in bedroom #3 at the Kezios site
- Door missing a piece and loose flooring between bedroom #3 and bathroom #3 at the Kezios site
- Cracked tile between bedroom #3 and hallway at the Kezios site
- No drain cover in shower of bathroom #1 at the Kezios site
- Loose drawer handle and leaking faucet in bathroom #2 at the Kezios site
- Graffiti on closet door, missing vertical blinds and graffiti on sliding door in bedroom #1 at the Legg site
- Broken light fixture, no lamp shade, and broken closet door knob in bedroom #2 at the Legg site
- Dirty window sill, loose window screen, graffiti in closet on dresser and broken/loose ceiling lamp in bedroom #3 at the Legg site
- Shower leak in bathroom #1 at the Legg site
- No drain cover in shower, graffiti inside medicine cabinet and a missing drawer handle in bathroom #2 of the Legg site
- Missing drawer knobs in bedroom #1 at the Saticoy site
- Patched up walls/chipped walls above dresser, missing dresser drawer, knobs and nails in the wall, dirty trash can of bedroom #3 at the Saticoy site
- Missing curtain/window cover in bathroom #1 at the Saticoy site
- Rusted medicine cabinet w/graffiti, loose fan/heater cover in bathroom #1 at the Saticoy site
- Leaking faucet in bathroom, leaking tub faucet, dirty/possibly moldy ceilings in bathroom #2 at the Saticoy site
- Broken bathtub tile, dirty/possibly moldy ceilings, loose towel rack, missing cabinet handle, graffiti inside medicine cabinet and dirty fan/heater cover in bathroom #3 at the Saticoy site
- Stained carpets, missing window screens, graffiti on head board and broken blinds in bedroom #1 at the Terry site
- Loose smoke detector, stained carpet, missing lamp shade and broken blinds in bedroom #2 at the Terry site
- Bent closet hanger rod and loose smoke detector in bedroom #3 at the Terry site
- Rusted medicine cabinet and graffiti in bathroom #1 at the Terry site
- Lights not working, hole in wall, loose shower door, missing handles on cabinet and drawers and no shower drain cover in bathroom #2 at the Terry site
- Stained carpet in bedroom #1 at the Chatsworth site
- Bent/broken window screen in bedroom #2 at the Chatsworth site
- Hole in wall above sink in bathroom #1 at the Chatsworth site
- Cracked ceiling lamp, no drain cover in shower, missing cabinet handle in bathroom #3 at the Chatsworth site

CAOF provides children with adequate perishable and non-perishable foods. Menus were posted in the kitchens of each Group Home site. Each Group Home site refrigerator and freezer was full of different types of foods. The refrigerators were

stocked with food items such as American cheese slices, turkey slices, sliced ham, cottage cheese, eggs, as well as various flavors of yogurt. There were several types of drinks such as water, milk and orange juice. Each group home provides the children with healthy vegetables such as carrots, lettuce, peppers, tomatoes, celery, cucumber, and green bell peppers. There was a good supply of fruits readily available to the children such as apples, oranges, bananas and strawberries. The freezer included items such as ground beef patties, chicken breast, pork chops, goat cheese pizza from Trader Joes, pepperoni pizza, chicken pot pie, mixed vegetables, as well as breakfast items such as waffles, bacon, sausage and hash browns. Each Group Home site offered various bread options such as white or wheat bread and corn or flour tortillas. The pantry at each Group Home site was also stocked with an assortment of foods such as pastas and sauces, potatoes, different types of Hamburger Helper and Zatarains rice dinners, Top Ramen, and canned goods such as carrots, sweet peas, corn, and pinto beans. There was a wide variety of cereal as well such as oatmeal, Cream of Wheat, Honey Oats and Apple Jacks.

Each Group Home site maintained a sufficient amount of recreational equipment. There were several basketballs, footballs and volleyballs easily accessible to the children to play with. The West Hills site had arts and crafts materials for the children. Several of the Group Homes have foosball tables, pools and Jacuzzis. All Group Home sites had books available for the children to read such as books by Beverly Clear and Robin Cooke, Nancy Drew books and books such as Harry Potter and the Prisoner of Azkaban and Star Wars Episode One. There were also educational books including World History and Algebra. The Group Home sites also have Play Stations hooked to the televisions that include video games such as Guitar Hero, College Hoops, and Madden Football. Each Group Home site was full of board games such as Jenga, Monopoly, Connect Four, Twister and Backgammon, Chess.

#### **Recommendations:**

1. CAOF shall ensure that the physical deficiencies of the exterior of all CAOF sites as mentioned above be repaired.
2. CAOF shall ensure that the physical deficiencies of the common quarters of all CAOF sites as mentioned above be repaired.
3. CAOF shall ensure that the physical deficiencies of the children's bedrooms and bathrooms at all CAOF sites as mentioned above be repaired.

#### **MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY**

Based on our review of 10 children's files and 10 child interviews conducted, six (6) Probation cases and four (4) DCFS cases, and/or documentation provided by the Agency, CAOF is in compliance with 11 of 13 elements in the area of "Maintenance of Required Documentation and Service Delivery". The areas of non-compliance were, "Sampled children progressing towards meeting the Needs and Services Plan (NSP) case goal" and "Treatment team developed comprehensive updated NSP with the child".

CAOFs child population is consistent with their program statement. According to the CAOF program statement, they accept and treat children that are severely emotionally



disturbed that exhibit behaviors such as swearing, fighting, temper tantrums, running away and that are disobedient at home and/or school. CAOF accepts children that have substance abuse issues, family issues and school troubles. The NSPs reviewed indicate that these children had family and school issues, in addition to many delinquency issues.

The NSPs were reviewed to determine if the Probation/Caseworker authorized implementation of the NSP for each child and that the NSPs were reviewed and signed by the Deputy Probation Officer (DPO) or DCFS Services Social Worker. The NSPs either included the DPO or Social Worker signatures or at least showed that CAOF made reasonable efforts to obtain the signatures as evidenced by a fax being submitted to them requesting their signatures. Of the NSPs reviewed, two (2) had the case worker's signatures, and the eight (8) that did not, had documented efforts.

All 10 children interviewed reported that they participated in their NSPs. During the interview, the children remembered their goals and shared their goals; such as; improving in school, maintaining sobriety and improving their communication skills. Additionally, the NSPs included staff signatures from the CAOF Social Worker, Social Worker Supervisor and Program Director; however, only one (1) of the four (4) children, who had been at CAOF long enough to show progression, was making progress towards their goals. It should be noted that of the 10 children, only four (4) were sampled since the other six (6) children had only been at CAOF 90-days or less making it difficult to determine if they were truly meeting their goals or not. It should also be noted that several of these children were replacements at CAOF; being transferred from one house to the other. The children not progressing towards meeting their case goals were having issues; such as, substance abuse and school difficulties.

The one (1) child who is reaching her case goals has been placed at CAOF since September 2010. This child reported that she is improving her family relationships, and "Working my butt off at school." Furthermore, even though the NSPs shows that the children were not meeting their goals, several of the children reported that they feel like they are improving by making statements such as, "My communication is better," "I never went to school before and now they make me go to school," and "Now I take time outs."

The CAOF treatment team developed timely and comprehensive initial NSPs for each child; the goals appeared specific and addressed the children's school issues, family issues and other issues that the children have to deal with daily. The NSPs were completed fully and each section was explained in detail. All 10 NSPs showed that the children were receiving therapeutic services; such as, individual therapy, family therapy if needed, substance abuse education and anger management classes. Individual therapy is provided by either the therapists at CAOF or contracted therapists from "Bridges" which is thru the Department of Mental Health. "Total Family Support" provides the group sessions such as, drug education, anger management and self esteem groups. Additionally, all children are assessed by a psychologist and/or psychiatrist within 30-days of their placement at CAOF. In addition to these abovementioned services; CAOF also provides play therapy, music therapy as needed and is linked with the "Therapeutic Equestrian Program".

However, there were deficiencies in the area of comprehensive updated NSPs. Although they were timely, they were not comprehensive. The issue was that the case goals read the same for several children and were quite generic; not specific to each

individual child. For those children who had updated NSPs, it was documented that the CAOF Caseworkers made contact with either the DPO or DCFS Social Worker. The children reported that they have met with their DPO or DCFS Social Worker or have at least had phone contact with them while at CAOF.

CAOF ensures that children maintain important relationships even if the child's plan is emancipation. Nine (9) of 10 children reported that they maintain family relationships. Only one (1) child reports that, at this time, he does not want any family contact, but that he will notify his therapist when he is ready. A few children are maintaining relationships with their parents and, if not their mothers or fathers, with grandparents and/or siblings are involved in some way either during weekend visits or family therapy sessions.

#### **Recommendations:**

1. CAOF shall ensure that placed children are progressing towards meeting their NSP case goals by providing the necessary services and documenting the efforts made.
2. CAOF shall ensure that the updated NSP are detailed, child specific and comprehensive by including all necessary information.

#### **EDUCATION AND WORKFORCE READINESS**

Based on our review of 10 children's files, child interviews conducted, six (6) Probation cases and four (4) DCFS cases, and/or documentation provided by the Agency, CAOF is in compliance with six (6) of eight (8) elements in the area of "Education and Workforce Readiness". The areas of non-compliance were, "Child attends school as required", and "Based on services provided, has the child's academic performance and/or attendance increased".

Nine (9) out of 10 children were enrolled in school within three (3) days. One (1) child was not enrolled within three (3) days due to winter break. However, it should be noted that the reason he was not enrolled in school in a timely manner was documented in the NSP.

Depending on their needs, CAOF children attend different schools including Chatsworth High School and Granada Hills Charter High School. According to the Needs and Services Plans, many children are not attending school as required and subsequently not improving academically. However, there were three (3) children who were doing significantly well at school, in addition to one of them having a 4.0 GPA. It should also be noted that there were some children that reported that they felt they made some type of progress at school. One (1) child reported that his mom never pushed him to go to school but CAOF does. Another child reported that he never wanted to go to school but now he goes to school daily and that CAOF takes him to the Occupational Center every Thursday so that he can get assistance with the GED. Another child reported that for the first time he cares about his grades, whereas he never used to think about it before.

After discussing a few cases with CAOF, it was learned that sometimes there are difficulties because the agency of primary educational responsibility may not agree with CAOF in regards to what is academically appropriate for a child. For instance, CAOF may feel that an Individualized Education Plan (IEP) might help a child whereas the

agency of primary educational responsibility may feel that it is not appropriate. It appears that CAOF wants to ensure that the children receive their education so that they can improve academically. Staff transports children to school daily to ensure that they get to school on time. Since most of the children attend Chatsworth High School, CAOF has developed a unique relationship with the school to guarantee that children are treated fairly and receive an education. Once a child is transported to school, there is another staff that walks the children directly to the "School Based" Probation Officer's office to sign in for the day. The staff also ensures that the children are ready for the school day in that they have their supplies and are dressed appropriately. Once the children sign in, they go about their day at school, and at the end of the day, they repeat the same process by signing out.

Additionally, the children are given a "Daily Progress Note" at their Group Home site, which they are to take to each class for their teacher to comment on their negative or positive behaviors and school work. The "Daily Progress Note" is returned to the Group Home site for review. CAOF also has the ability to track the children's progress and communicate with the teachers on a daily basis regarding many different school issues. It should also be noted that every six-weeks at Chatsworth High School, there is a collaborative meeting that includes the Vice Principal, Dean of Discipline, On-Site Deputy Probation Officer, School Based Deputy Probation Officer and Risk Counselor to discuss school issues as well as discuss issues for new children. CAOF also offers tutoring provided by Los Angeles Unified School District at least twice a week at each site.

Only two (2) of the 10 children had IEPs. The other eight (8) children were not Special Education students. During a discussion regarding IEPs, CAOF explained that they were attempting to have an IEP meeting for one (1) child, but due to the primary agency of education responsibility not agreeing, the IEP was not done. It should be noted that one (1) of the children who had an IEP was doing well in school and has a perfect attendance record with a 4.0 GPA.

All 10 children's files included copies of report cards and/or progress reports and/or transcripts. CAOF provides children with opportunities to participate in age appropriate Youth Development Programs (YDS), and they are encouraged to participate in these programs. Of the 10 children interviewed, four (4) reported that they were receiving these services, five (5) reported that they were not receiving any of these services and only one (1) was not receiving the services due to her age. After careful review of the documentation, it appeared that all children were receiving some form of YDS or were at least in the process of receiving them.

CAOF has an on-site Independent Living Program (ILP) Coordinator who has the ability to assist the children in vocational training and emancipation services. The ILP Coordinator works closely with the Probation Officer and DCFS Social Worker to get the process started as soon as the child is placed. CAOF appears to accept older children and priority is given to those children to ensure that they receive these services prior to graduating from the CAOF program. ILP classes are offered at Mission College and Valley College. Even though it may be difficult at times to enroll these children in ILP classes since only three (3) spots are allowed per session, it appears that CAOF works diligently to provide these children with the needed classes. The ILP Coordinator has also made certain that the children attend the Foster Youth Community Job Fair. The ILP coordinator has also assisted a child in enrolling in a class at an Adult school, and

one (1) child reported that he was excited to have his first interview with Transitional Housing and is grateful that CAOF assisted him.

**Recommendations:**

1. CAOF shall ensure that placed children attend school as required by providing the necessary services and documenting the efforts made.
2. CAOF shall ensure that placed children increase in academic performance and/or attendance by providing the necessary services and documenting the efforts made.

**HEALTH AND MEDICAL NEEDS**

Based on our review of 10 children's files and child interviews conducted, six (6) Probation cases and four (4) DCFS cases, and/or documentation provided by the Agency, CAOF is in compliance with three (3) of six (6) elements in the area of "Health and Medical Needs". The areas of non-compliance were, "Initial medical examinations timely", "Required follow-up medical examinations conducted timely" and "Initial dental examinations timely".

All 10 children received initial medical examinations, by "Mission Community Network", upon their arrival to CAOF; however, two (2) of the 10 initial medical examinations were untimely. Additionally, out of the 10 initial medical examinations, two (2) children required follow-up appointments at the time, and they were not conducted in a timely manner. The other eight (8) either did not need follow-up appointments at the time of the review or were new to the facility and the follow-up information was not documented on the initial NSP.

All 10 children received initial dental examinations, by "Victorian Dental", upon their arrival to CAOF; however, three (3) out of the 10 children did not receive timely initial dental examinations. The remaining seven (7) of the 10 children received some form of a dental follow up in a timely manner.

**Recommendations:**

1. CAOF shall ensure that initial medical examinations are conducted in a timely manner.
2. CAOF shall ensure that required follow up medical examinations are conducted in a timely manner and that the information is documented.
3. CAOF shall ensure that initial dental examinations are conducted in a timely manner.

**PSYCHOTROPIC MEDICATION**

Based on our review of 10 children's files and child interviews conducted, six (6) Probation cases and four (4) DCFS cases, and/or documentation provided by the Agency, CAOF is in compliance with both elements in the area of "Psychotropic Medication".

Of the 10 children, four (4) were currently prescribed psychotropic medication, three (3) Probation children and one (1) DCFS child. All children's files included copies of the Psychotropic Medication Authorization forms including the JV223 approved by the courts. The children prescribed psychotropic medication were seen by the psychiatrist. The children are assessed by the psychiatrist within 30-days of their placement and are seen routinely during their stay. Additionally, the children reported that they were aware of the medications they are taking and the reasons for taking them. When the children were asked about how the medications made them feel, two (2) children reported that it made them feel tired but that overall they felt better than before. Another child reported that her medication makes her feel better and the last child reported that his medication helps him focus.

#### **Recommendations:**

None

#### **PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING**

Based on our review of 10 children's files and child interviews conducted, six (6) Probation cases and four (4) DCFS cases, and/or documentation provided by the Agency, CAO of is in compliance with 12 of 17 elements in the area of "Personal Rights and Social/Emotional Well being". The areas of non-compliance were, "Appropriate rewards and discipline system in place", "Consequences fair", "Children free to attend religious services and activities of their choice", "Children given opportunities to participate in planning activities" and "Children given opportunities to participate in age-appropriate extra-curricular, enrichment and social activities in which they have an interest".

All children reported that they were informed of the policies and procedures of CAO of. While reviewing the children's files, it was also noticed that they signed the agency rules and policy forms in addition to the behavior and grievance procedure forms. All 10 children reported that they feel safe at CAO of and that they are treated with dignity and respect. All 10 children reported that they are appropriately supervised by staff during the day and at night.

The children reported satisfaction with their meals and the snacks they receive. Of the 10 children, two (2) reported that the food is very good, four (4) reported that the food is good and the other four (4) reported that the food is fair. Several children reported that they mostly enjoyed participating in the cooking process. CAO of staff shop for food at markets; such as, "Food for Less", "Ralph's" and "Trader Joes". Additionally, CAO of participates in the "Harvest Program", in which fresh food is donated on a regular basis from places; such as, "Chipotle", "Chili's", "Red Lobster", "Pizza Hut" and "Starbucks".

Seven (7) out of 10 children reported that they receive appropriate discipline and rewards, and eight (8) out of 10 children reported that the consequences are fair. Children reported some examples of consequences; such as, verbal warnings, write-ups, and a loss of points and other children reported that their Probation Officer or Social Worker is notified. Of the children that reported they did not feel discipline and rewards were handled appropriately or that consequences were fair, two (2) children reported that allowance is taken away and one (1) child reported that home passes are taken away.

All 10 children reported that they received their phone calls and mail. Nine (9) of 10 children reported that they were free to attend religious services of their choice. Several children had rosaries either on their person or hanging in their rooms. One (1) child made the statement that he wanted to attend a Satanist place of worship but that he was not allowed to do so.

All 10 children reported that the chores were reasonable. Most of the children reported that completing their chores teaches them some sense of responsibility. It was explained that chores are rotated weekly and include kitchen cleaning duties; such as, mopping the floors and wiping the countertops, living room cleaning duties which includes dusting, vacuuming and organizing and the children cleaning their own rooms by folding their clothes and making their beds.

Four (4) out of 10 children were receiving medications. The children were aware of their right to refuse medication. All 10 children reported that they were aware of their right to receive or reject voluntary medical, dental and psychiatric care.

Five (5) of 10 children reported that they have the opportunity to plan activities, and the other five (5) children stated that they did not. CAOOF reported that all children have input regarding activities in which they have an interest in and those activities can be discussed in group. The children can choose from athletics and cultural outings such as, jam sessions or art walks. Nine (9) of 10 children reported that they participate in activities offered by CAOOF. Only one (1) child reported, "I don't want to." CAOOF has an Activities Director who coordinates and plans, as well as creates a monthly recreational activities list, which is posted at each site. The children reported that they attend activities such as, playing at the arcade, specifically "Castle Park", going to the beach such as "Zuma" and sporting events such as, a "Dodgers" game. Other activities attended, include playing sports at the park, roller skating, attending a food festival, and going to a "Chivas" soccer game. Daily activities include going to the library and going to the YMCA. Many of the CAOOF children also stated that they have the opportunity to play in a basketball league at the "YMCA".

Six (6) of 10 children reported that they were given opportunities to participate in age-appropriate extra curricular activities, enrichment and social activities. Four (4) children reported that they do not attend extra curricular activities and one (1) of those children stated that he had asked for art classes, but he never received a response from staff. However, several children interviewed reported that they are a part of the Black Student Union, which assists children in making daily improvements by offering support groups. One (1) child reported that being a part of the Black Student Union allowed him to participate in the "Trayvon Martin Hoodie March". One (1) child reported that he was on the track team but was recently terminated due to poor grades. Another child reported that she plays the trumpet in the school marching band which allows her to participate in marching competitions and parades and was recently awarded the opportunity to go on a trip to San Francisco with the school band.

#### **Recommendations:**

1. CAOOF shall ensure that the appropriate awards and discipline systems are in place.

2. CAOF shall ensure that consequences given to placed children are fair and that children's allowance or home passes are not taken away as a consequence, unless requested by the Deputy Probation Officer for appropriate reasons.
3. CAOF shall ensure that placed children are free to attend religious services and activities of their choice, and if not, shall document the reasons.
4. CAOF shall ensure that placed children are given the opportunity to participate in planning activities.
5. CAOF shall ensure that placed children are given opportunities to participate in extra curricular, enrichment and social activities in which they have an interest.

### **PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING**

Based on our review of 10 children's files and child interviews conducted, six (6) Probation cases and four (4) DCFS cases, and/or documentation provided by the Agency, CAOF is in compliance with six (6) of eight (8) elements in the area of "Personal Needs/Survival and Economic Well-Being. The areas of non-compliance were, "Adequate Quantity Clothing Inventory" and "Encouragement and Assistance with Life Book".

Nine (9) of 10 children reported that they receive a clothing allowance of 150.00 dollars every three (3) months. One (1) child reported that since his stay at CAOF, he has only received 100.00 dollars in clothing allowance. However, receipts were provided to show that the child has received his clothing allowance since being at CAOF. Nine (9) out of 10 children reported that they have an adequate amount of clothing. One (1) child reported that he has most of his clothes but feels that he needs more pairs of jeans. All 10 children reported that are happy with the quality of their clothing. The children reported that they are allowed to choose their own clothing and are mostly happy with the places that they shop. The children reported that they shop at local swap meets because they are able to get more with their money. Receipts were also reviewed and they showed that the children also shop at places such as, "Target" and "Burlington Coat Factory". During the walk through inspection of the home, it was noticed that children had a sufficient amount of clothing in addition to personal care items. The boys had basic clothing items; such as, undergarments, T-shirts, flannel shirts, polo shirts and jeans, in addition to suits and dress shirts. Many boys had brand name shoes; such as, Nike, Adidas, Puma and Vans. The girls also had basic clothing items such as jeans, shorts and shirts, in addition to more trendy clothing items such as frilly dresses, colorful sandals and boots.

During the interview process, some children reported that they were not receiving their weekly allowance. However, after a careful review of the allowance log, it was determined that the children were receiving their minimum allowance of 8.00 dollars a week. The children have the option to either spend or save their money. During the interview process, the children reported that they would rather spend their allowance money when they receive it but were aware that they had the choice of saving it by opening up a bank account. The children reported that they have a good amount of personal care items; such as, soaps, shampoos and lotions as well as, colognes, perfumes and make up.

According to CAO, it is standard for all children to receive "Life Books" upon their admittance to the program. Four (4) children reported that they have their "Life Books" and keep up with them. Four (4) children reported that they do not have "Life Books", and the last two (2) children reported that they are not interested in keeping "Life Books". "Life Books" are worked on in group sessions monthly.

**Recommendations:**

1. CAO shall ensure that all placed children are receiving an adequate quantity of clothing.
2. CAO shall ensure that all children are encouraged in maintaining Life Books.

**DISCHARGE PLAN**

Based on our review of three (3) discharged children's files, all three (3) Probation children, CAO is in compliance with all three (3) elements in the area of "Discharge planning".

All three (3) discharged children were placed for at least 30 days and were discharged according to their permanency plan. One (1) child was released to his parents; the other two (2) children were released to transitional housing. All three (3) children made progress towards meeting their NSP goals. One (1) child made significant improvement in school attendance, school grades and family relationships. The other child made improvements in awareness and expression of feelings, such as anxiety, anger, grief and loss in addition to receiving his high school diploma. The last child made improvements by learning conflict resolution skills and focusing on healthy alternatives to stress instead of using drugs. CAO was providing resources and treatment to stabilize these children prior to their release. CAO staff such as the therapists, facility managers and ILP Coordinators offered these children support at school, with family therapy, group counseling and with transitional housing which allowed these children to successfully graduate from the CAO program.

**Recommendations:**

None

**PERSONNEL RECORDS**

Based on our review of five (5) employee files, CAO is in compliance with 11 of 14 elements in the area of "Personnel Records". The employee files that were reviewed included that of a Facility Manager, Case Manager, Site Supervisor, Line Staff, and Overnight Line Staff. The areas of non-compliance were, "Appropriate employees received the required initial training", "Appropriate employees received minimum one-hour training in the area of child abuse identification and reporting" and "Appropriate employees received emergency intervention training per the Group Home's program statement".

All five (5) employees had their DOJ and FBI submitted in a timely manner in addition to the Child Abuse Clearance Index. All five (5) employees had signed criminal background statements. All five (5) employees had education and/or experience



information documented in their files and all five (5) employees received timely health screenings, in addition to having current California driver's licenses. All five (5) employees signed the policy and procedures manual, which were neatly organized in the employee files.

Only one (1) out of the five (5) employees did not have documentation for initial training, which includes topics such as Residents' Personal Rights, Daily Operations and Medication Procedures. In speaking with CAO Administration, this employee had received training since his hire in 2004, but there was no documentation to support it. Initial training includes at least 24 hours of training; 20 hours in classroom training and four (4) hours of shadowing before working alone with the children.

Regarding child abuse training, it was documented that only one (1) employee had received training in this specific area titled "Child Abuse-Effects on Victims". There was no documentation to support that the other employees had received training; however, CAO Administration did explain that topics of child abuse are discussed within most of the trainings offered. Additionally, the 2012 Employee Training List was reviewed and includes a training specifically titled "Working with Victims of Abuse and Neglect".

All five (5) employees received CPR and First-Aid training, which are up to date. Additionally, all five (5) employees received ongoing training in topics such as "Emergency Intervention", "Staffing Patterns", "Substance Abuse" and "Communication Skills".

Lastly, only one (1) out of five (5) employees did not receive "Professional Assault Crisis Training", which could possibly be due to being a new hire as of February 2012.

**Recommendations:**

1. CAO shall ensure that Group Home staff receives required initial training.
2. CAO shall ensure that Group Home staff receives a minimum of one hour training in the area of child abuse identification and reporting.
3. CAO shall ensure that Group Home staff receives emergency intervention training.

**AUDITOR CONTROLLER FISCAL REVIEW**

The most recent Fiscal Review for CAO from the Department of Auditor Controller is dated May 12, 2011, for the fiscal period of January 1, 2009, to December 31, 2009. The report dated May 12, 2011, indicated that CAO had questioned/disallowed costs. CAO submitted a timely approved fiscal Corrective Action Plan (CAP), which is being monitored by DCFS, Fiscal Monitoring Section.

**Recommendations:**

N/A

## **FOLLOW-UP VISIT**

On August 2, 2012, a follow up visit was conducted at CAO of in order to verify that all recommendations were completed by the Group Home.

- A walk through of each CAO of Group Home site was conducted. All of the major deficiencies cited in the area of "Facility and Environment" were corrected as requested under the recommendations section of this report.
- CAO of Supervising Case Manager and CAO of Administration ensure that the Treatment Team meets weekly to discuss case plan goals and ensures that, if necessary, other personnel will assist in order to help the children reach their goals.
- CAO of Supervising Case Manager and CAO of Administration ensure that the Case Managers will complete initial and updated NSPs. The Case Managers will provide specifics; more detail and more description in the goals section. Additionally, in meeting with the Supervising Case Manager, it was stated that it is her responsibility to review the NSP to ensure the information is personalized to each child.
- CAO of ensures that the Facility Managers and Case Managers make certain that all children are enrolled in school in a timely manner and if there are difficulties, then they will request assistance from Los Angeles County Office of Education in addition to documenting their efforts. If children are having school issues, then the Treatment Team will review the goals and provide appropriate interventions to help the child improve. The ILP coordinator as well as other school resources will be utilized to ensure children are progressing in school. At this time, due to the summer break, the focus is on enrolling children for the fall semester. The Case Managers are working on enrolling children in the appropriate schools and will be working along with deans and counselors in order to assist children with overall improvement.
- CAO of ensures that children receive timely medical and dental examinations. Additionally, CAO of Administration ensure that medical and dental follow-ups are completed in a timely manner due to the Supervising Case Manager verifying that the information is attached to the updated NSPs and that the information is noted in the updated NSPs.
- CAO of ensures that appropriate awards, discipline and consequences are in place. CAO of will use their LSP system. Additionally, it was stated that if allowance is taken away as a consequence, then the information will be documented and the money taken away will be used for the children.
- CAO of ensures that children are free to attend religious services of their choice. However, if any activity is of a negative influence then CAO of will redirect toward other activities. In this matter, the child who stated he was not allowed to attend the religious services of his choice, graduated from the program.

- CAOOF ensures that all children have input on future activities as well providing feedback on activities attended. Due to the summer break, children have been provided with AM activities (9-2) and PM activities (4-7). Activities include events such as soccer games, BBQ, La Brea Tar Pits, Griffith Observatory, roller skating, and going to the LA Zoo. One child had mentioned that he was interested in art. CAOOF is working with Create Now which provides art classes to children.
- CAOOF ensures that children are receiving an adequate quantity of clothing. CAOOF has updated their inventory sheets for monthly use to ensure children have enough clothes. The child who stated that he did not have enough pants graduated from the program.
- CAOOF ensures that the encouragement of "Life Books" will be reinforced during intake and that all children will have the opportunity to complete "Life Books". As discussed in the follow-up review, children will be provided with a folder to record their life events. A sample folder was reviewed and included titles such as "My Favorite Things," "This Is Me," "Someone I Care About," and "My Beliefs." CAOOF ensures that "Life books" are discussed in groups as well as documented in Needs and Services Plans.
- Regarding initial training, CAOOF will ensure that all staff receives initial training. It should be noted that the one staff who did not have initial training is no longer working at CAOOF.
- Regarding Child Abuse training, CAOOF now requires that all staff receive Child Abuse training, which will be offered a few times within the year. Of the four (4) staff who did not receive training, two (2) are no longer employed by CAOOF. It is anticipated that the other two (2) employees receive training in February 2013.
- Regarding PROACT, the staff who did not have the training received it on September 8<sup>th</sup> and 9<sup>th</sup> of 2012.



June 14, 2012

Lori Tchakerian, DPOII  
Group Home Monitoring Unit  
Placement Services Bureau  
Lynwood Regional Justice Center  
11701 S. Alameda St. 2nd Floor  
Lynwood, Ca 90262

Re: Monitoring Review

Dear Ms. Tchakerian:

The following will address the Corrective Action Plan request for the above captioned referral and will specifically address the following items:

**I. LICENSURE/CONTRACT REQUIREMENTS**

**Item#8: CCL citations, PPQA GHM Investigation Unit reports on Safety and Physical Plan deficiencies:**

Unable to respond - there was no attachment for this item number.

**II. FACILITY AND ENVIRONMENT**

**Item#10: Are the exterior and the grounds of the group home well maintained:**

Attached you will find a complete listing of sites with deficiencies listed with along with CAP.

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9110 Independence Avenue, Chatsworth, CA. 91311  
Tel: 818.709.3808/Fax: 818.709.3906

**Item #11: Are common quarters well maintained?**

Attached you will find a complete listing of sites with deficiencies listed with along with CAP.

**Item#12: Are children's bedroom well maintained:**

Attached you will find a complete listing of sites with deficiencies listed with along with CAP.

**III. MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY**

**Item#20: Are the sampled children progressing toward meeting the NSP case goals?**

The Treatment Team, consisting of the Case Manager, Site Supervisor and Facility Manager meet weekly to discuss the goals for each minor. Currently listed goals are reviewed and modified as needed in accordance with the minor's ability and reported success or difficulty in each area. If needed, other personnel, the County Worker/Probation Officer, ILP coordinator, Therapist, etc., will be invited to the Treatment Team to discuss the progress of the minor and assist in creating interventions to help the minor meet their goals.

**Item#28: Did the Treatment Team develop comprehensive updated Needs and Services Plans with child?**

Case Managers complete and update the NSPs in accordance to the minor's needs. Those NSPs that were found to be alike and not personalized were reviewed and the Case Manager Supervisor was notified. All Case Managers will receive a retraining on Initial and Updated NSPs.

**IV. EDUCATION AND WORKFORCE READINESS**

**Item#30: Does the child attend school as required?**

The Facility Manager and Case Manager work together to ensure that all minors are enrolled in appropriate schools within three days of placement. From time to time, there is a delay in enrolling minors due to the lack of paperwork received from DCFS and/or Probation at the time of placement. When this occurs, CAO of contacts LACOE to request assistance in gathering the needed documentation to enroll the minor.

**Item#32: Has the child's academic performance and/or attendance increased?**

If a minor demonstrates that he/she is having difficulty with academics and/or school attendance the Treatment Team will review the current challenge and write a goal with interventions to help the minor meet that goal. The Treatment Team will utilize the ILP Coordinator and/or outside resources to assist the minor in reaching his/her goal(s). The CAO of LSP program is used in all phases of the minor's program including school attendance. If a minor continually refuses to attend

school he/she will be given the opportunity to use the LSP system to improve his/her program.

**Item#35:** Does the Group Home provide children with opportunities to participate in age appropriate YDS, ILP or equivalent and vocational training programs?

The CAO of ILP Coordinator reviews all Intakes and calendars minors' for review of the program available while placed at CAO of. The ILP Coordinator will attend Treatment Team meetings as needed to ensure all minors that fall within guidelines to receive YDS and/or ILP are reviewed and scheduled to begin the program(s).

#### **V. HEALTH AND MEDICAL NEEDS**

**Item#38:** Are initial medical examinations timely?

CAOF makes every attempt to ensure that minors' receive their initial medical examinations within 1 to 29 days of intake. From time to time minor's refuse to comply with the appointment and/or MediCal is not received from the County which may cause a delay in the appointment. If the minor refuses this, or any other appointment, a medical refusal form is completed and signed and it is logged via the ITrak system and within the minor's case datafile.

**Item#41:** Are initial dental examinations timely?

CAOF makes every attempt to ensure that minors' receive their initial medical examinations within 1 to 29 days of intake. From time to time minor's refuse to comply with the appointment and/or MediCal is not received from the County which may cause a delay in the appointment. If the minor refuses this, or any other appointment, a medical refusal form is completed and signed and it is logged via the ITrak system and within the minor's case datafile.

#### **VI. PSYCHOTROPIC MEDICATION**

NONE

#### **VII. PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING**

**Item#51:** Is an appropriate rewards and discipline system in place?

CAOF utilizes the LSP System (copy attached). All staff are trained on the proper use of the System. All minors review the system with their Case Manager upon intake and with the Site Staff throughout their program. Allowances are always given in accordance to the County Contract. From time to time a minor will use his/her allowance to pay restitution for property damage, etc. And/or use their allowance for broken House Rules that were agreed upon. Please note that allowances that are used due to broken House Rules are utilized for the site as a whole.

**Item#52: Are consequences fair?**

The LSP System that is utilized by CAO of is designed to depersonalize consequences and help the minor to learn how to be in charge of his/her own program.

**Item#54: Are children free to attend religious services and activities of their choice?**

The minor that this item references has requested attending satanic services. As historically these types of services are very negative and have the potential to cause the minor to harm himself or others, CAO of has tried to redirect the minor toward other activities.

**Item#59: Are children given opportunities to participate in planning activities?**

The Recreational Coordinator works with the Case Managers, Facility Managers and the Residents (minors) to plan activities that meet the needs of the minors placed at CAO of. All minors have input into future activities and are asked for feedback on activities they have attended.

**VIII. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING**

**Item#63: Are children's on-going clothing inventories of adequate quantity?**

All minors receive \$50.00 per month, paid quarterly. Facility Managers accompany the minor(s) to purchase clothing according to the County guidelines and CAO of's dress code. Monthly and "as needed" updates are made to the minor's Clothing Inventory sheet.

**Item#69: Are children encouraged and assisted in creating and updating a life book/photo album.**

There was no attachment regarding Lifebooks. General policy per CAO of's program is that Lifebooks are offered at Intake by the minor's Case Manager. Minors are encouraged to take part in updating their Lifebooks with pictures, writings, school awards, etc. through the monthly groups that are conducted by the Case Manager.

**IX. DISCHARGE CHILDREN**

NONE

**X. PERSONNEL RECORDS**

**Item#81: Have appropriate employees received the required initial training?**

The staff listed in the findings is an anomaly as he worked with CAO of through a temp agency and then became employed at CAO of. The Initial training was part of his employment packet at the temp agency. Since that time, 2004, CAO of has implemented a system that the Assistant to the Directors administers for all new hires. Each new hire must complete and turn in all documentation and training hours prior to receiving their Employee Badge and schedule. Once the

**Item#82: Have appropriate employees received minimum of one-hour training in the area of child abuse identification and reporting.**


Training in this area is offered yearly. All employees receive the agenda of scheduled training and are instructed to attend. After review of these findings, CAO of will ensure that all staff meet this requirement by implementing a system that ensures staffs' attendance for all mandatory trainings. This will be accomplished by having this topic offered more than one time per year. In addition, the Site Supervisors will adjust the scheduling for their staff in order that all staff has an opportunity to attend mandatory trainings without conflicting with their schedule.

**Item#86: Have appropriate employees received emergency intervention training per the GH's Program Statement?**

ProAct training is offered yearly. All newly hired staff are scheduled for the first training that is scheduled with established staff attending subsequent trainings. CAO of will ensure that all staff will receive ProAct training by implementing a rotating schedule of staff members through the Deputy Director and the Site Supervisors to accomplish this training.

If you have any questions or concerns regarding this CAP please contact me at the number listed below.

Respectfully Submitted



Michael B. Linquata  
Executive Director



## **GROUP HOME DEFICIENCIES:**

### **CHATSWORTH:**

- **No Personal Rights Poster**
  - This has been posted
- **No evacuation plan posted**
  - This has been posted
- **Misplaced fire extinguishers**
  - The Extinguisher is on site and will be mounted on or before 6-30-12

**\*All maintenance items listed below are scheduled and in process. Schedule to be completed on or before 7-16-12**

- **Missing latch at side gate in the backyard**
- **Hole in wall above sink in bathroom#1**
- **Loose/broken smoke detector in main hallway**
- **Graffiti at dining room hallway entrance**
- **Stained carpet in bedroom#1**
- **Bent/broken window screen in bedroom#2**
- **Cracked ceiling lamp in bedroom#3**
- **No towel rack in bathroom #3**
- **No drain cover in shower of bathroom#3**
- **Missing cabinet handle in bathroom#3**

### **HARVEY:**

- **No Personal Rights Poster**
  - This has been posted
  -

**\*All maintenance items listed below are scheduled and in process. Schedule to be completed on or before 7-16-12**

- **Possible water damage near front door**
- **Loose tile at entryway**
- **Dirty computer table and loose/jumbled cables**
- **Loose/wobbly wall partition**
- **Loose cable wires in the den**
- **Broken blinds at French doors in den**
- **Patched up hallway walls/chipped**
- **Loose/broken window screen at kitchen window**
- **Missing lamp shade in bedroom #2**
- **Chipped paint on wall in bedroom#2**

- Smoke detector/possibly no battery in bedroom #2
- Broken blinds in bedroom#3
- Closet doors/possibly off track in bedroom#3
- Loose carpeting/tile in bathroom area
- Loose base board behind toilet
- Loose shower curtain/possibly missing rings
- Broken light post in front yard
- Broken pool gate
- Broken basketball hoop in backyard
- Loose cable wire in backyard
- Loose pipes in backyard

#### HOWARD

\*All maintenance items listed below are scheduled and in process. Schedule to be completed on or before 7-16-12

- Stained dining chair seat cushions
- Cracked side table tile in living room
- Bent/broken window screen in TV room
- Dirty window sill in TV room
- No drain cover in shower of bathroom #1
- Filthy toilets in bathroom #1
- Filthy toilets in bathroom#2
- Broken/loose towel rack in bathroom#2
- Loose dresser drawer in bedroom#1
- Stained carpet in bedroom#1
- Stained carpet in bedroom#1
- Broken white plastic blinds in bedroom#2
- Broken window screen in bedroom#2
- Graffiti on dresser drawer in bedroom#2
- Messy/dirty headboards in bedroom#2
- Stained carpet in bedroom #2
- Dirty light switch in bedroom#3
- Stained carpet in bedroom#3
- Dirty/stained smoke detector in bedroom#3
- Protruding cables in front yard

## **KEZIOS**

**\*All maintenance items listed below are scheduled and in process. Schedule to be completed on or before 7-16-12**

- Chipped paint/loose drywall in living room area
- Stains on ceiling in living room area
- Graffiti on wood paneling in living room area
- No drain cover in shower of bathroom#1
- Loose drawer handle in bathroom#2
- Leaking faucet in bathroom#2
- Sheet curtain in bedroom#1
- Odor in bedroom #2
- Graffiti on nightstand in bedroom#2
- Broken smoke detector in bedroom#2
- Possible ventilation issue in bedroom #3/dirt like substance on ceiling
- Broken hamper handle in bedroom#3
- Broken/loose dresser drawer in bedroom #3
- Cracked tile between bedroom #3 and hallway
- Loose/Wobbly circular cement section surrounding tree in backyard
- Hole in backyard
- Loose wires in front yard

## **LEGG:**

- No Ombudsman Poster
  - Poster at time of audit in Laundry. The poster has been moved to a more common area of the site.
- **\*All maintenance items listed below are scheduled and in process. Schedule to be completed on or before 7-16-12**
- Loose/broken smoke detector in hallway
- No cover on wire pad
- Loose kitchen chair cushion (in kitchenette)
- Loose/broken light cover in kitchen
- Protruding wires in TV room
- Missing/broken vertical blinds in TV room
- Graffiti in closet door of bedroom #1
- Missing vertical blinds in bedroom #1
- Graffiti on sliding door in bedroom #1
- Broken light fixture in bedroom #2
- Broken closet door knob in bedroom #2

- Dirty window sill in bedroom #3
- Loose window screen in bedroom #3
- Graffiti in closet dresser in bedroom #3
- Broken/loose ceiling lamp in bedroom #3
- Shower leak in bathroom #1
- No drain cover in shower of bathroom#2
- Graffiti inside medicine cabinet of bathroom#2
- Missing drawer handle in bathroom #2
- No towel rack in bathroom #2
- Loose roof shingles in front yard
- Loose cable wire in front yard
- Loose cable wire in backyard
- Missing blocks in backyard

#### **SATICOY**

**\*All maintenance items listed below are scheduled and in process. Schedule to be completed on or before 7-16-12**

- Missing curtains in living room
- Loose cable wires in TV room
- Holes in arms of den sofa chairs
- Missing curtain in bathroom #1
- Rusted medicine cabinet w/graffiti in bathroom #1
- Loose fan/heater cover in bathroom #1
- Leaking faucet in bathroom #2
- Leaking tub faucet in bathroom #2
- Dirty/possibly moldy ceilings in bathroom#3
- Loose towel rack in bathroom #3
- Missing drawer knobs in bedroom #1
- Patched up walls/chipped above dresser in bedroom #3
- Missing desser drawer in bedroom #3
- Missing knobs on nightstand in bedroom #3
- Nails in the wall near window in bedroom #3
- Dirty trash can in bedroom#3
- Loose cable wire in backyard near pool
- Loose wiring at lamp post in backyard
- Broken reddish brown gate in backyard
- Loose pipes in pool heater in backyard
- No pool drain cover

## **TERRY**

- No Personal Rights Poster
  - This was posted immediately

**\*All maintenance items listed below are scheduled and in process. Schedule to be completed on or before 7-16-12**

- Graffiti on front door
- Missing light bulbs at entryway
- Exposed cable wires in dining room
- Loose/broken window screen in dining room
- Loose flooring between den and sliding door to backyard
- Missing drawer at game room desk
- Rusted medicine cabinet in bathroom #1
- Graffiti in bathroom #1
- Lights not working in bathroom #2
- Hole in wall in bathroom #2
- Loose shower door in bathroom #2
- Missing handles on cabinet and drawers in bathroom #2
- No shower drain cover in bathroom #2
- Missing handles on cabinet and drawers in bathroom #2
- No shower drain cover in bathroom #2
- Stained carpets in bedroom #1
- Missing window screens in bedroom #1
- Graffiti on headboard in bedroom #1
- Broken blinds in bedroom #1
- Loose smoke detector in bedroom #2
- Stained carpet in bedroom #2
- Missing lamp shade in bedroom #2
- Broken blinds in bedroom #2
- Bent closet hanger rod in bedroom #3
- Loose smoke detector in bedroom #3
- Graffiti on gate in front yard
- Broken glass on lamp in front yard
- Loose cable wire in backyard
- No latch at side gate in backyard
- Screen door loose in the backyard

**WEST HILLS:**

**\*All maintenance items listed below are scheduled and in process. Schedule to be completed on or before 7-16-12**

- Missing handles n kitchen drawers
- Graffiti above fireplace in TV room
- Possible ventilation issue in living room/ dirt like substance on ceiling
- Graffiti on light fixture above the sink in bathroom#1
- Missing toilet paper holder in bathroom#1
- Rusted medicine cabinet in bathroom #1
- Missing towel rack in bathroom #2
- Loose towel rack in bathroom #2
- Loose baseboard under sink in bathroom #3
- Scuffed tile floors in bathroom#3
- Cracked three drawer rubber organizer dresser in bedroom#1
- Chipped paint and/or stains on wall in bedroom#2
- Backyard overhang in disrepair/ foreign object placed above
- Metal bed frame in backyard
- Nails sticking out of the gate in backyard
- Black iron gate askew in backyard
- Loose chain link fence in backyard
- Graffiti on block wall in backyard
- Loose and bent garage door
- Raised concrete slab in front yard
- Broken glass light fixture in front yard