



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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July 8, 2009

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

FROM: Wendy L. Watanabe
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT - PACIFIC LODGE
YOUTH SERVICES - PACIFIC LODGE BOYS HOME GROUP HOME**

We have completed a review of Pacific Lodge Boys Home Group Home (Group Home or Agency) operated by Pacific Lodge Youth Services. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department.

Pacific Lodge Boys Home Group Home is a 51-bed facility, which provides care for boys ages 13-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, the Group Home was providing services for forty-two Probation children, three Kern County children, one Santa Barbara County child, one San Bernardino County child, two Sonoma County children and one Ventura County child.

Pacific Lodge Boys Home Group Home is located in the Third District.

Scope of Review

The purpose of our review is to determine whether the Agency is providing the services as outlined in their Program Statement. In addition, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, employee records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the

program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. However, the Agency needs to address a few deficient areas. The Group Home needs to paint the exterior trim of the nurse's building, replace the carpet in the Clark and Sauble cottages and repair the broken desk drawer in the Niemeyer cottage. In addition, the Group Home needs to clean the walls in bathroom one and repair the water damage in bathroom two in the Sauble cottage.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (213) 253-0301.

WLW:MMO:JET:DC:AA:gfw

Attachment

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Ted Myers, Chief Deputy Director, DCFS
Susan Kerr, Senior Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Dick Waugh, Chairman of the Board, Pacific Lodge Youth Services
Lisa Alegria, Executive Director, Pacific Lodge Youth Services
Public Information Office
Audit Committee

**Pacific Lodge Youth Services
Pacific Lodge Boys' Home
Woodland Hills, CA 91364
License Number: 191201989
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Pacific Lodge Boys Home Group Home is located in a residential community. Overall, the exterior of the Group Home is well maintained. However, the exterior trim of the nurse's building is cracked and peeling.

Generally, the interior of the Group Home is well maintained and provides a home-like environment. The common quarters are neat and there is adequate furniture and lighting in the Group Home. However, the carpets in Clark and Sauble cottages are dirty and Sauble cottage's walls and ceiling in bathroom one are dirty. In addition, there is water damage behind the toilets in bathroom two of Sauble cottage.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, the beds all have a full complement of linens, and the children's sleeping arrangements are appropriate. However, a desk drawer in bedroom six of Niemeyer cottage is broken.

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

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

Recommendations

1. Pacific Lodge management:

- a. Paint the exterior trim of the nurse's building.**
- b. Clean the carpet throughout Clark and Sauble cottages.**
- c. Clean the bathroom walls and ceiling in bathroom one in Sauble cottage.**

- d. Repair the water damage in bathroom two in Sauble cottage.**
- e. Repair the desk drawer in bedroom six in Niemeyer cottage.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Five

Comments:

Children meet the Group Home’s population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

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

Recommendation

None.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Five

Comments:

Children are attending school, are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home’s program includes the development of children’s daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

None.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Five

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest. The Group Home provides transportation to and from the activities.

Recommendation

None.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

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

Recommendation

None.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Five

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail, have private visitors, and attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

None.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Five

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

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

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

None.

VIII. Personnel Background Checks

Method of assessment - Review of relevant documents

Sample size for employee record evaluation: Forty-three

Comments:

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

Recommendation

None.



1/22/09

Candace Rhue
Dept. of Auditor-Controller
350 S. Figueroa St., 8th floor
Los Angeles, CA 90071

Dear Ms. Rhue,

This is the second draft of the Corrective Action Plan that we discussed on 1/21/09. Please do not hesitate to call me if you have any further questions or concerns. The administration of Pacific Lodge Youth Services has carefully reviewed the County of Los Angeles Department of Auditor-Controller report (12/22/08) and has addressed the following recommendations classified under Section I. **Facility and Environment.**

In regards to the desk drawer that was broken in bedroom six of Neimeyer Cottage, our maintenance department has removed from the living unit and replaced with a functional desk. Living unit staff will continue to conduct room checks and report all maintenance issues to our Director of Operations.

Regarding exterior of the nurse's office needing to be repainted, our maintenance department will repair, prime, repaint or replace the exterior trim of this building within 90 days of the exit summary conducted on 12/8/08.

In regards to the carpet on Sauble and Clark Cottages needing to be "cleaned," Rene Turios Carpet Cleaning Service performed this task on 1/6/09. A copy of the receipt has been attached.

Regarding the bathroom walls and ceiling in bathroom one of Sauble Cottage needing to be cleaned, our maintenance staff have scheduled for these identified areas to be cleaned and repainted within 45 days of the exit summary conducted on 12/8/08.

In regards to the water damage in bathroom two in Sauble Cottage, our maintenance staff made the recommended repairs on 12/9/08. Pictures enclosed in first draft that was submitted 1/9/09.



Plan of Correction

In the future, Pacific Lodge Youth Services will ensure that issues pertaining to our Facility and Environment will be identified and corrected in a timely manner. Our administration has emphasized the importance of all staff reporting any noticed maintenance issues to our maintenance hotline (extension 600). While this policy has been implemented residentially, Program Managers have been re-introduced to this policy to assure general understanding and compliance by all departments.

Director of Operations will be responsible for receiving hotline requests, documenting areas of concern and scheduling for removal, maintenance and replacement of all issues recognized and reported as needing attention by all employees at our agency.

Our maintenance team has devised a schedule that allows for each member of their department to share the responsibility of conducting routine audits of campus structures to better identify areas that need attention. Once identified, our Director of Operations will schedule work orders and provide Program Managers with a timeline for completion.

Thank you for allowing our agency to make these needed corrections.

Respectfully,

A handwritten signature in black ink, appearing to read "Errol Small", written over a horizontal line.

Errol Small
Director of Residential Program

