




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

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March 3, 2004

TO: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne Brathwaite Burke  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley  
Auditor-Controller 

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORTS - A-W  
FRIENDSHIP HOMES INC., ZENITH YOUTH HOMES SITES 1, 2, AND 3**

We have completed a review of three agencies operated by A-W Friendship Homes Inc., Zenith #1, Zenith #2, and Zenith #3. Each home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Zenith #1 is a six-bed facility, located in the Second Supervisorial District, which provides care for girls ages 12-18 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Zenith #1 was providing services for five Los Angeles County DCFS children.

Zenith #2 and Zenith #3 are six-bed facilities, located in the Second Supervisorial District, which provide care for boys ages 12-18 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Zenith #2 and Zenith #3 were providing services for five DCFS children each.

**Scope of Review**

The purpose of the review was to verify that the three agencies were providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues and included an evaluation of each home's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with two children placed in each of the respective homes at the time of the review. Interviews with the residents were designed to obtain their perspectives on the program services provided by each facility and to ensure adherence to the Foster Youth Bill of Rights.

*"To Enrich Lives Through Effective and Caring Service"*

**Summary of Findings**

Generally, all three group homes are providing the services outlined in their Program Statements. However, we did note various areas where improvements are needed.

Zenith #1

Zenith #1 needs to make some repairs to the facility; complete initial diagnostic assessments within the first 30 days of each resident's placement; develop Needs and Services Plans that are specific and measurable; include the goals of the Needs and Services Plans in the Quarterly Reports; and provide each resident with the monthly fifty dollars clothing allowance.

Zenith #2

Zenith #2 needs to maintain current Needs and Services Plans for each resident; develop Needs and Services Plans that are specific and measurable; involve residents and their authorized representatives in developing and updating the Needs and Services Plans; and include the goals of the Needs and Services Plans in the Quarterly Reports.

Zenith #3

Zenith #3 needs to maintain current Needs and Services Plans for each resident; develop Needs and Services Plans that are specific and measurable; involve residents and their authorized representatives in developing and updating the Needs and Services Plans; include the goals of the Needs and Services Plans in the Quarterly Reports; and provide each resident with a life book.

Attached are detailed reports of the findings of each home.

**Review of Report**

We discussed our report with the Agency's management. The Agency's management has agreed to provide DCFS with a written corrective action plan within 15 business days from the receipt of this report. We thank the Agency's management and staff for their cooperation during our reviews.

If you have any questions, please contact me, or your staff may contact DeWitt Roberts at (626) 293-1101.

JTM:DR:CC

- c: David E. Janssen, Chief Administrative Officer
- David Sanders, Ph.D., Director, DCFS
- Richard Shumsky, Chief Probation Officer
- Ella Washington, Executive Director, A-W Friendship Homes
- Violet Varona-Lukens, Executive Officer
- Public Information Office
- Audit Committee

**A-W Friendship Homes, Inc.  
Zenith Youth Homes Site #1  
9231 5<sup>th</sup> Avenue  
Inglewood, CA 90302  
License No.: 191600439  
Rate Classification Level: 11**

**I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Zenith Youth Homes Site #1 (Zenith #1) is one of three agencies operated by A-W Friendship Homes, Inc. The exterior of the facility was well maintained and blended in with the other homes in the neighborhood. There were no observable safety hazards.

The interior of the home was generally neat and clean with furnishings in good condition. The bedrooms were appropriately furnished, nicely decorated, and personalized by the residents. However, there were areas needing improvement.

In the “Honors” bedroom, curtains in front of the closet area were not correctly sized or properly installed, and the top of the vanity needed painting. In the “Honors” bathroom, the vent needed cleaning, the wall area above the tile bathroom was peeling, and the tile above the bathtub was discolored.

Zenith #1 had books, games, a computer, magazines, television, cable, and videos, for the residents. Outdoor recreational equipment included bikes and balls.

There was a sufficient supply of food properly stored.

**Recommendations**

- 1. Zenith #1 management:**
  - a. Replace the curtains for the closet area in the “Honors” bedroom and have them properly installed.**
  - b. Paint the vanity in the “Honors” bedroom.**
  - c. Clean the vent in the “Honors” bathroom.**
  - d. Repair the tile and wall in the “Honors” bathroom.**

## **II. PROGRAM SERVICES**

### **Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

#### **Comments:**

Both residents met Zenith #1's population criteria as outlined in their program statement. Although each resident had an initial diagnostic assessment, one resident's assessment was not completed within the first 30 days as required by the Statement of Work.

The Needs and Services Plans (NSP) were current but not specific, measurable, attainable, or time-limited. In addition, the residents and their authorized representatives did not participate in developing and updating the NSP.

For one resident, the Quarterly Report was not comprehensive and did not focus on goals noted in the NSP. The other resident did not require a Quarterly Report at the time of the review.

The residents received individual and group therapy.

#### **Recommendations**

- 2. Zenith #1 management:**
  - a. Complete initial diagnostic assessments within the first 30 days of each resident's placement.**
  - b. Develop Needs and Services Plans that are specific and measurable.**
  - c. Include the goals of the Needs and Services Plans in each resident's Quarterly Report.**

## **II. EDUCATIONAL AND EMANCIPATION SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Both residents attended public school and had current report cards/progress reports. Neither of them required an Individualized Education Plan. The residents reported that they were provided with daily cognitive stimulation away from school and felt that staff was supportive of their academic progress.

Development of independent living and emancipation skills was part of Zenith #1's program. Both residents were involved in the planning and preparing of meals, participating in the Rites of Passage program through DCFS, and both are required to maintain good personal hygiene.

Residents had the opportunity to participate in independent living and emancipation training courses where they were familiarized with vocational training. The residents did not work and were able to spend their allowances as they wanted.

**Recommendations**

**There are no recommendations for this section.**

## **IV. RECREATION AND ACTIVITIES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Zenith #1 provided appropriate activities and followed an activity schedule developed by staff and residents. The residents expressed satisfaction with the amount and type of activities they engaged in.

Off-grounds and on-grounds activities include going to the movies, arcades, mall, sporting events, playing board games, drawing, and listening to music. The residents had ample free time, were able to participate in self-selected activities, and were provided with community passes if approved by their authorized representative.

Transportation was provided to and from activities.

**Recommendations**

**There are no recommendations for this section.**

**V. PSYCHOTROPIC MEDICATION**

**Method of assessment – Review of relevant documents.**

**There were five residents placed in Zenith #1 at the time of the review. A review of case files was not conducted as none of the residents were prescribed psychotropic medications.**

**Comments:**

According to documentation, none of the residents were receiving psychotropic medications. This was confirmed by management.

**Recommendations**

**There are no recommendations for this section.**

**VI. PERSONAL RIGHTS**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents were presented with the policies, rules, and regulations when placed. They were familiarized with the rewards and discipline practices and felt them to be fair. The residents reported that they were appropriately supervised as there was a sufficient number of staff at the facility, and they felt safe. They stated that they were treated with respect and dignity and that staff was sensitive to their individuality. The residents stated that they were satisfied with the food quality and quantity, and the freedom to get snacks and water. Both residents rated their rooms as “good.”

The residents were allowed to telephone their authorized representatives and family, and to have sufficient privacy during telephone calls and visits. Resident chores included the maintenance of their own rooms and common areas. The residents did not feel their chores were too demanding.

The residents indicated that their health care needs were met, they had religious freedom, and were aware of their right to refuse medication.

**Recommendations**

There are no recommendations for this section.

**VII. CLOTHING AND ALLOWANCE**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Zenith #1 provided appropriate clothing, items of necessity, and allowances to the residents. The residents were permitted to select their own clothing. However, clothing logs reflected that the residents were not being consistently provided with the fifty dollars a month clothing allotment. Clothing provided to the residents was of good quality and sufficient quantity.

The residents received at least the required minimum weekly allowance that they were able to increase based on the Agency’s behavioral system.

Zenith #1 provided residents with adequate personal care items and sufficient, secure storage space.

The residents had life books.

**Recommendation**

- 3. Zenith #1 management provide each resident with the fifty dollars clothing allowance monthly.**

**A-W Friendship Homes, Inc.  
Zenith Youth Homes Site #2  
9812 10<sup>th</sup> Avenue  
Inglewood, CA 90305  
License No.: 191601057  
Rate Classification Level: 11**

## **I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Zenith Youth Homes Site #2 (Zenith #2) is one of three agencies operated by A-W Friendship Homes, Inc. The exterior of the facility was well maintained and blended in with the other homes in the neighborhood. There were no observable safety hazards.

The interior of the home was generally neat and clean with furnishings in good condition. The bedrooms were appropriately furnished, nicely decorated, and personalized by the residents.

Zenith #2 had books, games, a computer, television, cable, videos, and board games for the residents. Outdoor recreational equipment included bikes, balls, and a basketball court.

There was a sufficient supply of food properly stored.

### **Recommendations**

**There are no recommendations for this section.**

## **II. PROGRAM SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Both residents met Zenith #2's population criteria as outlined in their program statement and had initial diagnostic assessments.



One resident's Needs and Services Plan (NSP) was current but did not have goals that were specific, measurable, attainable, or time-limited. The resident and the resident's authorized representative did not participate in developing and updating the NSP. The other resident did not have a current NSP on file.

One resident's Quarterly Report was not comprehensive and did not focus on actual goals that should have been noted in the NSP. The other resident did not require a Quarterly Report at the time of the review.

The residents received individual and group therapy.

### **Recommendations**

- 4. Zenith #2 management:**
  - a. Maintain current Needs and Services Plan for each resident.**
  - b. Ensure Needs and Services Plans contain goals that are specific, measurable, attainable, and time-limited.**
  - c. Involve each resident and their authorized representative in developing and updating the Needs and Services Plan.**
  - d. Ensure each resident's Quarterly Report contain a Needs and Services Plan.**

### **III. EDUCATIONAL AND EMANCIPATION SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

#### **Comments:**

One resident had graduated from high school and expressed pride about his accomplishment. The resident reported that staff was supportive of his academic pursuits inclusive of encouraging him to either obtain a college education or vocational training.

The other resident refused to accompany staff to school for enrollment and refused to participate in any daily cognitive stimulation. His file contained documentation of his defiant and oppositional behavior. The resident's Children's Social Worker (CSW) was aware of the situation and assessing the needs of the resident including possible replacement.

Development of independent living and emancipation skills was part of Zenith #2's program. Both residents were involved in the planning and preparing of meals and both were required to maintain good personal hygiene. One resident participated in the Rites of Passage program through DCFS.

Residents had the opportunity to participate in independent living and emancipation training courses where they were familiarized with vocational training. The residents did not work and were able to spend their allowances as they wanted.

**Recommendations**

**There are no recommendations for this section.**

**IV. RECREATION AND ACTIVITIES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Zenith #2 provided appropriate activities. The residents expressed satisfaction with the amount and type of activities available to them.

Zenith #2's off-grounds and on-grounds activities included going to the movies, arcades, mall, sporting events, playing board games, drawing, and listening to music. The residents had ample free time, were able to participate in self-selected activities, and were provided with community passes if approved by their authorized representative.

Transportation was provided to and from activities.

**Recommendations**

**There are no recommendations for this section.**

**V. PSYCHOTROPIC MEDICATION**

**Method of assessment – Review of relevant documents.**

**There were five residents placed in Zenith #2 at the time of the review. A review of case files was not conducted as none of the residents were prescribed psychotropic medications.**

**Comments:**

According to documentation, none of the residents were receiving psychotropic medications. This was confirmed by management.

**Recommendations**

**There are no recommendations for this section.**

**VI. PERSONAL RIGHTS**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents were presented with the policies, rules, and regulations when placed. They were familiarized with the rewards and discipline practices and felt them fair. The residents reported that they were appropriately supervised as there was a sufficient number of staff at the facility, and that they felt safe. They stated that they were treated with respect and dignity, and that staff was sensitive to their individuality. The residents stated that they were satisfied with the food quality and quantity, and the freedom to get snacks and water. Both residents rated their rooms as “good.”

The residents were allowed to telephone their authorized representatives and their family members, and had sufficient privacy during phone calls and visits. Resident chores included the maintenance of their own rooms and common areas which the residents did not feel were too demanding.

The residents indicated that their health care needs were met, they had religious freedom, and were aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

**VII. CLOTHING AND ALLOWANCE**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Zenith #2 provided appropriate clothing, items of necessity, and allowances to the residents. Zenith #2 supplied its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents were given the opportunity to select their own clothes. Clothing provided to the residents was of good quality and sufficient quantity.

The residents received at least the required minimum weekly allowance that they were able to increase based on the Agency's behavioral system.

Zenith #2 provided residents with adequate personal care items and sufficient, secure storage space.

The residents had life books.

**Recommendations**

**There are no recommendations for this section.**

**A-W Friendship Homes, Inc.  
Zenith Youth Homes Site #3  
9100 South Harvard Blvd.  
Los Angeles, CA 90047  
License No.: 191821007  
Rate Classification Level: 11**

## **I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Zenith Youth Homes Site #3 (Zenith #3) is one of three agencies operated by A-W Friendship Homes, Inc. The exterior of the facility is well maintained and blended in with the other homes in the neighborhood. There were no observable safety hazards.

The interior of the home was generally neat and clean with furnishings in good condition. The bedrooms were appropriately furnished, nicely decorated, and personalized by the residents.

Zenith #3 had books, games, a computer, television, VCR, resource materials, and board games, for the residents. Outdoor recreational equipment included bikes, balls, and a basketball court.

There was a sufficient supply of properly stored food.

### **Recommendations**

**There are no recommendations for this section.**

## **II. PROGRAM SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Both residents met Zenith #3's population criteria as outlined in their program statement and had initial diagnostic assessments.

One resident's Needs and Services Plan (NSP) was current but not specific, measurable, attainable, or time-limited. The resident and the resident's authorized representative did not participate in developing and updating the NSP. The other resident did not have a current NSP on file.

The Quarterly Reports for both residents were written in a timely manner, but did not focus on actual goals that should have been noted in their NSPs.

Both residents received individual and group therapy.

**Recommendations**

- 1. Zenith #3 management:**
  - a. Maintain current Needs and Services Plans for each resident.**
  - b. Develop Needs and Services Plans that are specific and measurable.**
  - c. Involve residents and their authorized representatives in developing and updating the Needs and Services Plans.**
  - d. Include the goals of the Needs and Services Plan in each resident's Quarterly Report.**

**III. EDUCATIONAL AND EMANCIPATION SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Both residents completed high school and were attending community college. There were high school report cards/progress reports on file for both residents. The residents reported that they were provided with daily cognitive stimulation and access to a tutor who visited the facility on a weekly basis. Both residents expressed pride at having completed their high school education and indicated that staff was supportive of their academic progress and encouraged them to either obtain a college education or vocational training.

Development of independent living and emancipation skills was part of Zenith #3's program. Both residents were involved in the planning and preparing of meals, participating in the Rites of Passage program through DCFS, and both are required to maintain good personal hygiene.

Residents had the opportunity to participate in independent living and emancipation training courses where they were familiarized with vocational training. One resident worked and was able to manage his money. Both residents were able to spend their allowances as they wanted.

**Recommendations**

**There are no recommendations for this section.**

**IV. RECREATION AND ACTIVITIES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Zenith #3 provided appropriate activities and followed an activity schedule to which residents could contribute. The residents expressed satisfaction with the amount and type of activities they engaged in.

Off-grounds and on-grounds activities included going to the movies, arcades, mall, and sporting events, playing video games, watching movies, and listening to music. The residents had ample free time, were able to participate in self-selected activities, and were provided with community passes if approved by their authorized representative.

Transportation was provided to and from scheduled activities.

**Recommendations**

**There are no recommendations for this section.**

**V. PSYCHOTROPIC MEDICATION**

**Method of assessment – Review of relevant documents.**

**There were five residents placed in Zenith #3 at the time of the review. A review of case files was not conducted as none of the residents were prescribed psychotropic medications.**

**Comments:**

According to documentation, none of the residents were receiving psychotropic medications. This was confirmed by management.

**Recommendations**

**There are no recommendations for this section.**

**VI. PERSONAL RIGHTS**

**Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents were presented with the policies, rules, and regulations when placed at this facility. They were familiarized with the rewards and discipline practices and felt them fair. The residents reported that they were appropriately supervised, there was a sufficient number of staff at the facility, and that they felt safe. They stated that they were treated with respect and dignity and that staff was sensitive to their individuality. The residents stated that they were satisfied with the food quality and quantity, and the freedom to get snacks and water. Both residents rated their rooms as “good.”

The residents were allowed to telephone their authorized representative and their family members, and have sufficient privacy during phone calls and visits. Resident chores included the maintenance of their own rooms and common areas which the residents did not feel were too demanding.

The residents indicated that their health care needs were met, they had religious freedom, and were aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

**VII. CLOTHING AND ALLOWANCE**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Zenith #3 provided appropriate clothing, items of necessity, and allowances to the residents. Zenith #3 supplied its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents were given the opportunity to select their own clothes. Clothing provided to the residents was of good quality and sufficient quantity.



The residents received at least the required minimum weekly allowance that they were able to increase based on the Agency's behavioral system.

Zenith #3 provided residents with adequate personal care items and sufficient, secure storage space.

The residents did not have life books.

**Recommendation**

- 2. Zenith #3 management provide each resident with a life book.**