

Sonoma County Juvenile Justice Commission Group Home Inspection Report

Facility Name:	TLC Phoenix House
Address:	On File
Phone	On File
Contact Person	Andrew Day; Jami Stolz

J.J.C. Inspector(s)	Dennis Ruggiero; Edy Ulman; Robert Faux
Date of Inspection	November 24, 2015
Date of Last Inspection	July 15, 2014
C.C.L. Contact	Pauline Muntzer
Date of Last C.C.L. Inspection	September 27, 2012

**O = Outstanding *S= Satisfactory or exceeds *N.I. = Needs Improvement/corrective*

Action

INSPECTED	O	S	N.I.	Comments
Grounds	X			Exterior grounds are well manicured and maintained with an abundance of native plants. The facility is spacious and attractive. There is a sense that the residents are proud of their environment and respect it.
Building Exterior	X			Buildings appear freshly painted and clean. The windows are washed and the entrance is inviting.
Living Room	X			There are two spacious rooms. One is considered a "game room". Adjacent to it is the "living room". Both rooms are comfortably well furnished. The game room has a pool table, musical instruments and a computer for games. The living room has more couches and easy chairs with a large screen TV. During our visit, most of the residents were gathered chatting in the living room with staff.
Kitchen	X			The kitchen is spacious and well organized. All cupboards are labeled. A locked closet contains the majority of dry food items. Sharp objects are locked in a separate cabinet within. It was mentioned that a new refrigerator has been ordered. The contents of the unlocked freezers/refrigerators was organized and not too dated. Meals are eaten together at a large family-style table.
Bedrooms	X			Each resident (6 at time of inspection; capacity 10) has a private room. Rooms are adequately furnished with a bed, desk, desk lamp, closet, book case/dresser and bedside table.
Bathrooms	X			Large bathrooms are shared by two residents. Cleaning the bathrooms is one of the assigned chores for residents.

Fire Safety --Extinguishers		X	Fire extinguishers were serviced April, 2015
Fire Safety --Smoke Alarms		X	Smoke alarms are visible in all rooms.
Fire Safety --Evacuation Plan		X	Evacuation plans are posted throughout the facility and near exits.
Food		X	Meals are prepared by staff with the occasional assistance of residents. Menus are posted weekly. Some residents were dissatisfied with the policy on seconds for the main course. Seconds for vegetables are always available. Bowls of fresh fruit are available for snacks.
Emergency Supplies		X	Emergency supplies for the entire facility are stored in a warehouse area on the north end of the property. There is ample supply for the entire facility including Journey School.
Health Services		X	Residents have access to medical care through the Occidental health clinic as well as other local hospitals including Sutter, Kaiser and Memorial. Each resident has a physical within one month of intake and annually thereafter. Dental visits are scheduled every 6 months.
Medications		X	While it varies, approximately 80% of the residents are receiving some form of medication. A psychiatrist sees the children who receive psychotropic medications. The group home staff administer the medications after completing the training and demonstrating their knowledge. An RN who performs quality assurance in the form of bi-monthly audits as well as a review of any med errors. Families who are involved in treatment are always consulted about medications.
Recreation (on site)		X	Outdoor activities include basketball and volleyball. Some of the residents enjoy skateboarding.
Outings (off site)	X		Residents are offered a variety of off campus activities: weekend trips to beaches, parks, BBQs, gym passes, skating and hikes. Up to \$80 per student is provided for outings that have admission or other expenses. During the winter residents take community classes (Zumba or yoga) and go to a local gym. During the summer, activities are more extensive including a one-week back packing trip with staff and therapists. On Tuesdays, the residents volunteer at Forget Me Not Farms in Sebastopol.
Education & Classrooms		X	Students work toward a Diploma, GED or the Proficiency Exam on campus at Journey School. A few students attend the local public school. Students have access to vocational training, tutoring, sex education, substance abuse education and smoking cessation. There is a one-hour in room after school study or quiet time. There is no mandatory homework for Journey School students.
Mail/Phone		X	Telephone use is monitored by staff. Residents can call their advocate at any time with staff supervision. Residents on levels 2 and 3 may purchase a cell phone to use during open hours or when being transported. Mail is opened in the presence of staff. A computer (with a "net nanny" program) is available for residents.
Discipline		X	The discipline procedure is progressively based on a hierarchy of interventions beginning with the least intrusive, such as giving a child a non-verbal cue to a verbal cue to taking space, etc. Punishment is avoided.

			<p>Attempts to present logical, short-term consequences for unacceptable behavior are a focus. Therapeutic interventions are also offered up whenever possible.</p> <p>Each resident is given a copy of our grievance policy at time of intake. Posters in the house give specific information about who to contact and how to handle grievances. Each house also has a safety box, in which any staff or resident can anonymously communicate issues relating to safety or other concerns.</p>
Library		X	There is a large bookshelf in the “game room”. Residents are taken to the local library upon request.
Money		X	Based on youth’s level, they receive base pay and then there are other factors that can add on to the base pay including keeping room clean or performing extra chores. Allowances are paid weekly. Both staff and youth sign off on money received and are provided specific about any adjustments that need to be made. Except for small amounts, money is handled only by staff.

ADDITIONAL NOTES

Security and safety provisions are well developed. In addition to carefully monitored and stored medications and sharp items, all off-limits rooms are locked and there are cameras in all common areas. Fire extinguishers and smoke alarms are present and in working order.

Schedules and daily routines are well organized. Charts are posted for menus, chores, bedtimes and levels of progress. There are weekly self-reports and newly instituted “High Five” awards.

Youth Interviews

TOPICS	O	S	N.I.	Comments
Evaluation of Program	X			One of the better homes he has been in.
Program Understood		X		The resident felt that rules and standards were easy to understand. He did not recall seeing a handbook.
Levels (Privileges)		X		
Grievances		X		
Discipline		X		The resident felt that some of the staff was too subjective in administering consequences.
Staff Evaluation		X		The resident felt the staff was respectful and open to feedback, but delivered consequences too easily.

Health Services		X		The resident feels there is adequate medical care. He expressed a concern about migraine headaches. When he has the attacks, he needs a dark quiet place. This is difficult if he should be on an outing.
Counseling/Therapy	X			The resident likes the team of therapists and counselors. He feels the advocate groups are helpful and well run. Two days during the week groups are mixture of other residents from other houses; another two days with the house group.
Chores & Allowance		X		The resident is aware of his responsibilities and the money earning system.
Laundry		X		
Clothes		X		
Food		X		Resident admits to being a “picky” eater. He does not like the breakfast consisting of a muffin and fruit. He does not consider this a “full meal”. For other meals he stated that a bigger person needs more food than a smaller person. “An equal portion for all is not fair.”
Snacks		X		Snacks of fruit are always available. Others are served after school.
School		X		The resident attends Journey School on site. There are about 10 students in his classes. He enjoys classes with his history teacher.
Library		X		The resident stated that he enjoys reading. He goes to the library weekly and enjoys buying his own books.
Activities & Entertainment		X		The resident enjoys listening to music on his iPod, playing video games, watching TV and reading.
Money		X		The resident stated that he could earn \$15 a week on a good week.

ADDITIONAL NOTES & SUGGESTIONS BY YOUTH

of Youth Interviewed: ___1___

Two commissioners interviewed a 16-year-old male resident. He was moved from Family Life Center five months earlier. He appeared to have a very good attitude since he would be transitioning back home with his family in Davis for the next school semester.

The resident did not have any major complaints about his experience at Phoenix House. He felt it was one of his better placements. He keeps in contact with his family and is looking forward to unification. He remarked that the one-week camping trip in the Tahoe area was an amazing experience.

Inspection Summary

Phoenix House is well kept, well organized and relaxed. The staff seemed to have a good sense of each resident, and the residents seemed at ease with the staff and their environment. The young men seem to have formed a family atmosphere, where the older boys help the younger and do it in a very positive, productive and constructive way.

Inspection Commissioner

Next Inspection Recommended: _____ or X **Annual Inspection**

Mary Cone, Chairperson

cc: Honorable Judge of the Sonoma County Superior Court
Commissioner of the Juvenile Court
Probation Department, Chief of Probation
Sonoma County Family Youth & Children's Services
State of California, Community Care Licensing
Facility Inspected