

## Sonoma County Juvenile Justice Commission Facility Inspection Report

Facility Name:	TLC Child and Family Services – Coast House
Address:	On file
Phone	On file
Contact Person	Andy Day, Jami Stoll and Suzanne Dakin

J.J.C. Inspector(s)	Susan Moreno, Manuel Lopez
Date of Inspection	12/7/2013
Date of Last Inspection	2005
C.C.L. Contact	Pauleen Muntzer
Date of Last C.C.L. Inspection	8/26/2013

*\*S= Satisfactory or exceeds      N.I. = Needs Improvement/corrective action*

INSPECTED	S	N.I.	Comments
Grounds	x		Grounds were well landscaped and maintained.
Building Exterior	x		The structure was in good repair and did not show any signs of neglect or needed repairs. There was a black-topped area with a basketball hoop.
Living Room	x		The living room was spacious with numerous sofas and chairs, sturdy tables, two bookcases, computer desk, and lighting.
Kitchen	x		The kitchen is clean, spacious and open. A large work island occupies the middle of the kitchen and a large table allows for all residents and staff to dine together. Sharps are kept in a locked location and are counted nightly. Refrigerator and pantry held ample fresh food for over a week plus staples in the pantry and meat, dairy and veggies in the freezer for over a week. Fresh fruit is kept on the counter and residents can enjoy as they wish.
Bedrooms	x		The house is equipped for 10 residents, nine currently in the home, all are single rooms.
Bathrooms	x		There were four bathrooms spread out amongst the three floors of this spacious home. All were clean and tidy.
Fire Safety -Extinguishers -Smoke Alarms -Evac. Plan ? -Safety	x		Unscheduled fire drills are held monthly. Residents know where their outside gathering point is in the event of an emergency or drill. A headcount is done by staff when all residents have evacuated. Ceiling fire sprinklers are installed in each room. Exit signs are clearly visible above doorways. Smoke detectors are located in each corridor and common room. GFI electrical outlets were installed near water sources. Four fire extinguishers are located strategically in the corridors, near the kitchen/front door and in the pantry. All had been tested in April 2013 except for the one located in the pantry which was overdue for an inspection. This was brought to the attention of the lead staff who agreed to

			arrange for it to be recharged and tested. The evacuation plan is posted in a visible location as are the JJC contact card.
Food	x		Breakfast and lunch adhere to ADA guidelines and menus/meal plans are posted. Residents have input to the dinner menus which take into consideration food allergies and religious restrictions. Each resident can choose one veggie that they don't like (beyond any allergic or religious issues). These are considered when planning meals. Residents are required to eat their veggies and protein but carbs are a resident's choice to eat or not. Leftover food is dated and thrown away after three days. Freezer and refrigerator temperatures are checked and recorded daily. A sample weekly menu was obtained.
Health Services	x		Provided as needed. A first aid kit is accessible by staff.
Medications	x		Medications are triple locked and dispensed on a set schedule. Each resident knows their schedule and receives their meds at that time. A MARS binder holds information specific to each resident including doctor visits, meds prescribed, last dosage, any allergies, etc.
Recreation (on site)	x		There are ample open field areas where residents can throw a frisbee, baseball, or shoot hoops at a basketball hoop on the blacktop at the end of the driveway.
Outings (off site)	x		Outings are planned each weekend and residents enjoy going to the mall, miniature golf, baseball game, etc.
Education/ Classrooms	x		Some residents attend public school, some Journey HS at the main TLC campus. The small student/teacher ratio works well for residents who require a more hands-on learning environment.
Mail/Phone	x		Residents have access to a phone to place calls to family and, with permission, to friends providing there are no court-imposed restrictions.
<b>INSPECTED</b>	<b>S</b>	<b>N.I.</b>	<b>Comments</b>
Family Contact	x		Most residents have contact with their family periodically. One resident had family members come to Sebastopol for visits. Many get weekend passes.
Discipline	x		Discipline is administered through guidelines residents learn upon arrival at Orchard House. When residents do not follow the guidelines, they receive options which remove points and privileges.
Library	x		There were two bookcases in the living room with a good supply of books. Each resident can also have a supply of their own books and magazines.

**ADDITIONAL NOTES**

Our visit was conducted on a Saturday which is the day when most youth are out of the house. Several residents agreed to stay back from their outing to meet with us. TLC rearranged the weekday staff schedules to accommodate our visit on a Saturday. We appreciate their willingness to accommodate our request for a Saturday visit.

At the time of our visit, residents were decorating the house with Christmas decorations. The house looked festive and welcoming.

The staff conducted a fire drill while we were there. Residents calmly and promptly left the house and gathered in the driveway until they were told things were all clear. Staff checked all the bedrooms for anyone left behind, grabbed the MARS logbook and keys, and met us in the gathering area where they did a head count to assure all residents were present and accounted for.

The house was very neat and tidy with no visible clutter.

One resident reported that she had heard negative rumors about group homes with “fights and arguments and where yelling was commonplace.” She said that in her experience, those rumors “simply were not true.”

Residents have an opportunity to do hobbies and crafts. During our visit the girls that remained behind were painting their nails and doing a craft project. One resident makes jewelry which she sells, banking the money for future use.

## Youth Interviews

TOPICS	S	N.I.	Comments
Evaluation of Program	x		Residents could clearly articulate the overall program and goals. Girls interviewed knew their own behavioral issues and were working to address them.
Counseling/ Therapy	x		Girls receive their counseling on-site. Most residents see a counselor or therapist at least once a week.
Physical Education	x		Residents get their exercise as part of their school routine and at Orchard House.
Health Services	x		Appointments are scheduled as needed. In the case of a medical or dental emergency, the resident is taken for help immediately.
School	x		Some residents attend public school, some Journey HS at the main TLC campus. The small student/teacher ratio works well for residents who require a more hands-on learning environment.
Food	x		Some residents assist in food preparation but it is not required. Each has the option to select one “I hate it” veggie. Portions are generous and healthy. Residents are required to eat their veggies and protein but carbs are a resident’s choice to eat or not. Breakfast and lunch menus are based on ADA guidelines, dinner is not. But it is a well-balanced meal that provides ample portions of protein, veggies, fruit, and carbs.
Snacks	x		Fresh fruit was out and available to eat. Plenty of nutritious snacks are also available.
Library	x		Girls have access to numerous books on two bookcases in the living room plus their own reading materials in their rooms.
Chores	x		All residents perform assigned chores which rotate on Tuesdays. They gladly do chores in order to keep the house neat and tidy.
Money	x		Girls receive a base allowance but can earn money by doing additional chores or through positive behavior.
Mail / Phone	x		Residents can receive and make phone calls, providing the courts have not restricted these activities. Phone time is approximately 30 minutes/week to make and receive calls. Residents can send mail. Received mail is opened in the presence of a staff member.
Levels (privileges)	x		Levels are understood and residents feel they are fair. Privileges are earned through points for positive behavior and doing chores. Extra points can be earned by doing extra chores or by demonstrating a positive, spontaneous event or activity.

Laundry	x		Laundry is done weekly by the residents on a rotating schedule. Each has an assigned day and time slot. Staff provides supervision. All cleaning and laundry products are non-toxic and are kept in locked receptacles. A safety data sheet log is maintained tracking quantities used. Excess product and chemicals like Clorox are kept in locked cabinets.
Grievances	x		The grievance process is understood and considered fair by the residents we interviewed.
Activities & Entertainment	x		Weekend outings include hiking, movies, park, a visit to mall for shopping. As our visit was on a Saturday, most residents who were out on weekend passes were out at the mall on their Saturday activity. Holiday decorations were hung, some were awaiting the return of the girls so they could finish.
Program Length Understood	x		The residents we interviewed understood the program and length. They felt that the environment had helped them deal with the issues they were working on.
Staff evaluation	x		Staff was described as “cool” and Jamie was identified as the staff member who was most approachable.
Discipline	x		The discipline policy was clearly understood and considered fair. The girls strive to meet expectations and accumulate points and earn money.
Allowance	x		Residents receive a base allowance and can earn more money through positive behavior, completing chores, or taking on extra chores.
Clothes	x		Clothes are provided by the residents but a dress code is clearly stated and followed. Clothing must be appropriate and discrete (no red, no blue, no cropped tops, no bra showing, etc.).
Medications	x		Medications are distributed according to a set schedule. Residents know the schedule and usually arrive for their dosage without being called. A MARS log is kept and holds information specific to each resident including doctor visits, meds prescribed, last dosage, any allergies, etc.
Drugs/Alcohol	N/A		
Probation officer	N/A		

**ADDITIONAL NOTES & SUGGESTIONS BY YOUTH**

# of Youth Interviewed:     \_\_ 2 \_\_

Ages of youth interviewed:   N/A

Length of time at this facility: 1) \_\_\_\_\_ 2) \_\_\_\_\_ 3) \_\_\_\_\_ 4) \_\_\_\_\_

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# Inspection Summary

\_\_\_\_\_  
Susan Moreno, Commissioner

**Next Inspection Recommended:** \_\_\_\_\_ **or**   X   **Annual Inspection**  
Date

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Mary Cone, Chairperson

cc: Honorable Judge of the Sonoma County Superior Court  
Commissioner of the Juvenile Court  
Probation Department, Chief of Probation  
Department of Social Services  
State of California, Community Care Licensing  
Juvenile Probation Director  
Facility Inspected