

Sonoma County Juvenile Justice Commission Facility Inspection Report

Facility Name:	TLC Child and Family Services – Phoenix House
Address:	On file
Phone	On file
Contact Person	Andy Day, Associate Director; Scott Matsuura, Social Worker; Marcos Leon, House Supervisor

J.J.C. Inspector(s)	Susan Moreno, Mary Cone, Manuel Lopez
Date of Inspection	10/18/2013
Date of Last Inspection	12/29/2011
C.C.L. Contact	Pauline Muntzer
Date of Last C.C.L. Inspection	9/16/2013

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

INSPECTED	S	N.I.	Comments
Grounds	x		Phoenix House sits on a large parcel of land next to an apple orchard. The parcel also includes the office, Journey High School and Orchard House. Coast House which houses the female residents is located elsewhere.
Building Exterior	x		Clean and well maintained landscaping.
Living Room	x		There are two common rooms, both with TVs. There is plenty of comfortable seating on chairs and couches, ample sturdy tables and light.
Kitchen	x		The kitchen is large with expansive counter space. Lots of cabinets above and below. Kitchen supplies (dishware, glassware, flatware) were adequate. A center island has cabinets below. The dining area includes a large table and benches able to seat 12 people at a time. Leftovers are placed in the refrigerator and dated for +3 days. If not eaten by the date, they are thrown out.
Bedrooms	x		There are 10 single-occupancy bedrooms. Each is roomy with a sturdy bed, desk, chair, drawers and closet. Each room can be personalized by the resident. Bed linens appeared to be in good condition and clean.
Bathrooms	x		There are two spacious bathrooms in each five room wing. Each bathroom has full size shower, basin and toilet. Porcelain fixtures are etched due to the high mineral content of the well water. While clean, some showers showed a buildup at the base of the walls and shower doors.
Fire Safety -Extinguishers -Smoke Alarms -Evac. Plan ?	x		The evacuation plan is posted in the laundry room. Three fire extinguishers are placed throughout the building – one opposite the kitchen near the front door and one in each wing where the bedrooms are located. Two of the extinguishers had been checked within the proper time; one was overdue. Smoke detectors were present in hallways and common areas. Corridors have emergency exits at the end and automatic emergency lighting. Fire drills are conducted 1/month and when new staff or residents arrive. Hallways and common areas are monitored by cameras and areas are visible via computer in the locked office.

Food	x		Weekly menus are posted and include lots of vegetables and healthy items. Fresh fruit is on the counter and available at all times. The cabinets, refrigerator, freezer and locked walk-in pantry had sufficient fresh food for a week. Sharps are kept in a locked cabinet within the locked walk-in closet and are inventoried twice daily.
Health Services	x		Health services are available on an as needed basis. Two MSWs who do case management, psych needs and residential meetings.
Medications	x		Meds are kept in the locked office and are triple locked – the med cabinet key is in a box with combination lock, the locked cabinet contains most meds plus the key to another box in the cabinet that contains the controlled substances. Daily doses are dispensed through a service window. Records are kept on each resident and each dose is recorded. A nurse/med coordinator does a weekly check. The med log was checked and was fine.
Recreation (on site)	x		Residents have access to bikes and baseballs and other sports items they may have.
Outings (off site)	x		Weekend outings include hiking, Scandia, movies, park, a visit to the pumpkin patch. On the day we were there they were going out for ice cream and then to look for Halloween costumes.
Education/ Classrooms	x		There is an on-site school and about 75% of residents attend that school. The other 25% attend public schools.
Mail/Phone			All residents can send and receive mail if deemed appropriate by the courts. Phone usage is determined by the courts.
INSPECTED	S	N.I.	Comments
Family Contact	x		Determined by the courts. For those residents who are eligible and depending upon points accrued and behavior, residents can earn up to 2 visits per month with family and/or friends.
Discipline	x		The program is understood by the residents. Discipline is enforced and points are earned and allowance is based on behavior and points earned.
Library	x		A variety of books are available in the common rooms. Residents also have their own books. Some residents share and borrow books.

ADDITIONAL NOTES

Approximately 50% of residents are in the foster care system, 50% are court placements. TLC recently received accreditation through the CA Alliance for Children and Family Services. All counselors are case managers and have backgrounds in therapy, psychology and/or education.

One resident room was missing a door but had a privacy curtain over the doorway. The walls in the closet had been kicked in in multiple places. All staff were aware and the issue was being monitored by a clinical social worker with the child involved with the decision making process. CCL (community care licensing) were aware the door was taken off and were aware of the situation.

When a resident goes AWOL, staff follows them to assure they are safe. Residents usually just walk away vs. run away, usually because the resident is frustrated or angry and needs to clear their head. Often the resident will return within 30 minutes. If the resident does not return, the Sheriff's Department is called and a missing persons report is filed. Perimeter checks are performed every 30 minutes. If it is felt that there is a safety issue with the resident, the local police are contacted. There has been only one incident reported in the last year.

All the furniture is of good quality and bulky.

The home was very clean and tidy. Our visit had been scheduled about a week prior to our visit date.

Resident rights are posted in the kitchen as are the weekly menus and work assignments.

Youth Interviews

TOPICS	S	N.I.	Comments
Evaluation of Program	x		Resident feedback was that the program is structured and rules are fairly strict and enforced. The program is “way better than most” according to one resident interviewed. When residents first arrive they are provided a packet of information and a rule book. New residents are assigned a mentor to help them acclimate.
Counseling/ Therapy	x		Counselors are helpful. Most residents see a counselor at least one a week. Residents interviewed knew what their own issues were and were working on them.
Physical Education	x		
Health Services	x		Available as needed.
School	x		Journey HS is on-site and 75% of residents attend. Feedback was that residents enjoyed the school because all the kids there had all been through similar situations. Teaching is more tailored to the student and residents feel they are able to work at a pace that suits them better than what public high schools offer. Students are checked for sharps and drugs upon returning from school. Shoes must be taken off and backpacks are left outside.
Food	x		The food is liked by the residents. Meals are homemade and balanced. While residents do not cook, they do have clean-up duties. Residents do not have input to the menus but feel what is served is good.
Snacks	x		Snacks are available. Fresh fruit is out at all times.
Library	x		Residents do take advantage of the books in the common areas but also have their own collection of favorite books in their rooms. Some share, some don't.
Chores	x		All residents have assigned kitchen chores which include dishwashing, mopping, sweeping, cleaning kitchen counters. On Mondays residents do deep chores like the windows or purge the old food from the refrigerator. On Fridays they do deep room chores like vacuuming and dusting. If you don't do your chores you are penalized with two hours of work detail (WD/consequences).
Money	x		Residents earn an allowance based on behavior, grades and consequences. Consequences accrue when assigned chores aren't done. Residents understand the procedures and enjoy having their own money to spend.
Mail / Phone	x		Residents send and receive mail.
Levels (privileges)	x		Residents at Level 1 have access to the phone and family visits. Level 2 and 3 residents have access to phone and family and friend visits.
Laundry	x		Residents do their own laundry 1/week. Product dosage is automatically pre-measured and controlled. 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		Residents understand the grievance process and feel overall that the process works.
Activities & Entertainment	x		Weekend outings include hiking, Scandia, movies, park, a visit to the pumpkin patch. On the day we were there they were going out for ice cream and then to look for Halloween costumes. Residents enjoy the group outings.
Program Length Understood	x		Residents understand why they are at TLC and what behavior modifications are necessary to help them earn the right to reside elsewhere.
Staff evaluation	x		Residents appeared to have a good rapport with the staff and vice versa. Residents

			felt they were approachable and understood them.
Discipline	x		The discipline policy was understood.
Allowance	x		Residents earn an allowance and extra points for extra work or positive behavior.
Clothes	x		TLC provides clothes for residents. Some residents bring clothes with them. The clothing allowance is sometimes inadequate. In these cases, staff and resident do an inventory and petition for additional money for clothes.
Medications	x		Residents understand their medication schedule and show up at the dispensing window to get their meds – which they take in the presence of staff.
Drugs/Alcohol	N/A		
Probation officer	N/A		

ADDITIONAL NOTES & SUGGESTIONS BY YOUTH

of Youth Interviewed: ___3___

Ages of youth interviewed: N/A

Length of time at this facility: 1) ___5 mos. ___ 2) ___5 mos. ___ 3) ___??___ 4) _____

Residents interviewed felt the facility was a very safe environment. Counselors do a good job of monitoring behavior and controlling escalating emotions.

Inspection Summary

Susan Moreno, Commissioner

Next Inspection Recommended: 10/2014 or ___ Annual Inspection

Hank Mattimore, 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