

Sonoma County Juvenile Justice Commission Facility Inspection Report

Facility Name:	TLC Child and Family Services – Orchard House
Address:	On file
Phone	On file
Contact Person	Scott Matsuura, Social Worker, Elizabeth Barone, Facility Mgr., Andy Day, Associate Director

J.J.C. Inspector(s)	Susan Moreno, Jody Edwards
Date of Inspection	12/9/2013
Date of Last Inspection	12/29/2011
C.C.L. Contact	Pauleen Muntzer
Date of Last C.C.L. Inspection	12/13/2013

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

INSPECTED	S	N.I.	Comments
Grounds	x		Grounds are well-maintained and nicely landscaped.
Building Exterior	x		Building was well-maintained and showed no evidence of neglect.
Living Room	x		Large sitting area with numerous sofas, bookcases with many books, computer and desk, and a TV that is always accessible but password protected, and a DVD player. Ample tables and lighting. Furniture is sturdy and comfortable.
Kitchen	x		Large spacious kitchen with ample cooking equipment, utensils, and dishware. Two freezers contain dairy products, protein, and breads.
Bedrooms	x		Capacity is 10 residents, eight single rooms each with sturdy bed, desk, bedside table and lamp. Two are shared rooms. Who has a roommate and how they are paired is determined in conjunction with the social worker and is based on referral and need. Residents are able to personalize their room with posters and personal items. Residents are allowed to have small animals if the privilege is earned. All bedrooms were inspected except for one where the resident was sick. All beds were made but the state of the rooms varied.
Bathrooms	x		All four bathrooms were kept clean by residents as part of their weekly chores. One bathroom had a broken window which was reported. The JJC inspector was told by the supervisor that the repair of the window was on the list to be repaired.
Fire Safety -Extinguishers -Smoke Alarms -Evac. Plan ?	x		The evacuation plan is posted and easily visible. Smoke detectors were in all common rooms and hallways. Extinguishers were placed in sight along the corridor of each bedroom wing and by the kitchen. All had been inspected in April 2013. A hard-wired, lighted fire alarm and exit sign is on backup power system in case of a power outage.
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. Residents help with food preparation. Multiple freezers store bread, dairy products, protein and some vegetables.
Health Services	x		Health services are available on an as needed basis. Two MSWs who do case management, psych needs and residential meetings. All counseling and therapy are provided on-site.
Medications	x		Medications are triple-locked in a cabinet. Psychotropic drugs are kept in a locked box inside the locked cabinet. Meds are administered multiple times per day. Residents know their schedules and show up for their dosage. 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		On-site recreation is available. Some residents have their own bikes but don't usually share with others. A gym membership was available previously but is no longer available. Some residents do laps or yoga.
Outings (off site)	x		Residents have weekly outings which include going to a movie, to the beach, for a drive, to the mall or ice rink. Residents are encouraged to get out and have fun.
Education/ Classrooms	x		Residents attend the Journey HS, the on-site school.
Mail/Phone	x		Residents have access to the phone which is located outside the house office. They must obtain permission to place a call to contact friends. The phone itself is a standard chord phone. The phone arrangement does not allow for the resident to conduct their calls in a more private, less trafficked area. Incoming and outgoing mail is not checked by staff, but incoming mail must be opened in the presence of staff to assure nothing is smuggled in.
INSPECTED	S	N.I.	Comments
Family Contact	x		Home visits are available to residents when permitted by the court. Many residents in Orchard House have weekend passes.
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. If a resident is on options they have an earlier bedtime and their privileges to watch TV, use the computer and phone for contact friends is revoked. They may use the phone only to contact family.
Library	x		Ample reading material is available. Residents also have their own reading materials.

ADDITIONAL NOTES

TLC Orchard House is a transitional residence geared to youth who are approaching aging out or who are preparing to transition back into an independent living environment. Some residents come to Orchard House through the foster care system. A few are on probation. Some are there as private individuals who are part of the educational mental health services (EMHC) program or Aid to Adoption where adopted families get services.

Significant emphasis is placed on aiding residents to think independently and to learn to make sound decisions about what they do and how they do it for a more successful independent living experience.

Resident's rights are posted in a visible location as is the JJC hotline sheet.

Two to three staff members are on-site at all times.

TOPICS	S	N.I.	Comments
Evaluation of Program	x		As part of the intake procedure, residents are provided with reading material that outlines the discipline policy, chores, etc. Upon arrival the new resident is assigned a peer advocate to assist in their transition in.
Counseling/ Therapy	x		Counseling and therapy are provided on-site and most residents see a counselor at least once a week. Residents interviewed knew what their own issues were and were working on them.
Physical Education	x		It appeared that there was limited access to physical activities.
Health Services	x		Available as needed.
School			Residents attend Journey High School which is on-site. An example of their daily routine is to rise, dress and have meds by 7:45, be ready for school at 8:15, return home shortly after 3:00, 20 minutes of transition time, snack, dinner at ~ 6:00, chores, transition time (homework is usually done at this time), free time, ~ 8:00 meds. Bedtime is determined by levels – level 1 @ 9:30, level 2 @ 10:00, level 3 @ 10:30. Residents on options have a 9:30 bedtime.
Food	x		Residents have some input to the dinner menu and assist in food preparation as part of their chores. Breakfast and lunch adhere to USDA guidelines. A copy of the weekly menu was obtained. The dinner menu offers a balance of protein, fresh vegetables, fruit and carbohydrates.
Snacks	x		Snacks include fresh fruit and personal or provided snacks.
Library	x		Ample reading material is available. Residents also have their own books and magazines.
Chores	x		Points are earned for things like keeping their room clean and tidy, helping in the kitchen, etc. They receive a weekly assignment. Residents receive \$1.25 per chore. When a resident receives extra points, they can do extra chores for additional money.
Money	x		All residents earn a base allowance which is increased through earning points for chores done and positive behavior.
Mail / Phone	x		Residents have access to the phone to call family at any time or, with advance permission, to call friends. If on options, phone privilege is revoked.
Levels (privileges)	x		Residents understand the rules and how points are accumulated. When rules are not followed or a resident has a discipline issue, they are placed on options and privileges are revoked.
Laundry	x		Residents do their own laundry on a weekly basis. Bedding is changed weekly and there are ample bedding and bath linens. Some residents provide their own bedding. Laundry 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 policy and feel comfortable raising issues with staff.
Activities &	x		Weekend outings include hiking, movies, park, mall. Staff considers the weekend outings an important element of the social balance for the residents. Some residents

Entertainment			receive passes to go home on the weekends.
Program Length Understood	x		Residents understand that Orchard House is the gateway to becoming independent. They appeared to grasp the importance of the opportunity and are anxious to work hard and become self-reliant and successful. They understand the levels and feel they are fair.
Staff evaluation	x		Residents feel staff is approachable, supportive, and receptive to discussing issues.
Discipline	x		Consequences are applied when a resident does not follow the rules. When an issue occurs and consequences are applied, the resident may not feel it is fair but they understand why consequences are applied.
Allowance	x		Residents receive an allowance and additional monies and privileges are earned through positive behavior, doing chores, and helping out.
Clothes	x		Residents provide their own clothes but when a resident is in need of undergarments or other necessary items, TLC does a clothing inventory and takes the resident shopping for what is needed.
Medications	x		Meds are administered at regular intervals throughout the day. Residents are familiar with the schedule and show up at their designated time to receive their meds. Meds are taken in the presence of staff.
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) 11 mos. 2) _1 yr, 10 mos. ___ 3) ___ 4) ___

Both residents interviewed were preparing to transition out and were looking forward to their independence. As we have witnessed in our inspections of other Sonoma County group homes, many residents have been bounced around from out of County group homes or facilities, foster care, home or a relative's home and have found that Sonoma County group homes have proven to be the best environment for helping them to become positive, independent contributors once they are transitioned out to home or the community.

Residents feel the environment is a good one with staff that is supportive and receptive to conversation and discussion of issues. When an issue arises, it is mediated by an independent party and issues are worked through.

Journey School offers small classes with enhanced focus on individualized learning.

A reward system is used as motivation for positive behavior. A point sheet is used with a maximum of 50 points per day. At the end of the week points are tallied. If less than 2 points are taken in a week resident can get tickets. If > 2 points per week, no tickets are issued. Points are lost for being disrespectful, swearing, iPod use without permission, receiving OTI (detention) daily. If a resident loses 3 points before lunch, they get OTI.

Residents can reach Level of Excellence by not receiving more than 2 points for a two week period resulting in "good rewards."

Residents of Orchard House are encouraged to get a job to enable them to become more self-reliant.

Inspection Summary

Next Inspection Recommended: 12/2014 or x Annual Inspection
Date

Susan Moreno, Commissioner

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