

Sonoma County Juvenile Justice Commission Group Home Inspection Report

Facility Name:	TLC Orchard House
Address:	On File
Phone	On File
Contact Person	Andy Day

J.J.C. Inspector(s)	Jane Person Cathy Brooks
Date of Inspection	April 20, 2018
Date of Last Inspection	March 16, 2016
C.C.L. Contact	Pauline Muntzer/Megan Mullen
Date of Last C.C.L. Inspection	Most recent CCL interaction February 18, 2018 for a comprehensive psychotropic medication audit. The annual inspection was in September, 2017.

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

Action

INSPECTION	O	S	N.I.	Comments (required if "N.I." is checked)
Grounds		X		Grounds attractive—Orchard House shares the grounds with TLC Administrative Offices, Journey High School, Counseling Offices, and Phoenix House. Grounds were green from recent rains. Plants healthy and added to the welcoming feeling. Noted an adult was working in the garden next to Orchard House. There is ample outdoor area for recreation.
Building Exterior		X		Well kept.
Living Room		X		Living room is pleasant with adequate furniture for all residents to be seated at one time. Additionally there is a second sizable room with good seating space. Currently there is a piano, pool table, guitar, and other musical instruments. Both rooms have TVs and a computer is available.
Kitchen/Dining		X		The kitchen is airy and bright. At the time of the inspection, both staff and residents were preparing dinner. A bowl of fruit was seen which is available at all times for the girls. The refrigerator was filled with food—including fruits and vegetables. The handle to the refrigerator is broken off and needs to be replaced as soon as is possible. But the refrigerator was opened easily without the handle. There is a large table in the kitchen that serves as a communal dining place. There is space and chairs for all of the residents to eat at the same time.
Bedrooms		X		The house has eight bedrooms. Cameras monitor the bedroom hallways. Currently there are eight girls in residence so sharing a room is not necessary. However at the time of our visit, two girls had asked to share a room and were doing so. Two of the bedrooms are set up to accommodate 2 girls if needed and appropriate. Orchard house is licensed for 10.
Bathrooms/Laundry		X		There are two bathrooms. At this time 4 girls share each. Only one girl at

			<p>a time is allowed in a bathroom. The bathrooms were well maintained and clean.</p> <p>There is also a laundry room. It is equipped with a washing machine and dryer. Soap is available which is not caustic—i.e. safe. Cabinets in the laundry room contain linens—sheets, towels, and comforters. Each girl is assigned a day to do her own laundry. She may pick out sheets and towels that are pleasing to her.</p> <p>The laundry room was spotlessly clean.</p>
Fire Safety --Extinguishers		X	There are two extinguishers—one in the bedroom hallway and one in the kitchen-dining area. Both were inspected April 2017 and are due for inspection this month.
Fire Safety --Smoke Alarms		X	Smoke alarms are visible on ceilings on all rooms and hallways.
Fire Safety --Evacuation Plan		X	There is an evacuation plan on each of the doors leading outside.
Food		X	The girls and staff plan, shop, and prepare meals. We saw them making chicken enchiladas and salad. Part of the program for the girls is learning how to take care of themselves in the world they will soon be entering--outside family and group home. They participate in the Independent Living Skills Classes—mandatory for all Sonoma foster and group home youth over 15 ½ years. This is a large group class. At Orchard House they put the skills in practice including food planning, shopping and preparation and cleaning up.
Emergency Supplies		X	There is a room off the Kitchen that serves as a pantry and secure spot to lock up knives and other sharps. The knives and sharps are in a locked safe in that room. They are counted every night.
Health Services		X	Each resident receives a physical exam within the first thirty days of placement. Dental exam are available and provided.
Medications		X	<p>Medications are double locked—locked office and locked cabinet. Narcotics are triple locked in a locked safe within the locked cabinet. Each girl has an AM file and a PM file with medications she is to take in the morning and at night. Additionally there is a binder with a list of the meds that the girl takes and the time taken—it is double logged.</p> <p>The residents cannot enter the medication room. Rather they receive their medicines through an upper Dutch door to the medication room. They come to the Dutch door at the assigned time with a glass of water and take the meds in front of a staff person trained to distribute the meds.</p> <p>Medications are counted each evening by staff.</p>
Counseling		X	All of the residents receive individual and group counseling. Treatment modalities include peer, individual, family, crisis intervention, substance abuse, anger management, and peer resolution. Two counselors are on staff. They develop a treatment plan with each resident and assist in the implementation of that plan.
Recreation (on site)		X	The girls have access to a smart TV, computer (based on the level they have reached), books, and board games. Currently the girls are especially interested in dancing. This dancing can serve as part or all of the required 30 min of exercise per day.

Outings (off site)		X	<p>Outings include trips to the mall, movies, coffee cafes, swimming in the summer, snow trips in the winter. One staff was recently reassigned to be in charge of nature/outdoor trips. She is planning a camping trip to the Eel River the week after school is out for the summer. About 8 youth from the three TLC homes will be able to participate depending on their interest and behavior. The outdoor outing program is to be enhanced by having a staff position devoted to it.</p>
Education & Classrooms		X	<p>Currently 6 of the 8 residents are attending public school. 2 are at Journey High School. Journey High School has a capacity of 30 students. At this time about half of the students attending are from the community and half from TLC.</p> <p>Journey High School was not inspected nor was the quality of the educational program a focus of this report.</p>
Mail/Phone		X	<p>Girls are allowed to have cell phones once they are on level 2. Level 3 girls can have their phones from the time they get home from each day's activities until bedtime. Level 2 can use a cell phone for one hour per day.</p> <p>Additionally if a youth needs the safety of a phone i.e. taking the bus to work—they can have their phone. Staff encourages family to keep the phones at home until their child reaches level 2.</p>
Discipline		X	<p>The bottom line in discipline is the safety of the minor and housemates. Discipline procedure is progressively based on a hierarchy of interventions beginning with the least intrusive—a verbal cue to more intrusive. Punishment is avoided. Rather the girls are presented with logical and short-term consequences for unacceptable behavior.</p> <p>TLC has designed its own emergency behavioral interventions program that has been certified by State Licensing. TLC Intervention Techniques focus on many ways to intervene with an escalated child without needing to go hands on.</p>
Chores/Allowance		X	<p>Each resident is assigned chores within the house. Such chores might include the food preparation already mentioned, cleaning shared areas including bathrooms and laundry room. Each girl is responsible for the cleanliness of her own room. Allowances are provided depending on the level and amount of time taken by the chore. There is a base allowance per week of \$1 if no work is done. If a girl is employed the use of the moneys earned is negotiated. For example if a girl earned \$20 per week—All of that money might be available to her. However if she worked and earned several hundred dollars, part of that money might go into her savings. Additionally staff tries to work with the parents, so that what is a plan in the group home is similar to what the parents think a plan would be once the child returns home.</p>
Current Residents			<p>Currently there are 8 girls in residence ages 14 to 19. One is an AAP placement, four are Dependents of the Court, one is a Kaiser pay and EARMS placement, and two additional girls are EARMS. Two girls are from Sonoma. The rest of the girls are from other counties as far north as Shasta and as far south as San Luis Obispo. The longest placement of a current resident has been one year. Average length of stay is 7-9 months. TLC is known for being a lead in the treatment of LGBTQI.</p>

Staff				43 Staff provide direct care for the three TLC group homes. In the last year there have been 12 separations—6 of those were part time/relief staff.
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ADDITIONAL COMMENTS

TLC has a new Executive Director—Susan Fette. She replaces the long term Executive Director and Founder of TLC, Jim Galsterer who recently retired. Andy Day believes the hiring within the agency now is significant in that TLC has a history and culture that is part of its success. Ms Fette has been an employee of TLC in multiple capacities and, as such, is a holder of the TLC values. The transition to new leadership has been accomplished smoothly and skillfully.

Implementation of AB 403 continues. The agency is in the process of determining if they will become a STRP or remain a foster home or, as a third alternative have one home as a STRP and two as foster homes. If TLC remains a foster home, they will not be able to accept minors who are court dependents. They will be able accept minors with Educational Related Mental Health Services—i.e. educational placements since AB 403 does not affect those children. There is still a question of whether AB 403 covers children needing placement due to adoption issues. TLC has three children in placement under private pay—parents are paying for the placement. Also just this month TLC has signed a contract with Kaiser for Kaiser to pay for a child’s placement.

In June 2013 TLC became Nationally Accredited through the Joint Commission on Accreditation, that is the highest level of oversight possible. TLC was re-accredited in June 2016.

YOUTH INTERVIEWS

ADDITIONAL NOTES & SUGGESTIONS BY YOUTH

Of Youth Interviewed: One

The resident has completed high school. She continues to work her program to be prepared to leave residential care. She is anxious to return to her county of residence. When asked what she wants to be doing in 2 years, she hopes to be going to college. She would like to study psychology. She was employed nearly full time over the holidays but says she had some health concerns and needed to quit the job. She is hopeful of working again soon.

She likes that her case plan is specific to her. She says each of the girls have different plans which makes sense to her. What she would like to see different at Orchard House is having a house for the older girls and one for the younger girls.

I spoke briefly to a second resident. She was wrapping her wrist and hand with tape. When asked she told me that the wrap was used for her boxing class. She takes a one-hour class and wishes it was longer. Staff informed me that her boxing class is paid for through moneys designated for enhanced services.

Other girls were seen coming and going. One left for a weekend visit with her family while we were present. The girls that were seen were dressed appropriately and seemed full of energy. They looked busy.



Inspection Summary

At a time when implementation of AB 403 and a retirement of the founder and long time Executive Director are occurring, TLC's Orchard House continues to provide thoughtful and therapeutic treatment to the youth the program serves. The physical structure of the facility was found to be safe, clean, and well maintained. Orchard House is currently serving girls ages 14 to 19 from Social Services, EARMS, AAP, and private pay. Additionally recently Orchard House and Kaiser signed a contract to serve one girl through Kaiser funding. In the age of AB 403, TLC is thoughtfully processing continuing implementation of AB 403.

Jane Person, Inspection Commissioner

Next Inspection Recommended: _____ or X Annual Inspection

Cathy Brooks, Inspection Commissioner

Mary Cone, Chair/Report Review

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

Revised 12/2017