

## 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, Richard Miller, James Weathers
Date of Inspection	7/15/2014
Date of Last Inspection	10/18/2013
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 approximately one acre of land surrounded by orchards and vineyards. Orchard House, Journey High School and the TLC Office are located on the same property. Female residents are housed at the Coast House which is located off site.
Building Exterior	x		All buildings at this location appeared to be well maintained. Clean exteriors with no excessive wear. Grounds were well groomed and flowering plants added to the overall pleasant atmosphere although some weeds were noted in the area that paralleled the walkway to the front door of the office.
Living Room	x		There are two large common rooms furnished with comfortable chairs and couches, which should be more than adequate for the 10 residents currently staying at Phoenix House. Both areas have television sets and one has a billiard table for the residents' use.
Kitchen	x		<p>The kitchen area is large and open with considerable counter and cabinet space. Kitchen supplies such as glassware, dishware and utensils (forks and spoons) seemed adequate for current population. The dining area is immediately off the kitchen and can seat 12 persons comfortably. The kitchen and dining area were clean however there was a small leak under the sink with some mold that might have been the cause for the strong odor noted in the kitchen area. The House Supervisor noted this and indicated it would be corrected in the near future. The area was sanitized immediately and a work order prepared while we were on-site.</p> <p>Policy requires that leftovers are dated and if not consumed within three days, they are to be thrown out. There were no leftovers with expired dates in the refrigerator at the time of this visit. Most spices and condiments were stored in kitchen cabinets; however, certain spices, which might be used for recreational drug purposes, are locked in the pantry.</p> <p>The handle of the pot of chili cooking on the stove extended over the edge of the</p>

			stove, which could cause a potential hazard.
Bedrooms	x		There are five single occupancy bedrooms in each of the two wings of the building. Each of the rooms is furnished with a bed, desk, chair, chest of drawers and closet. Residents may individualize their rooms, however, inappropriate decorations or posters are not allowed.
Bathrooms	x		Each five-room wing contains two large bathrooms with full size shower, basin and toilet. Previous inspections noted that porcelain fixtures were discolored. This has been corrected and the fixtures actually looked quite new.  The facility utilizes of an outside service to deep clean the bathrooms and common areas on a regular basis.
Fire Safety -Extinguishers -Smoke Alarms -Evac. Plan ?	x		There are three fire extinguishers located in the building. One is located next to the front door and one in each of the wings where the bedrooms are located. All are easily accessible from the kitchen and common areas. All of the fire extinguishers had up to date inspections and were appropriately charged.  There are smoke detectors in the common areas and hallways. The evacuation procedure is posted in the laundry room and policy requires that fire drills be conducted once a month and whenever new staff or residents arrive.  Corridors leading to exits are wide and free of obstructions that might impede evacuation. They are equipped with emergency lighting in case of power failure.
Food	x		Menus for the week are posted on the bulletin board additionally a record of the meals prepared are kept centrally. The records and menus reviewed indicated that the meals met USDA nutritional guidelines.  Fresh fruit is available at all times on the kitchen counter.
Health Services	x		Health services are available on an individual as needed basis by medical social workers, psychiatrist and registered nurse.
Medications	x		Residents' medications are dispensed daily (or as needed) through a single service window from the locked office. Records for each resident are kept in a ledger and updated with each dose given out. Access to all medications requires negotiating at least two separate locked boxes with and addition secure locked box for controlled substances.  A weekly reconciliation of all meds is done.  Residents receive their meds from the dispensing window and take them in the presence of a staff member. Each person receiving medication has his own glass and drinks a full glass of water when taking his medication.
Recreation (on site)	x		Residents have access to a variety of games, books, and other recreational items such as softballs, basketballs etc. in addition to computer access. One day-room now contains a billiard table for resident's use.
Outings (off site)	x		Outings include such things as hiking, visits to Spring Lake, movies and fishing trips.
Education/ Classrooms	x		There is an onsite school which eight of the ten current residents attend; the other two will attend public school when it is in session.
Family Contact	x		Determined by the court .

Discipline	x		The discipline policy is explained to all new residents and is posted prominently on the bulletin board.
Library	x		A variety of paperback and hardback books are provided by the facility. In addition residents may have their own books.

**ADDITIONAL NOTES**

At the time of the last inspection it was noted that one resident room was missing its door and had a curtain over the doorway. This has since been corrected. Staff indicated that it is policy to repair damage to the facility as soon as possible so that residents may take pride in the facility and don't get the idea that it is ok to damage it. As a temporary fix the bulletin board was recently moved from its normal place near the front door to the kitchen area to cover a hole in the wall made by one of the residents.

While it is the goal of staff to facilitate residents' movement into the public school setting when appropriate, many of the residents have expressed the desire to continue attending the onsite campus. Sometimes the transfer to the public school system works out and sometimes it doesn't. Many residents have not had a positive experience in the public school setting.

The in-house grievance procedures as well as the procedure for filing complaints with the Juvenile Justice Commission were posted on the bulletin board. However, the temporary placement of the bulletin board makes the JJC "Pink Card" somewhat difficult to read since it is near the top of the board and hence very near the ceiling.

Over all the facility was neat and well kept. Furniture was comfortable and apparently of good quality and in good repair.

There are five closed circuit cameras monitoring the day rooms, kitchen and dining areas and the corridors in each of the wings. The monitor is located in the locked staff room. The eating area and day rooms are easily visible from the kitchen.

Residents are to do their own laundry once per week. Correct amounts of detergent are premeasured and automatically dispensed. All cleaning and laundry products not in use are controlled and kept in locked cabinets.

Staff to resident appears to be very good. There were four staff and four residents present when we arrived and two additional staff members who had been on an outing with four kids arrived during our visit. Two residents were on home visits.

**Youth Interviews**

TOPICS	S	N.I.	Comments
Evaluation of Program	x		This resident indicated that he had been in the home for approximately two weeks and was extremely negative through out the interview. Policy is that when residents first arrive they are given a packet of information as well as a rulebook. New residents are assigned a mentor to help them acclimate. Some like the program and some don't, especially newly arrived residents, which may have not had adequate time to adjust to their new surroundings. Resident indicated he did get this packet but no one discussed it with him.
Counseling/ Therapy	x		This resident was aware of his personal issues but indicated that he hadn't received any counseling as yet.

Physical Education	x		No P.E. classes .
Health Services	x		Available
School	x		No current classes. Summer break. Has never liked school.
Food	x		Food is OK but boring.
Snacks	x		Snacks and fresh fruit are available in the kitchen area.
Library	x		Prefers to watch television although books are available.
Chores	x		Chores are posted.
Money	x		
Mail / Phone	x		Phone available for residents use but wants to use his own cell phone but can't afford to activate it.
Levels (privileges)	x		Residents receive different privileges based on their time at the facility and their ongoing behavior. Resident feels that time at facility should not be a factor in amount of allowance.
Laundry	x		Residents are to do their own laundry once per week. However if they refuse, it is done for them. This resident has never done his own laundry.
Grievances	x		Resident is aware of grievance procedure and has already filed one grievance.
Activities & Entertainment	x		Prefers watching television
Program Length Understood	x		Resident stated his length of stay depended on when his sister is able to relocate and take him into her home.
Staff evaluation	x		Doesn't feel staff is approachable. "They don't even talk to each other"
Discipline	x		Aware rules are posted on bulletin board.
Allowance	x		Enjoys having his own money to spend although objects to the tier system and feels the basic allowance should be the same for everyone.
Clothes	x		Residents receive their clothes from the facility or in some cases bring them from home. This resident brought some clothes from home
Medications	x		
Safety	x		Residents stated that they did not feel at all physically threatened in the facility.

**ADDITIONAL NOTES & SUGGESTIONS BY YOUTH**

# of Youth Interviewed:     \_\_1\_\_

Ages of youth interviewed: 1) \_\_\_\_\_ 2) \_\_\_\_\_ 3) \_\_\_\_\_ 4) \_\_\_\_\_

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

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## Youth Interviews

TOPICS	S	N.I.	Comments
Evaluation of Program	x		Youth has been in facility for only 4 months. They would rather "be home".
Counseling/ Therapy	x		States that there are staff that can be talked too if things are wrong, or they have problems.
Physical Education	x		Has recently gone to the gym and this is something offered a couple of times during the week.
Health Services	x		
School	x		Currently on summer break. Does not like school, favorite subjects being science and history. Would rather be at home and in public school.
Food	x		"Plenty" when the food choices are not to liking there is access to snacks that are his.
Snacks	x		3 bowels of apples and other fruit were on counter
Library	x		Books and magazines are available
Chores	x		While this client did not like doing chores, they get done anyway. The client rather does chores at home. Acknowledged that chores are posted.
Money	x		States "no comment"
Mail / Phone	x		Can use phone when needed and while commissioner was present client went to staff and asked to make call which was granted and they assisted with making call. States only gets to use phone 5 minutes a day.
Levels (privileges)	x		
Laundry	x		
Grievances	x		Aware that there is a process to file complaints. Was not aware that could contact JJC
Activities & Entertainment	x		Currently on summer break. Participates in activities when the client feels like it. Enjoys playing video games on house computer and other video equipment. Client wants to be a game programmer when released
Program Length Understood	x		This was biggest area of concern for this client as it is felt that the stay is too long and the promises of returning home have not been kept. Client stated, "I need a regular childhood".
Staff evaluation	x		The client considered the staff "ok". Most concerns about being "lied to" were linked to outside staff and not group home. Expressed positive comment for group home staff.

Discipline	x		Aware of rules..."They are posted."
Allowance	x		
Clothes	x		
Medications	x		While dislikes the idea of medication does state delusions are in better control.

**ADDITIONAL NOTES & SUGGESTIONS BY YOUTH**

# of Youth Interviewed:     \_\_1\_\_

Ages of youth interviewedv: 1) \_\_\_\_ 2) \_\_\_\_ 3) \_\_\_\_ 4) \_\_\_\_

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

**Inspection Summary**

Facility meets or exceeds standards for group homes.

\_\_\_\_\_  
Signature of Commissioner

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

Date

\_\_\_\_\_  
Chair, Juvenile Justice Commission

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