

Juvenile Justice and Delinquency Prevention Commission San Mateo County, California

Group Home Inspection

Facility Name: Canyon Oaks Facility Capacity 12

Address: 400 Edmonds Dr., Redwood City Current Population: 10

Contact Person: Vivian Aizpuru, Mental Health Program Specialist, Annual Population: 18

Victoria Valencia, Supervising Mental Health Clinician- tour by Kaselah Crockett

Phone Number: 839-1810, ext. 225 - 'vaizpuru@smcgov.org'

Date of this Inspection: August 25, 2014

Date of Last Inspection: September 4, 2013 (JJPC inspection)

Commission Inspection Team: Margot Rawlins and Michael Stark

Presiding Juvenile Court Judge: Judge Clifford Cretan

Major Concerns, Observations, and Recommendations

This facility is clean, well-organized and managed. The young people seemed satisfied overall with the home although we did not have a chance for any in-depth conversations with the young people. The staff, processes and procedures seemed to be very responsive to the needs of the youth.

Fire Inspection Report: Yes No Date: June 16, 2014

Health Department Report: Yes No Date: They do not need one because they fall under Community Care Licensing regulation.

Miscellaneous: _____

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Areas Reviewed

Quality of Life

- Physical Plants
- Meals/Nutrition
- Mental Health
- Physical/Dental Health
- Religious Services
- Volunteer Involvement
- Visiting
- Other: _____

Programs

- Education
- Vocational/Employability
- Community Service
- Individual/Group Counseling
- Substance Abuse
- Other: _____

Persons Interviewed

- Minors
- Director
- Youth Supervisor/Staff
- Food Services Staff
- Other: _____

General Information

Stated purpose of facility: To provide in-county care to youth with mental health needs to order to insure access to community and familial support.

Type of operating license: CCL licensed

License number: 415 600309

Most recent licensing inspection: Uncertain because there are a variety of inspections. This information can be found thru CCL, but the license is up to date.

Rating level: 14

Target population of juveniles: dependents and wards of the court

Age range of juveniles: 13 - 21

Juveniles' home counties: San Mateo County residents only

Pre-Plan for Emergencies: Yes No Date of Last Drill: July 10, 2014

Comments Drills are held once a month and involve response by staff and youth

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Staffing

Describe staff specialties: There is a psychiatrist on premises 10 hours a week and on-call other times; mental health nurse intern on rotation; two FT therapists; one PT AOD therapist; one FT occupational therapist; one FT art therapist; one FT cook; one FT medical office specialist; one program specialist; 17 FT counselors; 15 on-call counselors

Describe staff including numbers, background, ethnicity, language: There is almost always someone on staff who speaks Spanish. No other languages are spoken by staff. There is racial diversity of staff.

Educational requirements for Staff: All staff must have a BA or AA with substantial experience in the field.

Training provided for staff: initial training of 40 hours of crisis communication and safety, shadowing, medications, etc. After that, 20 hours/yr continuing ed.

Staff to minor ratio: Awake greater than 1:1 Sleeping 1:2

How is staff backup handled during grave-yard shift? Vivian and Victoria share being on-call

Describe staff turnover, including frequency and reason: Very low turnover. Usually because people go back to school or are promoted to other positions in the county.

Describe general staff and minor interactions: They seem very comfortable together, there is a sense of warmth and of trust.

Conditions of Grounds and Building Exterior

Give a general description of the property: The property is nestled at the bottom of a hill next to the fire department. It is quiet and pastoral.

Give a general description of the main facility including housekeeping and sanitation: The main facility is clean and well-maintained.

Lawns: Acceptable Unacceptable: n/a

Playing Fields: Acceptable Unacceptable: n/a

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Blacktop: Acceptable Unacceptable: The blacktop is in good condition with a nice basketball hoop.

Roof: Acceptable Unacceptable: _____

Drains and Gutters: Acceptable Unacceptable: _____

General Appearance: Acceptable Unacceptable: _____

Condition of Interior of Building

Walls: Acceptable Unacceptable: _____

Paint: Acceptable Unacceptable: _____

Floors: Acceptable Unacceptable: _____

Ceilings: Acceptable Unacceptable: _____

Drains: Acceptable Unacceptable: _____

Plumbing Fixtures: Acceptable Unacceptable: _____

Air Vents/Heating/Windows: Acceptable Unacceptable: _____

Smoke Alarms: Acceptable Unacceptable: _____

Storage of Cleaning Fluids/Chemicals: Acceptable Unacceptable: _____

Recreation/Sports Equipment: Acceptable Unacceptable: _____

Hallways Clear/Doors Propped Open: Acceptable Unacceptable: _____

Sleeping Rooms: Acceptable Unacceptable: _____

Beds Acceptable Unacceptable: _____

Art, Books, Personal Items Allowed in Rooms: Acceptable Unacceptable: _____

Graffiti Present: Acceptable Unacceptable: no _____

Ample Blankets: Acceptable Unacceptable: didn't notice _____

Study Area: Acceptable Unacceptable: _____

Adequate Lighting: Acceptable Unacceptable: _____

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Temperature: Acceptable Unacceptable: _____

Orientation of Minors

What is the intake process for the facility? Delinquent youth are interviewed at YSC and brought to Canyon Oaks by probation office and/or parent. Dependency youth may come through HSA or a parent. Youth are told about their rights, rules and policies and parents and youth are given a robust handbook.

Are minors oriented to the house rules and procedures?: Yes No Explain:

Are house rules and grievance procedures posted?: Yes No Explain:

What is in place to ensure that these rules and procedures are understood by minors? They have a copy of the handbook and can ask staff at any time.

Are clothing and possessions inventoried on arrival and departure? How are juvenile's clothing and possessions protected or stored? Yes they are inventoried and any valuables are keep on the young person's shelf in a locked closet accessible only by staff. Individual toiletries are also protected.

Interviewed Minors: Yes No Details: We ate with two boys. One of them had just been brought over that day from the hall and he was impressed with what he had experienced so far. The other one was very quiet and did not interact well. Many of the young people were on an outing and were not there.

Meals/Nutrition

Kitchen: Acceptable Unacceptable: _____

Do the youth share in preparation of meals?: Yes No Details: They are not required to, but may help if they wish to.

Are meals served family style?: Yes No Details: _____

Are minors permitted to converse during meals? Yes No Details: There was much laughter from the table where the girls were sitting.

Are staff present and supervising during meals? Yes No Details: Some staff were eating with the youth and others were just around chatting

Are weekly menus posted? Yes No Details: didn't notice

Are servings ample, nutritious, appetizing? Yes No Details: _____

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Weaker minors protected from having food taken from them? Yes No Details:

We did not ask about this, but with the number of staff supervising, I cannot believe this would be a problem. There were about six youth there and four staff members.

Are snacks and beverages available? Yes No Details: Fruit whenever they want it.

How do you meet special nutritional needs? The chef handles special needs on an ad hoc basis.

Length of time allowed to eat: 30 minutes, ample time for at least one youth to have seconds

Mealtimes

Breakfast: Lunch: Dinner: 5:30

Comments: _____

Personal Appearance of Minor

Appearance: Acceptable Unacceptable: _____

Showers (frequency, privacy, supervised): Acceptable Unacceptable: daily wiith adequate supervision to ensure privacy

Condition of clothing (clean, fit, etc.): Acceptable Unacceptable: _____

Clothing appropriate to current weather: Acceptable Unacceptable: _____

Comments: _____

Programs

Recreation (type, amount, etc.): Acceptable Unacceptable: Plenty of games, books, videos, etc.

Exercise (daily schedule, amount, etc.): Acceptable Unacceptable There are three movement groups, low impact once a day, 45 minutes daily of yoga, basketball, Wee, etc.

Access to Religious Services: Acceptable Unacceptable: most youth go with their families, but staff is available to take them if necessary

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Access to Medical Services: Acceptable Unacceptable: The staff psychiatrist is also a pediatrician and provides consultation and advice.

Access to Mental Health Services: Acceptable Unacceptable: _____

Individual Counseling: Acceptable Unacceptable: The youth get one session per day of individual and one of group.

Group Counseling: Acceptable Unacceptable: _____

Substance Abuse Counseling: Acceptable Unacceptable: _____

Victim Awareness Classes: Acceptable Unacceptable: They do not have separate classes on this or the next three topics, but these things are covered in group counseling and activities.

Gang Awareness Classes: Yes No Details: _____

Sexual Harassment Classes: Yes No Details: _____

Parenting Classes: Yes No Details: _____

Vocational Classes: Yes No Details: The occupational therapist works with each youth.

Work Program: Yes No Details: There are work programs available through the school.

Other: _____

Discipline of Minors

Describe the discipline process of minors: The staff mostly uses verbal prompts and may ask the youth to find some quiet space to reflect. If the youth becomes totally non-compliant, staff may ground the youth for a short time.

Grievances

Grievance Process: Acceptable Unacceptable Details: Youth ask for forms and submit written grievance to counselor. Youth may ask for a form from any staff member, day or night. The form is submitted to the mental health program specialist who will review it with the youth. It may then be

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reviewed with the appropriate staff person and the youth together. If not resolved at this point, it is taken to the supervising mental health clinician. All grievances have been resolved by the time they reach this level.

Number of grievances this year: 2

Trends and/or Comments: It seemed to me that grievance forms should be available for the youth without their having to go to the staff. Victoria said that the forms are kept in the office as this is a home, not an institution. The office is locked so youth must ask a staff person to unlock it.

Correspondence / Telephone

Access US Mail?: Yes No Details: _____

Postage Free?: Yes No Details: _____

Incoming/Outgoing Mail (screened? Confidential?): Yes No Details: confidential unless probation tells staff otherwise

Access to Telephone?: Yes No Details: from 5:30 to 9:00

Visiting

Visiting Schedule: Weekdays after 5 _____ Weekends 8 - 5 _____ Special Events _____

Do all minors have access to visitations?: Yes No Details: _____

Under what circumstances would visitation be restricted?: If probation stipulated some restriction.

Are visitation logs kept?: Yes No Details: As part of the daily log book.

Adequate Space: Acceptable Unacceptable: _____

Staff Supervision: Acceptable Unacceptable: The staff supervises under some circumstances, but there is access to private space for parents or other approved visitors.

Privacy Provided: Yes No Details: _____

Games or Activities Provided: Yes No Details: _____

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School

List the schools your residents attend: Canyon Oaks has its own school managed by the SMCOE. If a student is academically qualified, he may attend community college off site.

How is transportation to school provided: staff would provide transportation to community college

Are students able to participate in school-based extra curricular activities?: yes

Is tutoring available?: Yes. there are two teachers and they are often available to tutor after class. Counselors may tutor and CASAs also provide tutoring and other support.

Adequate Supplies, Books, Paper, Computer?: yes

Access to computers/Internet? How is this managed? : In school they have free access, but otherwise it must be earned and is limited to email and job searching.

Comments

General comments or concerns that should be noted that haven't already been addressed?: _____

Please provide a summary of the inspection including any recommended changes and positive highlights to be included in the letter to the Board of Supervisors and the Facility:

We were impressed by the warmth of the staff and the general look and management of the facility. The records appeared to be very orderly and well-kept. There is a sizeable garden in back of the main building that the youth take pride in, and they are creating paint and mural projects outside with help from the art therapist.

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Signature of Commissioner(s) preparing this report:

_____/s/Margo Rawlins Date: 8/25/14
_____/s/Michael Stark Date: 8/25/14
_____ Date: _____