

Juvenile Justice and Delinquency Prevention Commission San Mateo County, California

Group Home Inspection

Facility Name: San Mateo County Receiving Home Facility Capacity: 12 (6 during construction)

Address: 31 Tower Road, San Mateo, CA Current Population: 2

Contact Person: Saila Martinez, Receiving Home Supervisor Annual Population: 24

Phone Number: 650 312 5320

Date of this Inspection: 5/14/2018

Date of Last Inspection: June 12, 2017

Commission Inspection Team: Susan Swope and Nick Jasso

Presiding Juvenile Court Judge: Honorable Elizabeth K. Lee

Major Concerns, Observations, and Recommendations

Typically, youth can stay there for from a few hours up to 30 days. The facility is being renovated to meet the requirements for an STRTP. It will then no longer be used as an emergency refuge for abused and neglected children. Those children needing emergency shelter will go to the Boundy Home in Foster City, which can accommodate up to 6 (dependency only) youth at a time.

Documents Reviewed

Fire Inspection Report: Yes No Date: 7/18/2018

Health Department Report: Yes No Date: 10/6/2017

Environmental Health Report: Yes No Date: 10/6/2017

Intake Packet: Yes No Date: 1

Disciplinary Policy: Yes No Date: _____

Major Observations, Concerns, and Recommendations

¹ A copy of the Intake packet, which includes the disciplinary policy is attached.

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

Observations: Three deficiencies were noted in the Fire Inspection. They need a 5-year certification for the sprinkler system; fire alarm panel records; and to fix trim rings on sprinkler heads in the lobby and room 156. A re-inspected is scheduled for 8/17/18. They expect to remediate the deficiencies by then.

Concerns:

Recommendations:

Areas Reviewed

Quality of Life

- Physical Plants
- Meals/Nutrition
- Mental Health
- Physical/Dental Health²
- Religious Services
- Volunteer Involvement³
- Visiting
- Other: _____

Programs

- Education
- After School Activities
- Independent Time
- House Meetings 2x/week
- Vocational/Employability
- Community Service N/A
- Individual/Group Counseling
- Substance Abuse
- Other: _____

Persons Interviewed

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

General Information

Stated purpose of facility: Currently, this is a 30-day emergency shelter. They are applying to become an STRTP. When they qualify as an STRTP, they will use their 6-bed home in Foster City for

² Youth at the Receiving home are either seen by their private doctors or taken to the Medical Clinic at Chope Hospital.

³ The only volunteer involvement is Supper Club, which comes in each Tuesday to cook dinner and eat with the residents.

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

dependency youth only. As an STRTP, they will serve delinquency as well as dependency youth at an equivalent to the current Level 12. They are using only half the facility, with the rest under construction to meet the needs of an STRTP. Construction has not been as intrusive as the director thought it might be. It will be completed by the end of June.

Type of operating license: CCL License number: 415650019

Date of Last Licensing: 2/14/2018

Most recent licensing inspection: March 2018 by Geraldine Shing

Rating level: No assigned rating as they are a shelter

Target population of juveniles: Any dependency youth

Age range of juveniles: Ages 6 through 17. Youth in residence at the same time may not be more than 4 years apart in age. Usually, they are between 13 and 16 years old.

Juveniles' home counties: Currently both residents are from San Mateo County. They may house out-of-county youth until their home county can pick them up.

Pre-Plan for Emergencies: Yes No Date of Last Drill: April 18, 2018

Comments: Fire drills are held monthly. Earthquake drills are held annually, in October.

Staffing

Describe staff specialties: Food, art, music, baking, sports

Describe staff including numbers, background, ethnicity, language: They have 12 staff, 2 senior staff, one with a Masters in Drug and Alcohol Abuse counseling, one with a B. A.. Four other staff are permanent, 6 are extra help. They are Vietnamese, Chinese Latinx, African-American, Palestinian. They speak English, Arabic, Vietnamese, Chinese, and Spanish

Educational requirements for Staff: They must have a minimum of 18 credits in specific subjects. Most have B.A.s, some have M.A.s

Training provided for staff: They are trained over 8 or 9 8- hour shifts. During orientation, they shadow staff. Then staff shadow them. They are trained in CPR, First Aid. They have a minimum of 20 hours re-training annually, which includes 4-5 hours required by CCL.

Staff to minor ratio: Awake 2:4 Sleeping 2:4 (staff remain awake all night.) As an STRTP they need 2 staff on duty while residents are in school. In the evening, if they have 12 residents they will need 2 to 4 staff plus a psychiatric social worker.

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

How is staff backup handled during grave-yard shift?: If more than 2 staff are needed on site, there is always an on-call supervisor.

Describe staff turnover, including frequency and reason: Four staff left over the last year; two were fired for not complying with CCL standards and Receiving Home Policies; one resigned because of being investigated for noncompliance with standards and policies and one moved to Southern California.

Describe general staff and minor interactions: Minors seem very comfortable with staff.

Comments: _____

Conditions of Grounds and Building Exterior

Give a general description of the property: Attractive one-story, yellow building with white trim and red doors. Looks welcoming and homey.

Give a general description of the main facility including housekeeping and sanitation:

 Building and grounds look attractive and well cared for.

Lawns: Acceptable Unacceptable: _____

Playing Fields: Acceptable Unacceptable: ½ basketball court

Paint: Acceptable Unacceptable: _____

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: _____

San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report

Ceilings: Acceptable Unacceptable: _____

Drains: Acceptable Unacceptable: _____

Plumbing Fixtures: Acceptable Unacceptable: _____

Air Vents/Heating/Windows: Acceptable Unacceptable: _____

Smoke and Carbon Monoxide Alarms: Acceptable Unacceptable: _____

Storage of Cleaning Fluids/Chemicals: Acceptable Unacceptable: locked closet

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: None visible

Ample Blankets: Acceptable Unacceptable: Whatever they want is easily available.

Study Area: Acceptable Unacceptable: _____

Adequate Lighting: Acceptable Unacceptable: _____

Temperature: Acceptable Unacceptable: _____

Orientation of Minors

What is the intake process for the facility? Placement calls and describes the child's needs. Arranges medical clearance. The social worker brings the child to the home where he or she is greeted with snacks. They go over the intake packet (usually at least partially filled out). Staff review the orientation booklet with the child, which includes house rules.

Are minors oriented to the house rules and procedures?: Yes No Explain: There is a booklet that staff reviews with the minor on intake. Staff then gives the minor a tour of the facility.

Are house rules and grievance procedures posted?: Yes No Explain: On the bulletin board in the common room.

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

What is in place to ensure that these rules and procedures are understood by minors?: Staff reviews them with the minor on intake.

Are clothing and possessions inventoried on arrival and departure? How are juvenile's clothing and possessions protected or stored? Everything is inventoried on arrival, but only valuables are inventoried when a minor leaves the home. They particularly check for contraband on intake.

Interviewed Minors: Yes No Details: We interviewed the young man (who mainly spoke Spanish) through the director. He likes the food. He misses the pool table while renovation is going on. Staff are very nice and good people, but he doesn't like going to bed at 10 pm. On a typical day, he goes to school, does his homework, listens to music, exercises, eats and sleeps. He likes the outings on weekends. Last Saturday they went for a walk in San Francisco, drove around sightseeing and stopped at the beach. The rules are clear to him. He would like to be able to leave and go somewhere by himself and come back to the home.

Meals/Nutrition

Kitchen: Acceptable Unacceptable: _____

Do the youth share in preparation of meals?: Yes No Details: They may if they wish.

Are meals served family style?: Yes No Details: Youth help themselves from the serving area.

Are minors permitted to converse during meals?: Yes No Details: _____

Are staff present and supervising during meals?: Yes No Details: They eat with residents.

Are weekly menus posted?: Yes No Details: On refrigerator in the kitchen/dining area

Are servings ample, nutritious, appetizing?: Yes No Details: They can have as much as they want. The night we were there they had spaghetti, salad and garlic bread, which was very tasty.

Weaker minors protected from having food taken from them?: Yes No Details: Doesn't happen

Are snacks and beverages available?: Yes No Details: Snacks and beverages are always available—fruit, yogurt, juice

How do you meet special nutritional needs? They ask youth if they have any allergies or dietary restrictions.

Length of time allowed to eat?: 30-45 minutes, including cleanup. It's up to the youth.

Mealtimes (no more than 4 hours between meals, breakfast to dinner, without a snack).

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

Breakfast: 6 – 8:40⁴ Lunch: 12-1 pm Dinner: 5:30-6:30 pm

Comments: They have snacks at 10:30 am, 3:30 pm, and 8:30 pm. Available drinks include infused water, juices, milk, Gatorade, sometimes Capri Sun.

Personal Appearance of Minor

Appearance: Acceptable Unacceptable: _____

Showers (frequency, privacy, supervised): Acceptable Unacceptable: They shower when they want, usually daily. Showers must be taken at least 30 minutes before bedtime.

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

Clothing appropriate to current weather: Acceptable Unacceptable: _____

Comments: Toiletries are provided or they can bring in their own. Each youth has a caddy to store them.

Programs

Recreation (type, amount, etc.): Acceptable Unacceptable: See comments below.

Exercise (daily schedule, amount, etc.): Acceptable Unacceptable: Available, not required.

Access to Religious Services: Acceptable Unacceptable: If they ask for it. Doesn't happen often.

Access to Medical Services: Acceptable Unacceptable: SM Medical Center for physicals.

Access to Mental Health Services: Acceptable Unacceptable: BHRS provides clinical or crisis assessments. Services are provided on site. Type of care depends on the individual's needs.

Individual Counseling: Acceptable Unacceptable: If needed

Group Counseling: Acceptable Unacceptable: 1 or 2 nights a week

Substance Abuse Counseling: Acceptable Unacceptable: One staff member has a Masters in abuse counseling. They also try to find a youth-oriented AA/NA group if a youth is a substance abuser.

Victim Awareness Classes: Acceptable Unacceptable: CSEC youth are connected with rape trauma services.

Gang Awareness Classes: Yes No Details: As needed.

⁴ Depends on youths' schedule, whether they have to be at school or it's a weekend.

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

Visiting

Visiting Schedule:⁵ Weekdays _____ Weekends _____ Special Events _____

Do all minors have access to visitations?: Yes No

Under what circumstances would visitation be restricted?: Visitation would be restricted only if there is a court order that prohibits it.

Are visitation logs kept?: Yes No Details: Visitors sign in and out.

Adequate Space: Acceptable Unacceptable: _____

Staff Supervision: Acceptable Unacceptable: _____

Privacy Provided: Yes No Details: _____

Games or Activities Provided: Yes No Details: _____

School

List the schools your residents attend: The boy is attending Gateway. The girls has not been assigned to a school yet, but will be shortly.

How is transportation to school provided: Arranged with Central Support or staff take them to school and pick them up.

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

Is tutoring available?: Staff tutor. They also have contracted tutors available as needed.

Adequate Supplies, Books, Paper, Computer?: They receive more donations than they need.

Access to computers/Internet? How is this managed? : Youth use staff computers and are supervised by staff. They can bring in their own electronics and check them in and out as they need them. They can keep their electronics at the home unless their social worker or court order prohibit it.

Describe the relationship between school and staff: Educational liaisons assist with residents' school enrollment, scheduling school transport, grades, transcripts, etc. Staff have a cordial and professional relationship, with open communication. Staff attend IEP meetings and discuss issues including assignments and school discipline, including any detentions or suspensions.

Comments: _____

⁵ Visitation may occur any time depending on instructions from the youth's social worker.

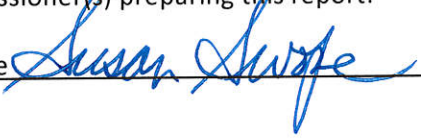
San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report

Comments

General comments or concerns that should be noted that haven't already been addressed?: I have inspected this facility several times over the last few years. I have always been impressed by the staff and the relationship they seem to establish with those in their care. Youth have always expressed that they feel safe and cared for, which is critical for these young people who have been removed from neglectful or abusive homes and are, almost certainly, traumatized by their circumstances. Staff are to be commended for making the Receiving Home a real refuge for these youth.

My only concern is whether the Foster City facility will be sufficient to meet these children's needs in the future.

Signature of Commissioner(s) preparing this report:

/s/ Susan Swope  Date: 7/19/2018

Date: _____

Date: _____