

**PROBATION DEPARTMENT
COUNTY OF SAN MATEO**



Juvenile Justice and Delinquency Prevention Commission
222 Paul Scannell Drive
San Mateo, CA 94402

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Juvenile Supervising
Judge, Superior Court

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Deputy County
Counsel

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Nov. 28, 2017

Victoria Valencia
Supervising Mental Health Clinician
Canyon Oaks
400 Edmonds Road
Redwood City, CA 94062

Dear Victoria Valencia,

The Juvenile Justice and Delinquency Prevention Commission inspected Canyon Oaks on August 13, 2017. We very much appreciate your time and assistance in conducting the inspection.

The complete inspection report is attached for your records and will be sent to Judge Elizabeth K. Lee, Children and Family Services, the San Mateo County Office of Education, Probation and the Board of Supervisors. Thank you so much for your work on behalf of the youth of San Mateo County.

On behalf of the Juvenile Justice and Delinquency Prevention Commission,

Sonoo Thadaney
Chair, JJDPC Inspection Committee

Attachment

cc: Roy Brasil, Deputy Chief Probation Officer, Institutions
Chadie Galera, Institution Services Manager

Juvenile Justice and Delinquency Prevention Commission San Mateo County, California

Group Home Inspection

Facility Name: Canyon Oaks Youth Center Facility Capacity: 12

Address: 400 Edmonds Road, Redwood City, CA 94062 Current Population: 10

Contact Person: Karrie Stafford, Ziomara Ochoa Annual Population: 25

Phone Number: 650 839 1810

Date of this Inspection: 8/13/2017

Date of Last Inspection: 7/28/2016

Commission Inspection Team: Overall Facility Team: Susan Swope, Michele Gustafson, Melissa Wilson

School Inspection Team: Irv Rollins, Valerie Gibbs

Presiding Juvenile Court Judge: Hon. Elizabeth Lee

Major Concerns, Observations, and Recommendations

Observations: Canyon Oaks is a well-run facility with a dedicated staff. The doors to the outside are not locked from the inside, so the residents may leave. The doors are alarmed so that staff is alerted if a resident opens the door, allowing the staff to supervise the resident if they leave the grounds.

Concerns: This year's youth interviews resulted in much more mixed reviews about the Canyon Oaks program. Youth reported being unhappy with the quality of the education provided; nutritional accommodation for both religious and medical needs; and some conflict with isolated staff members.

Recommendations: We have one recommendation to slightly improve access to grievance process: prominently post the Community Care Licensing number (and why you'd call it) where residents and families could see it. The number is available on the license (which is posted), but is not prominent on the page.

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Fire Inspection Report: Yes No Date: 10/12/2016¹

Health Department Report: Yes No Date: Because Canyon Oaks falls under Community Care Licensing, they have a different inspection under MediCal. We were provided a Medical Waste Inspection Report that noted no issues.

Miscellaneous: _____

Areas Reviewed

- | <u>Quality of Life</u> | <u>Programs</u> | <u>Persons Interviewed</u> |
|--|---|--|
| <input checked="" type="checkbox"/> Physical Plants | <input checked="" type="checkbox"/> Education | <input checked="" type="checkbox"/> Minors |
| <input checked="" type="checkbox"/> Meals/Nutrition | <input checked="" type="checkbox"/> Vocational/Employability | <input checked="" type="checkbox"/> Director |
| <input checked="" type="checkbox"/> Mental Health | <input type="checkbox"/> Community Service | <input checked="" type="checkbox"/> Youth Supervisor/Staff |
| <input checked="" type="checkbox"/> Physical/Dental Health | <input checked="" type="checkbox"/> Individual/Group Counseling | <input type="checkbox"/> Food Services Staff |
| <input checked="" type="checkbox"/> Religious Services | <input checked="" type="checkbox"/> Substance Abuse | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Volunteer Involvement | <input type="checkbox"/> Other: _____ | |
| <input checked="" type="checkbox"/> Visiting | | |
| <input type="checkbox"/> Other: _____ | | |

Karrie is not aware of any volunteer programs.

General Information

Stated purpose of facility: Canyon Oaks was established 14 years ago to provide placement for youth with serious emotional and behavioral challenges, with the ultimate goal is to return the youth, in the least amount of time possible, to the least restrictive setting in which they can succeed. (Canyon Oaks has submitted an STRTP application and is awaiting licensing.) Prior to Canyon Oaks, youth were sent to locked facilities as far away as Los Angeles or Florida.

Canyon Oaks is a 'no eject, no reject' program. Even if a youth is violent, they might be temporarily sent to juvenile hall or a psychiatric unit, but Canyon Oaks will keep a bed open for them so they can return. This policy is conducive to getting resolution to issues and treatment for the youth rather than passing issues to a new facility or team.

Any youth going to Canyon Oaks must have their case reviewed by IPRC (Interagency Placement Review Committee) as well as certification by Mental Health that they have a high level of mental health needs. Notably, one youth interviewed believed that the assignment to Canyon Oaks was not for the purposes of mental health needs. The Canyon Oaks population includes youth with 300 dependency status, 602 designation (delinquency) and/or an IEP requirement.

Type of operating license: Group Home Level 14

¹ Several items were noted. The facility was re-inspected in November with no violations found.

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License number: 415600309

Most recent licensing inspection: 11/01/2016

Rating level: Level 14 until licensed as STRTP

Target population of juveniles: Severely emotionally disturbed youth with behavioral challenges

Age range of juveniles: 12 - 18

Juveniles' home counties: San Mateo County only

Pre-Plan for Emergencies: Yes No Date of Last Drill: 7/14/2017

Comments: Evacuation plan is documented. CCL performs the main inspections for Canyon Oaks. During their November 1, 2016 CCL inspection, no deficiencies were noted. A complaint was submitted to CCL on February 2, 2017, alleging a staff member had called a client inappropriate names and another staff member had to intervene. The staff member in question was immediately put on administrative leave. CCL investigated and substantiated the complaint. CCL directed that there be an all-staff training on Crisis Intervention and on Personal Rights. A mandatory training was conducted with all staff within 30 days. Personnel dealt with the staff member in question.

Staffing

Describe staff specialties: 1 FT Occupational Therapist, 1 FT Art Therapist, 2 FT Mental Health Workers (MST & LSW) onsite five days/week, 1 FTE Co-occurring Therapist, 1 Child Psychiatrist (10 hours/week and on-call at other times); 1 AOD Intern

Describe staff including numbers, background, ethnicity, and languages: 15 residential counselors, with a minimum Bachelors degree. Some have Masters. 14 relief staff with a minimum of a Bachelors degree. They speak English and/or Spanish. They are African-American, white, Asian, Filipino, Latino, and LGBTQ.

Educational requirements for Staff: A minimum of a Bachelors' in Psychology, Sociology, Social Science is required. Some have a Masters; one has a doctorate. One staff member has an AA with substantial experience in the field.

Training provided for staff: Initial training of 40 hours of crisis communication and safety, shadowing, medications, etc. They have a full week's training in trauma-informed care, plus the DBT (dialectical behavioral therapy), training for interventions, formal ProAct training (how to intervene on escalating behavior). All year they do monthly in-house training, e.g., Project Outlet training on working with transgender youth, at least 20 hours/year of continuing education/training.

Staff to minor ratio: Awake 4 or 5:10 Sleeping 3:10 Sometimes, staff outnumber youth.

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How is staff backup handled during graveyard shift? Three staff are on-duty and awake all night. Back-up staff are on call at all hours. They can call from their extra help staff.

Describe staff turnover, including frequency and reason: Turnover is low. The salary is good. Some staff have been there since the program started. Most are 5 years or longer. After dinner, three staff we spoke with had been there 6 months, 5 years and 10 years respectively.

Describe general staff and minor interactions: During dinner, staff and residents seemed very comfortable with each other. Some residents would tease staff trying to get a rise out of them. Staff remained calm, focused, and good-natured. Both staff and minors seemed to like and respect each other.

Comments: During the staff interview, the RC who was interviewed described staff as being well-trained, especially in CBT and Behavior Chain Analysis, as well as being trained in CPR and first aid with annual refreshes for that training. Staff would appreciate the opportunity for more training on (and opportunities for) self-care. Specifically, it would be helpful to have some compassion fatigue training and, if possible, to have self-care training be mandatory. Staff would also appreciate some recognition opportunities as they feel that they do their best to go the extra mile and it would be nice to be acknowledged when that happens.

Staff sometimes feels hampered by the inability to impose significant consequences for harmful behavior against staff or other residents at Canyon Oaks. Nevertheless, they understand the program and are trained to apply BCA as the discipline method at the facility.

The staff also feel that it would be beneficial to the residents to be included in their IEP meetings. They are currently asked for reports, but if they were allowed to be part of IEPs feel that they could provide helpful insight into students' behavior, given that they spend significant amounts of time with the residents.

Conditions of Grounds and Building Exterior

Give a general description of the property: A 6,000 sq ft, one-story facility, nestled in a small valley with woods on three sides, next to the fire department. The building's exterior is in generally good condition, some parts of which could use a fresh coat of paint. The gate lets you into a courtyard with a weedy patch of ground, a half basketball court. Some kind of green ground cover, plantings in the garden bed and a redone basketball court would make the entrance area more welcoming.

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

The interior was clean and neat. There is a living room with a study area, games and TV, a dining room (also suitable as a study area), with a fireplace that is bright and sunny. Residents are in the process of painting a mural on one wall. Most bedrooms are designed for two youth, with each youth's area

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clearly defined. Youth can put out their laundry when they go to bed and the staff does the laundry during the night. The feeling is comfortable, clean, and homelike.

Lawns: Acceptable Unacceptable: Allowed to die during drought. Could be restored now or artificial turf installed so that the space is more usable for outdoor recreation. Irrigation system may need to be fixed.

Playing Fields: Acceptable Unacceptable: The lawn is the nearest thing they have to a playing field. It is not that large but would provide outside play space for residents if better maintained.

Blacktop: Acceptable Unacceptable: Cracked. Usable, but should be redone.

Paint: Acceptable Unacceptable: Parts of outside look fine. Others need painting

Roof: Acceptable Unacceptable: Looked fine, no problems reported.

Drains and Gutters: Acceptable Unacceptable: No problems reported

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: The thermostat is in the therapists' office. If it gets too hot in there, the cooling kicks in making other areas too cool and if it gets too cool, it heats up other parts of the building.

Smoke Alarms: Acceptable Unacceptable: _____

Storage of Cleaning Fluids/Chemicals: Acceptable Unacceptable: Locked closet, with staff-only access

Recreation/Sports Equipment: Acceptable Unacceptable: They have what they need.

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Hallways Clear/Doors Propped Open: Acceptable Unacceptable: No doors propped open

Sleeping Rooms: Acceptable Unacceptable: _____

Beds Acceptable Unacceptable: _____

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

Graffiti Present: Acceptable Unacceptable: None noted

Ample Blankets: Acceptable Unacceptable: _____

Study Area: Acceptable Unacceptable: Tables in living and dining room

Adequate Lighting: Acceptable Unacceptable: _____

Temperature: Acceptable Unacceptable: _____

Orientation of Minors

What is the intake process for the facility? Ms. Valencia meets with the youth, his/her treatment team, and family. They fill out intake forms and go over the handbook. (The handbook is quite well done and is available in English and Spanish. It spells out the house rules and the youth's rights and responsibilities.) The youth later goes through the ORAP (orientation) process, which is a series of sheets they fill out that helps them get to know the other residents and the staff.

Are minors oriented to the house rules and procedures? Yes No Explain: They use the manual and ORAP packet to orient new residents

Are house rules and grievance procedures posted?: Yes No Explain: They are available in the annex outside the school room. Residents give to Victoria or Karrie. They can slip them under their office doors if they wish or hand them to them.

What is in place to ensure that these rules and procedures are understood by minors?: One-on-one communication. Each resident has an individual plan that is reviewed with the resident on intake and then reviewed every two months. Information on all residents is on a white board in the hall between the living and dining room. Each youth has a staff member assigned to him/her.

Are clothing and possessions inventoried on arrival and departure? How are juvenile's clothing and possessions protected or stored? Yes on arrival and departure. All clothes are kept in the resident's room. Valuables are stored in a locked bin designated for the minor.

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Interviewed Minors: Yes No Details: We interviewed five of the current nine residents of the facility. This year the results of the interviews were more mixed than last year. This could be attributable to many factors.

Youth reported good things about the Canyon Oaks experience: by and large, they find the staff to be caring and understanding. Most appreciate and enjoy the opportunities for outings. They are given an allowance and are allowed to spend it during outings. The youth generally reported that, once they are eligible for outings (after their initial arrival or after having worked their way back to a "green" status since a lower status results in the youth not being in a safe mental space to go on outings), if staff are available, they will generally accommodate requests to go places. They were generally satisfied with the fact that they could make calls flexibly (except during school or group sessions) but some expressed dissatisfaction with the limitations on who was on their call lists, wanting to have the ability to call or receive call from friends, not just family. The youth generally reported that the food at Canyon Oaks was good.

Some of the youth, however, reported feeling frustrated by their stays at Canyon Oaks. A couple felt like they did not have a good sense for what they would have to do to be released from the program and felt helpless to make changes to bring that date about. Some said that staff tended to forget requests for personal items (which are kept in locked bins for each resident) and that there were some staff that seemed less caring and that they tended to avoid. One resident said that requests for informal individual therapy with the therapists were met with the response that the therapists were too busy. Others felt that their energy was too often placed in check, feeling that the youth should be able to express their feelings in a less restrained manner.

There was a difference of opinion among the residents on the educational opportunities. Some of the residents were satisfied with the schooling and felt they had an opportunity to catch up. Others did not feel challenged by the school curriculum. Most residents, however seemed to feel that the environment at Canyon Oaks school was better than their home districts, with no bullying or intimidation (with one exception who felt that the school was not accommodating to students with PTSD, not letting the youth leave class).

One of the youth felt that the facility was not properly accommodating religious dietary restrictions (offering a ham sandwich to a Jewish resident, for example). If true, failure to accommodate a religious dietary restriction would be a concern. The same resident also reported that the snacks being offered did not comply with the dietary recommendations of the youth's outside doctor who had diagnosed a chronic, life-threatening condition. At minimum, there should be consultation between Dr. Osher and the resident's outside doctor to confirm whether there are dietary restrictions. Youth reported that all but one resident had been diagnosed by Dr. Osher as pre-diabetic, resulting in the youth being restricted from having fruit juice, while snacks during the day often consisted of fruit (resulting in complaints that the staff was being arbitrary). It might be advisable to explain the difference between whole fruit and juice when residents are complaining

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Meals/Nutrition

Kitchen: Acceptable Unacceptable: Being renovated. A meal truck is being used in interim.

Do the youth share in preparation of meals? Yes No Details: Not right now. They plan to involve them in the future. Kitchen needed remodeling. It had plumbing issues, problems with the dishwasher and the oven so youth are not currently involved in meal preparation.

Are meals served family style? Yes No Details: Staff plate meals.

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

Are staff present and supervising during meals? Yes No Details: _____

Are weekly menus posted? Yes No Details: In the kitchen window facing the dining room

Are servings ample, nutritious, and appetizing? Yes No Details: Quite acceptable although probably not representative of meals served when the kitchen is staffed and in operation.

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

Are snacks and beverages available? Yes No Details: Fruit, granola bars and water

How do you meet special nutritional needs? Chef consults with the unit supervisor of the County Health Food Unit and they determine what's necessary to make the accommodation. Notably, there was a complaint by one youth that religious and medical nutritional needs are not being consistently met. . We spoke with County nutritionist, Helen Santos Herbert, who confirmed that she had talked with the resident's doctor and with the resident about her dietary needs. Ms. Herbert also spoke with the cook and his supervisor about having appropriate choices for the residents, based on their health needs or religious restrictions. Menus are posted for each week. That allows residents to see if they need an accommodation for any of the week's meals.

Length of time allowed? As long as it takes. Lunch and dinner are about 40 minutes

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

Breakfast: 8:00 am Lunch: 12:10-12:40 Dinner: 6:00 pm

Comments: Meals are not currently being prepared as usual. The kitchen is being remodeled. They have a meal truck that delivers the meals and staff reheats and serves. They hope this will not last longer than a month. Staff measures out the portions. Seconds are allowed. The day of the inspection, dinner was lasagna with meat sauce, a salad with cherry tomatoes and Caesar dressing and melon. It was quite palatable. Our sense from residents is that the regular chef's meals are a cut above.

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Personal Appearance of Minors

Appearance: Acceptable Unacceptable: _____

Showers (frequency, privacy, supervised): Acceptable Unacceptable: Daily. Showers are private, but staff listen outside the door to ensure all is well, especially if youth has a history of self-harm.

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

Clothing appropriate to current weather: Acceptable Unacceptable: _____

Comments: Youth at Canyon Oaks do not have a uniform. They have their own clothes. If they are missing anything, the staff will work with them to purchase it.

Programs

Recreation (type, amount, etc.): Acceptable Unacceptable: Daily therapeutic recreation. See attachment. They try to offer activities that interest the residents, as well as peer building games.

Exercise (daily schedule, amount, etc.): Acceptable Unacceptable: Daily depending on youth needs. Some counselors are personal trainers and will provide training sessions. They may have therapeutic recreation, swimming in the summer, hiking, yoga, weekend outings. (Youth may go home on weekends) Movement 1 is run by the school's teachers as PE classes and Movement 2 is run by occupational therapist or counselors. Both happen daily.

Access to Religious Services: Acceptable Unacceptable: If resident asks, staff will take them.

Access to Medical Services: Acceptable Unacceptable: Dr. Osher and a nurse practitioner intern are on site twice a week. Residents get a full medical screening on intake. There is a health management program mainly around mental health and symptom management taught by a nurse intern to explain their meds, teach daily living skills and hygiene. Dr. Osher is also available by phone. In an emergency, they call 911.

Access to Mental Health Services: Acceptable Unacceptable: Every youth has one hour of individual and one hour of family counseling each week. More if needed. Clinicians meet once a week to review cases and every other Friday, the clinical team meets with the residential counselors. Therapists fro BHRS are working with the residents on their individual emotional stability.

Individual Counseling: Acceptable Unacceptable: See Access to Mental Health Services above.

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Group Counseling: Acceptable Unacceptable: Every afternoon. They are divided into 2 groups.

Substance Abuse Counseling: Acceptable Unacceptable: AOD counselor on site. A youth-oriented AA group comes once a week.

Victim Awareness Classes: Acceptable Unacceptable: No specific group. Part of individual treatment plan

Gang Awareness Classes: Yes No Details: Part of individual treatment plan. Can come up in group.

Sexual Harassment Classes: Yes No Details: No specific class. Interwoven in classes. Depends on the youth currently in residence.

Parenting Classes: Yes No Details: Referrals are made to classes in the community that offer a 12-week module.

Vocational Classes: Yes No Details: Occupational therapists connect youth with the appropriate programs in the community

Work Program: Yes No Details: They help youth find jobs. The school works with SCMCOE

Other: They have an anger management group on how their behavior affects others.

Discipline of Minors

Describe the discipline process of minors: Residents are not punished. They use an alert system. If a youth is off program, they prompt him/her to get back on. If there is a victim, they mediate with the two parties and try to have reparation made to the victim if appropriate. Staff use verbal prompts and may ask the youth to spend quiet time to reflect. They may be grounded if they are not compliant.

A board in the hallway by the dining room has each youth's current status: the goals for the day or week, things to work on, points earned, so staff can quickly understand the youth's readiness for activities or outings.

Comments: _____

Grievances

Grievance Process: Acceptable Unacceptable: Forms are available in the lobby outside the school. Youth fill them out and give them to either Victoria or Karrie. (They can slide them under their

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office doors if they wish.) Karrie or Victoria reviews them with the youth and with the home office in San Bruno. If they go to San Bruno someone from CCL will come and interview the youth.

Number of grievances this year: 1

Trends and/or Comments: One grievance can't make a trend, so no trends noted.

Correspondence / Telephone

Access US Mail? Yes No Details: _____

Postage Free? Yes No Details: _____

Incoming/Outgoing Mail (screened? Confidential?): Yes No Details: _____

Access to Telephone? Yes No Details: There are times when youth can make phone calls. Each has an approved contact list (provided by whoever placed them there. Could be PO or social worker) Some calls may be monitored. They limit residents' access to their mobile phones because of WiFi, so they have limited access to their mobile phones.

Visiting

Visiting Schedule: Weekdays _____ Weekends _____ Special Events _____

Do all minors have access to visitations? Yes No Details: Visitation schedules are individual for each youth. Some can have onsite visits only. Visitors must be approved by the social worker or PO. This is determined at intake. All visits are scheduled after school hours.

Under what circumstances would visitation be restricted? Staff monitor how youth is affected during and after visits and relay this to the therapist. If the visitor is harmful to the client, there could be a restraining order in effect or a visiting restriction based upon a visitor's negative impact on the youth.

Are visitation logs kept? Yes No Details: In each youth's binder.

Adequate Space: Acceptable Unacceptable: Several areas, including separate rooms

Staff Supervision: Acceptable Unacceptable: Always supervised by staff visually

Privacy Provided: Yes No Details: May depend on orders (if not allowed unsupervised contact)

Games or Activities Provided: Yes No Details: Games, music, needs discussed with primary therapist and counselor.

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School

Canyon Oaks School is San Mateo County-owned and run. There is room for 12 students—6 boys and 6 girls. At present there are 8 students (7th grade to senior).

List the schools the residents attend: All residents attend school on-site run by the County's Office of Education.

How is transportation to school provided: N/A

Are students able to participate in school-based extra curricular activities? N/A

Number of Full-Time Instructors: There are two, excellent Special Education Credentialed Teachers.

Number of Full-Time Instructional Aides: There is one Full-Time Aide

Number of Tutors (paid?/volunteer?): Residential staff assist as needed

Frequency of Substitute Teachers: 0 Number of youth attending school: 8, room for 12

Average Classroom size: 8 students Maximum Classroom Size: 12 students

Number of Youth on Independent Study: 0 Reason: Individualized instruction fits their program better and teaching is very individualized. No credit recovery. No homework.

Number of youth not attending school: 0 Reason: All residents attend school unless ill or pulled out for counseling, legal, or mental health reasons.

Describe the general atmosphere of the classrooms: Comfortable, clean, active, engaging. All students participate. Personalized Learning (Summit organization) Program, Blended Learning—computer use.

Adequate Supplies, Books, Paper, Computer? Acceptable Unacceptable Both teachers were pleased with the support they get from SMCOE.

Are youth given access to Computers/Internet? Yes No Details: Computers are a mainstay of the classroom teaching. The Personalized Learning Program allows for individual paced curriculum. Teachers use the materials for class instruction, small group exchanges, and written assignments.

Describe the relationship between school and Canyon Oaks staff: Very cooperative.

Describe access to school, recreation, etc. for youth confined to their rooms: No youth are confined to their rooms unless sick. All youth at the point participate together in all activities, PE, after school activities, or working with therapists from BHRS.

Post High School/GED: Students who are behind in credits prepare for and take the "High Set"

Are there educational opportunities available for youth who have completed high school or earned their GED? Yes No Describe: n/a.

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Are youth given information and counseling regarding community college and four-year college options? Yes No Describe: Project Change offered at the College of San Mateo

Are youth given job counseling? Yes No Describe: Through a Work Ability Program and "We Work" students are prepared for and placed in jobs in the community, including at Smart and Final in San Mateo and Barnes & Noble in Redwood City.

Are youth given resources for college entrance exam prep when appropriate? Yes No Describe: The students receive support and counseling from Project Change through College of San Mateo.

Are youth able to take courses for college credit online? Yes No

Special Education/IEP Programs:

How many youth in the facility have an individualized Education (IE): Every student has an IEP.

Do credentialed special education teachers participate in lesson planning and curriculum development? Yes No

Are regular IEP meetings held? Yes No Describe: IEP reviews are held every three years. Teachers are informed of goal and necessary accommodations.

Are parents notified of these meetings? Yes No

Are parents permitted to attend these meetings? Yes No

Describe the most common obstacle to IEP compliance: Having complete attendance at meeting.

How many minutes of instruction per week do students receive? The students are in class the required number of minutes per week—5 classes a day, 5 days a week.

Do students attend school within three (3) days of placement? Students usually attend school the next day after placement. The head teacher goes and meets the student before arrival to welcome and make transition comfortable.

How are limited English-speaking students identified and served? How soon are these services provided once the student has been identified as non-English proficient? The limited English-speaking students are identified and served as the teachers have the necessary training.

Comments: The students at Canyon Oaks were alert, well-groomed, and friendly. The atmosphere was warm and engaging. It was a comfortable, pleasant experience. The youth were very respectful and well-mannered. Students were actively participating in their individual learning project of the day and striving to meet their personal goals.

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Commendation: School program is strong because of the addition of the Personalized Learning Program from Summit on individual computers allowing students to learn at their individual pace. The teacher is there to assist and supplement the curriculum. The program tracks the students' progress and provides tests and exams that must be passed before a student is able to move on or pass the class. College readiness workshop and Keys to Success and Life Skill Classes are also part of the curriculum. See Attachment A

Comments

Any general comments or concerns that should be noted that haven't already been addressed?

The facility takes on youth with many different needs – some with significant mental health treatment requirements. Notably, one resident reported having been assigned to Canyon Oaks not for treatment but because the alternative placement would have been out of state (which was not a desirable placement for this minor).

The facility has had some physical improvements since last year: sheds have been installed to store art supplies and items that are not needed on a regular basis and the carpets have been redone. There are a number of things that could make the facility even better, including: Completion of kitchen remodel; landscaping in the front yard; make courtyard patch usable for recreation; fix the irrigation and use the planting areas for gardening; resurface basketball court blacktop; upgrade furniture in common areas; paint interior trim and exterior (one half of the exterior seems to have been more recently painted than the rest); some interior doors are splintered at the bottom.

Signature of Commissioner(s) preparing this report:

| | |
|---|-----------------------|
| <u>/s/ Susan Swope, Chair, Overall Inspection</u> | Date: <u>11/28/17</u> |
| <u>/s/ Michele Gustafson</u> | Date: <u>11/28/17</u> |
| <u>/s/ Melissa Wilson</u> | Date: <u>11/28/17</u> |
| <u>/s/ Irv Rollins, Chair School Inspection</u> | Date: <u>11/28/17</u> |
| <u>/s/ Valerie Gibbs</u> | Date: <u>11/28/17</u> |

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**ATTACHMENT A
JJDPC CANYON OAKS SCHOOL INSPECTION
VALERIE GIBBS AND IRV ROLLINS**

**SUMMARY CONTENTS
SEPTEMBER 11, 20 17**

Canyon Oaks School is a two-teacher, educational program provided by the San Mateo Office of Education for students living at Canyon Oaks Residential Treatment Center in Redwood City. Student enrollment provides an opportunity for the teaching staff to maximize their talents and student learning potential. The education program is individualized and focused on basic skill acquisition and proficiency, as well in core subjects prescribed by the California Department of Education.

All students appeared to be in pursuit of their daily agreed upon academic achievement skills. Computer-based learning as well as traditional educational materials are used to complete assignments. The teachers used teacher-led group and individual instructions strategies.

Students placed at Canyon Oaks receive, for part of their day, intensive mental health services. Because of their fragile emotional status, this inspection team chose not to interview them². However, students appeared to be comfortable in the school setting, with warm and friendly relationships with the instructional staff.

The JJDPC Inspection Team was impressed with the skill and devotion of the instructional staff at Canyon Oaks School. To be a successful teacher of students with emotional challenges required a professional calling and advanced training beyond the competence of general educators. These special educators were not only committed to curriculum coverage, but to the overall social, educational, and emotional growth and development of their students.

² The primary inspection team did interview 5 residents and these interviews included their perspectives on their school experience.