County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

JACKIE CONTRERAS, Ph.D.
Interim Director

Board of Supervisors
GLORIA MOLINA
First District
MARK RIDLEY-THOMAS
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

May 17, 2011

To: Supervisor Michael D. Antonovich, Mayor
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

From: Jackie Contreras, Ph.D.
Interim Director

CRITTENTON SERVICES FOR CHILDREN AND FAMILIES GROUP HOME PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

In accordance with your Board's April 14, 2009 motion, we are informing your Board of the results of a group home compliance review.

Crittenton Services for Children and Families Group Home has one site, which is located in Orange County. The agency provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth and Probation Department youth, and according to the agency's program statement, its goal is "to heal the wounds of abuse and neglect; to strengthen families-whether birth, foster or adoptive; and to help troubled adolescents reach their full potential." Crittenton Services for Children and Families is licensed to serve a capacity of 60 DCFS and Probation youth ages 12 through 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Crittenton Services for Children and Families Group Home in October 2010, at which time it had three female DCFS children placed in its care. For the purpose of this review, these three children were interviewed and their case files were reviewed. The children's overall average length of placement was three months and their average age was 18. Ten staff files were reviewed for compliance with Title 22 regulations and contract requirements.

One child was on psychotropic medication. We reviewed her case file to assess the timeliness of the psychotropic medication authorization and to confirm that the medication log documented correct dosages were being administered as prescribed.

SCOPE OF REVIEW

The purpose of this review was to assess Crittenton Services for Children and Families Group Home's compliance with the contract and State regulations. The visit included a review of the agency's program statement, administrative internal policies and procedures, three children's case files and a random sampling of personnel files. A visit was made to assess the quality of care and supervision provided to the children, and we conducted interviews with the children to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

Generally, Crittenton Services for Children and Families Group Home was providing good quality care to DCFS placed children and the services were provided as outlined in the agency's program statement.

At the time of the review, the Group Home needed to develop comprehensive Needs and Services Plans (NSP) and ensure that NSPs included all elements of the NSP template. It also needed to ensure that children were safe and treated with respect and dignity and to ensure that all staff members' files had signed copies of the Group Home's policies and procedures.

Crittenton Services for Children and Families Group Home management was receptive to implementing systemic changes to improve the agency's compliance with regulations and the Foster Care Agreement.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the three initial NSPs reviewed in the three children's case files, none were comprehensive in that they did not include all required elements in accordance with the NSP template. The NSPs did not include the Case Plan Goal, nor specific and measurable treatment goals related to permanency and life skills. Additionally, there was no documentation regarding progress toward the permanency plans. DCFS provided group home contractors with a refresher NSP training on January 12, 2010. Crittenton Services for Children and Families Group Home management stated that its case managers would be re-trained to ensure that NSPs are comprehensive.

- While there was no evidence of abuse, the three interviewed children reported that they did not feel safe in the Group Home due to physical and verbal altercations that occurred among the girls. One teen mother expressed concern that her toddler had repeated a curse word that she heard in the cottage. Group Home management stated that, due to the nature of their program, which includes both Probation and DCFS youth, occasional fights and cursing did occur. They made every reasonable effort to ensure that the cottages were safe and friendly for the children by having Officers of the Day, as well as Recreation and Rehabilitation staff members, conduct rounds during groups and encouraged the children to speak to their assigned staff. However, to improve in this area, management stated that it would provide the staff with additional training related to children's personal rights, including utilizing techniques and supervision designed to increase the odds that children feel safe in placement. The issue around safety concerns was adequately addressed in the attached approved Corrective Action Plan (CAP) in that Crittenton confirmed that all staff would be trained on children's personal rights and how to increase children's feelings of safety and security while in placement.

- One of three interviewed children reported that she did not feel residents were treated with respect and dignity. This new mother provided the example of a staff member who made judgmental statements about her being a teen mother. The young mother reported that she brought this up in the Group Home's community meeting and the staff member apologized. Additionally, the new mother stated that a staff member had to call other cottages to get her baby formula, and she felt that it was demeaning that she had to provide the empty formula container as proof that she was out of formula. The new mother also felt that the staff member was condescending when she gave her the formula. The Group Home management showed OHCMD the closet located in the cottage where the supply of baby formula is monitored and replenished weekly. They stated that it was possible the cottage was out of its supply and may have had to obtain formula from another cottage. They further stated that mothers must provide empty formula cans because some of the mothers stockpile formula in their bedrooms. Although management believed this was an isolated incident, they agreed that additional training in children's personal rights and cultural awareness would be provided to Unit Supervisors and Team Leaders. The issue around treating children with respect and dignity has been adequately addressed in the attached approved CAP. Crittenton has confirmed that their Unit Supervisors and Team Leaders would attend a training course that will address personal rights and cultural awareness.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held November 10, 2010.

In attendance:

Dr. Barbara Hernandez, Vice President of Residential Services, and Briana Wheat, Program Director of Valley View Campus, Crittenton Services for Children and Families; and Kristine Kropke Gay, Monitor, DCFS OHCMD.

Highlights:

The Vice President of Residential Services was in agreement with our findings and welcomed our suggestions and recommendations. She stated that Crittenton Services for Children and Families Group Home would make all necessary corrections to ensure full compliance.

As agreed, Crittenton Services for Children and Families Group Home provided a timely written CAP addressing each recommendation noted in this compliance report. The approved CAP is attached.

As noted in the monitoring protocol, a follow up visit will be conducted to address the provider's approved CAP and assess for full implementation of CAP recommendations.

If you have any questions, your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

JC:RS:KR
EAH:BB:kkg

Attachment

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Donald H. Blevins, Chief Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
Mike Oats, Sr., President, Board of Directors, Crittenton Services for Children and Families
Joyce Capelle, CEO, Crittenton Services for Children and Families
Jean Chen, Regional Manager, Community Care Licensing
Lenora Scott, Regional Manager, Community Care Licensing

CRITTENTON SERVICES FOR CHILDREN AND FAMILIES GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

SITE LOCATION

100 E. Valley View Drive
Fullerton, CA 92632
Phone: (714) 680-9000
License Number: 300612972
Rate Classification Level: 12

	Contract Compliance Monitoring Review	October 2010
I	**Licensure/Contract Requirements** (9 Elements) 1. Timely Notification for Child's Relocation 2. Stabilization to Prevent Removal of Child 3. Transportation 4. SIRs 5. Compliance with Licensed Capacity 6. Disaster Drills Conducted 7. Disaster Drill Logs Maintenance 8. Runaway Procedures 9. Allowance Logs	Full Compliance (ALL)
II	**Facility and Environment** (6 Elements) 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food	Full Compliance (ALL)
III	**Program Services** (8 Elements) 1. Child Population Consistent with Program Statement 2. DCFS CSW Authorization to Implement NSPs 3. Children's Participation in the Development of NSPs 4. NSPs Implemented and Discussed with Staff 5. Therapeutic Services Received 6. Recommended Assessments/Evaluations Implemented 7. DCFS CSWs Monthly Contacts Documented 8. NSPs Comprehensive	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Needs Improvement

IV	**Educational and Emancipation Services** (4 Elements) 1. Emancipation/Vocational Programs Provided 2. ILP and Emancipation Planning 3. Current IEPs Maintained 4. Current Report Cards maintained	Full Compliance (ALL)
V	**Recreation and Activities** (3 Elements) 1. Participation in Recreational Activity Planning 2. Participation in Recreational Activities 3. Participation in Extra-Curricular, Enrichment, and Social Activities	Full Compliance (ALL)
VI	**Children's Health-Related Services (including Psychotropic Medications)** (9 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation/Review 3. Medication Logs 4. Initial Medical Exams Conducted 5. Initial Medical Exams Timely 6. Follow-Up Medical Exams Timely 7. Initial Dental Exams 8. Initial Dental Exams Timely 9. Follow Up Dental Exams Timely	Full Compliance (ALL)
VII	**Personal Rights** (11 Elements) 1. Children Informed of Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Staff Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Free to Receive or Reject Voluntary Medical, Dental, and Psychiatric Care 7. Children Allowed Private Visits, Calls, and Correspondence 8. Children Free to Attend Religious Services/Activities 9. Reasonable Chores 10. Children Informed about Psychotropic Medication 11. Children Aware of Right to Refuse Psychotropic Medication	1. Full Compliance 2. Needs Improvement 3. Full Compliance 4. Needs Improvement 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance

VIII	**Children's Clothing and Allowance** (8 Elements) 1. $50 Clothing Allowance 2. Adequate Quantity Clothing Inventory 3. Adequate Quality Clothing Inventory 4. Involvement Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book	Full Compliance (ALL)
IX	**Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances and Training)** (12 Elements) 1. Education/Experience Requirement 2. Criminal Fingerprint Cards Timely Submitted 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Employee Health Screening Timely 6. Valid Driver's Licenses 7. Signed Copies of GH Policies and Procedures 8. Initial Training Documentation 9. CPR Training Documentation 10. First Aid Training Documentation 11. Ongoing Training Documentation 12. Emergency Intervention Training Documentation	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Needs Improvement 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance

CRITTENTON SERVICES FOR CHILDREN AND FAMILIES GROUP HOME PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

SITE LOCATION

100 E. Valley View Drive
Fullerton, CA 92632
Phone: (714) 680-9000
License Number: 300612972
Rate Classification Level: 12

The following report is based on a "point in time" monitoring visit and addresses findings noted during the October 2010 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of three children's files and 10 staff files, and/or documentation from the provider, Crittenton Services for Children and Families Group Home was in full compliance with six of nine sections of our Contract Compliance review: Licensure/Contract Requirements; Facility and Environment; Educational and Emancipation Services; Recreation and Activities; Children's Health-Related Services, including Psychotropic Medication and Clothing and Allowance. The following report details the results of our review:

PROGRAM SERVICES

Based on our review of three children's case files, Crittenton Services for Children and Families Group Home fully complied with seven of eight elements in the area of Program Services.

We noted that placed children met the Group Home's population criteria as outlined in the agency's program statement, the Group Home obtained or attempted to obtain the CSW's signature to implement the Needs and Services Plans (NSP), and the children and staff participated in development of the NSP. We also found that the children received the required therapeutic services and that monthly CSW contacts were noted in the children's files.

Of the three initial NSPs reviewed in the three children's case files, none were comprehensive in that they did not include all of the required elements in accordance with the NSP template. The NSPs did not include the Case Plan Goals, nor specific and measurable treatment goals related to permanency and life skills. Additionally, there was no documentation regarding progress toward permanency plans. DCFS provided group home contractors with a refresher NSP training on January 12, 2010. Crittenton Services for Children and Families Group Home management stated that Case Managers would be re-trained to ensure that NSPs are comprehensive.

Recommendation:

Crittenton Services for Children and Families Group Home management shall ensure that:

1. NSPs are comprehensive and include all required elements.

PERSONAL RIGHTS

Based on our review of three children's case files and interviews with three children, Crittenton Services for Children and Families Group Home fully complied with nine of 11 elements in the area of Personal Rights.

The three children reported that they were informed of the Group Home policies and procedures, were satisfied with the meals and snacks, felt the discipline and rewards system was fair, were able to receive or reject medical care and make and receive private telephone calls. Additionally, the children reported the freedom to attend religious services of their choice, that chores were reasonable, that they were informed of psychotropic medication and that they were aware of their right to refuse psychotropic medication.

The three children reported that they did not feel safe in the Group Home due to physical and verbal altercations that occurred among the girls. One teen mother expressed concern that her toddler had repeated a curse word she heard in the cottage. Management stated that, due to the nature of their program which includes both Probation and DCFS youth, occasional fights and cursing did occur. They stated that they made every reasonable effort to ensure that the cottages were safe and friendly for the children by having Officers of the Day, as well as Recreation and Rehabilitation staff members, conduct rounds during groups and encouraged the children to speak to their assigned staff. However, to improve in this area, management stated they would provide the staff with additional training related to children's personal rights, including utilizing techniques and supervision designed to maximize the factors that allow children to feel safe in placement. The issue of children feeling safe has been adequately addressed in the attached approved CAP in that Crittenton has confirmed that all staff would be trained on children's personal rights and how to increase children's feelings of safety and security while in placement.

One of three interviewed children reported that she did not feel residents were treated with respect and dignity. This new mother provided the example of a staff member who made judgmental statements about her being a teen mother. The young mother reported that she brought this up in the Group Home's community meeting and the staff member apologized. Additionally, the new mother stated that a staff member had to call other cottages to get her baby formula, and she felt that it was demeaning that she had to provide the empty formula container as proof that she was out of formula. The new mother also felt that the staff member was condescending when she gave her the formula. The Group Home management showed OHCMD the closet located in the cottage where the supply of baby formula is monitored and replenished weekly. Management stated that it is possible the cottage was out of its supply and may have had to obtain formula from another cottage. Management further stated that mothers must provide empty formula cans because some of the mothers stockpile formula in

their bedrooms. Although management believed this was an isolated incident, they agreed that additional training in children's personal rights and cultural awareness would be provided to Unit Supervisors and Team Leaders. The issue of treating children with respect and dignity has been adequately addressed in the attached approved CAP. Crittenton has confirmed that their Unit Supervisors and Team Leaders would attend a training course that will address personal rights and cultural awareness.

Recommendations:

Crittenton Services for Children and Families Group Home management shall ensure that:

2. All children feel safe in the Group Home.

3. All children's personal rights are honored by treating children with respect and dignity.

PERSONNEL RECORDS

Based on our review of 10 staff personnel files and/or documentation from the provider, Crittenton Services for Children and Families Group Home fully complied with 11 of 12 elements in the area of Personnel Records.

All 10 reviewed staff members met the Group Home's program statement regarding education and experience requirements, had timely criminal fingerprint cards and Child Abuse Central Index (CACI) clearances, and had valid driver's licenses. They also completed CPR, First Aid, Crisis Intervention Plan (Pro-Act), and on-going training in a timely manner. However, one staff member did not have a copy of the policies and procedures signed and dated in her personnel file when she was re-hired.

Recommendation:

Crittenton Services for Children and Families Group Home management shall ensure that:

4. All staff personnel files contain a signed and dated copy of the Group Home's policies and procedures.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S REPORT

Objective

Determine the status of the recommendations reported in the Auditor-Controller's (A-C) prior monitoring review.

Verification

We verified whether the outstanding recommendations from the last monitoring review were implemented. The last report was issued on August 24, 2007.

Results

The A-C's prior monitoring report contained two outstanding recommendations. Specifically, Crittenton Services for Children and Families Group Home was to ensure that all staff treated each child with respect and dignity and monitor staff's interactions with children and they were to provide the children with satisfying meals and snacks that are healthy and balanced. As noted, one recommendation was not fully implemented in that one child did not feel she was treated with respect and dignity. A corrective action was requested to further address this finding.

Recommendation:

Crittenton Services for Children and Families Group Home management shall ensure that:

5. It fully implements the one outstanding recommendation from the A-C's August 24, 2007 monitoring report, which is noted in this report as Recommendation 3, relating to staff treatment of children with respect and dignity.

CITT Addendum 1/24/11

Crittenton
services for children and families

Corporate Office:
801 E. Chapman, #203
Fullerton, CA 92831
Mailing Address:
P.O. Box 9
Fullerton, CA 92836-0009
714.680.9000 | f. 714.680.8207

Chief Executive Officer
Joyce R. Capelle
President
Mike Oates, Sr.
President Elect
Winston Miller
VP Fund Development
Bill McAulay
VP Strategic Planning
Leslie McCarthy
Treasurer
Diana Ornalez
Secretary
Linda Ross, Esq.
Directors
James Alexander
Jana Bogart
Dorothy Evans
Jack Fovell
Mark Geiss
Wolf Knabe
Robert Lingua, MD
Bill Mathy
Kimberly Nguyen, DDS
Jim Phelps
Mark Reihl
Pat Wardell, RN
Jack Wells

Emeritus Board
President
JoAnne Olson
Members
Les Christensen, DDS
Frida Fluck
John Hance
Del Hawkins
Norma Kay
June Kawamura
Bill McGarvey
John Rau
Robert Von Esch, Esq.

Anaheim Hills Auxiliary
President
Sharon Woodward
Cookie Moms Auxiliary
President
Marlene McGlensey
Felicia Auxiliary
President
Barbara Gregory
Kids Matter Auxiliary
President
Pat Williams

Chartered in 1966
A 501(c)3 nonprofit
Tax ID 95-2492427

ACCREDITED

Crittenton family of agencies

Believe.
Achieve.
Empower.

www.crittentonsocal.org

January 14, 2011

RE: Corrective Action Plan – 2010 Compliance Review

Kristine,

The following is a list of the compliance review items that needed corrective action and the methods used to correct such issues.

Item #23: Comprehensive Needs and Service Plans

- In efforts to correct and improve in this area all Case managers will be provide a training on Crittenton's Policy and Procedures regarding case management services, including Needs and Services and Treatment Planning. The training is tentatively scheduled for March 3, 2011. The training will specifically address how to complete DCFS Needs and Service Plans and how to include pertinent client information so that the report is comprehensive and a working document for the on-going treatment of the client.
- Responsible party: Barbara Hernandez and Michelle Guerrido

Item #40: Feelings of Safety in Group Home

- The children interviewed during the 2010 Compliance review indicated that at times they feel unsafe due to gang affiliation of other clients and fights that break out on campus. Due to the nature and the reasons for client placement at Crittenton, it is expected that clients will have some gang affiliations and exhibit aggression toward others. As a result, Crittenton makes every effort to assure that the clients in placement are provided a safe and friendly environment. For instance, all staff are trained in Therapeutic Crisis Interventions (TCI). This intensive training has allowed for our staff to management tensions, conflicts, and fights calmly, tactfully, and efficiently. In doing so, all bystanders are cleared from the event and the crisis is often times quickly defused. In addition, should there be a crisis or fight on campus, Crittenton has an on-call clinician available everyday to be able to debrief with the staff and clients. Crittenton staff utilizes daily Community Meetings in each cottage to encourage the clients to discuss their personal feelings and issues in regards to their stay at Valley View. Furthermore, clients are encouraged

Corporate Office:
801 E. Chapman, #203
Fullerton, CA 92831
Mailing Address:
P.O. Box 9
Fullerton, CA 92836-0009
714.680.9000 | f. 714.680.8207

Chief Executive Officer
Joyce R. Capelle
President
Mike Oates, Sr.
President Elect
Winston Miller
VP Fund Development
Bill McAulay
VP Strategic Planning
Leslie McCarthy
Treasurer
Diana Ornalez
Secretary
Linda Ross, Esq.
Directors
James Alexander
Jana Bogart
Dorothy Evans
Jack Fovell
Mark Geiss
Wolf Knabe
Robert Lingua, MD
Bill Mathy
Kimberly Nguyen, DDS
Jim Phelps
Mark Reihl
Pat Wardell, RN
Jack Wells

Emeritus Board President
JoAnne Olson
Members
Les Christensen, DDS
Frida Fluck
John Hance
Del Hawkins
Norma Kay
June Kawamura
Bill McGarvey
John Rau
Robert Von Esch, Esq.

Anaheim Hills Auxiliary President
Sharon Woodward
Cookie Moms Auxiliary President
Marlene McGlensey
Felicia Auxiliary President
Barbara Gregory
Kids Matter Auxiliary President
Pat Williams

Chartered in 1966
A 501(c)3 nonprofit
Tax ID 95-2492427

ACCREDITED
Crittenton family of agencies

Believe.
Achieve.
Empower.

www.crittentonsocal.org

Crittenton™
services for children and families

to speak to their assigned Unit Supervisors and Team leaders should they feel uncomfortable bringing up issues or concerns in a group setting.

- In efforts to improve in this area, Crittenton will be training all Valley View staff on personal rights and how to increase feelings of safety and security while in placement. Due to the nature and the number of staff that Crittenton will need to train, various training sessions will be needed to train all the Valley View Campus; as a result, all training will be completed no later than February 18, 2011.
- Responsible Party: Barbara Hernandez, Unit Supervisors for each cottage, Officers of the Day will conduct trainings and training Coordinator.

Item #42: Children treated with respect and dignity

- One child interviewed during the 2010 Compliance review indicated that there was one time that she felt like she was treated with disrespect because of a conversation that she had with a staff regarding being a teen parent. Due to many of our clients being teen mothers and having suffered so many adversities in life, our staff are consistently trained on topics such as Professional Boundaries, Understanding the Dynamics of Bullying, Preventing Child Maltreatment, The Impact of Institutional Living and Normal Development, and Cultural Awareness.
- In efforts to improve in this area, Unit Supervisors and Team leaders for each of the cottages will sit through a training course that will address personal rights and cultural awareness. This training is tentatively scheduled for March 3, 2011.
- In addition, Crittenton sees the importance and necessity of on-going training and professional growth, as a result, as of February 1, 2011 Crittenton will be providing Essential Learning, a web based training system, available to staff 24 hours a day with a 520 plus library of resources and training.
- Responsible Party: Barbara Hernandez, Unit Supervisors, Officers of the Day, training coordinator.

Item #65: Group Home staff signatures on Group Home policies and Procedures

- It was noted during the review that a staff had signed the Group Home Policies and Procedures in 1997 and in 2001. However, when re-hired in 2006, they were not re-signed.

Corporate Office:
801 E. Chapman, #203
Fullerton, CA 92831
Mailing Address:
P.O. Box 9
Fullerton, CA 92836-0009
714.680.9000 | f. 714.680.8207

Chief Executive Officer
Joyce R. Capelle
President
Mike Oates, Sr.
President Elect
Winston Miller
VP Fund Development
Bill McAulay
VP Strategic Planning
Leslie McCarthy
Treasurer
Diana Ornalez
Secretary
Linda Ross, Esq.
Directors
James Alexander
Jana Bogart
Dorothy Evans
Jack Fovell
Mark Geiss
Wolf Knabe
Robert Lingua, MD
Bill Mathy
Kimberly Nguyen, DDS
Jim Phelps
Mark Reihl
Pat Wardell, RN
Jack Wells

Emeritus Board President
JoAnne Olson
Members
Les Christensen, DDS
Frida Fluck
John Hance
Del Hawkins
Norma Kay
June Kawamura
Bill McGarvey
John Rau
Robert Von Esch, Esq.

Anaheim Hills Auxiliary President
Sharon Woodward
Cookie Moms Auxiliary President
Marlene McGlensey
Felicia Auxiliary President
Barbara Gregory
Kids Matter Auxiliary President
Pat Williams

Chartered in 1966
A 501(c)3 nonprofit
Tax ID 95-2492427

ACCREDITED
Crittenton family of agencies

Believe.
Achieve.
Empower.

www.crittentonsocal.org

Crittenton
services for children and families

- A policy has been put into effect that all rehires will complete all documents and resign. In the past some policies would just be forwarded from their existing file. Effective immediately, all rehires will sign all new documents to assure they have been given current policies and procedures.
- Responsible Party: Director of Human Resources

We hope that these improvements satisfy the corrective actions recommended. Please feel free to contact me with any questions or concerns.

Sincerely,

Barbara Hernandez, LMFT, Psy. D.

Denise Cunningham, MA, LMFT