



County of Riverside
Justice and Delinquency Prevention Commission (JJDPC)
Inspection – GROUP HOME
2024

Date	11.1.2024
Name of Facility	Silence Aloud
Address	15740 Turnberry Street Moreno Valley, CA 92555
Phone	951.363.8449
Contact Person	Jeanette Hefner
JJDPC Inspectors	Paul Parker and Pam Torres
Date of Last JJDPC Inspection	No prior
CCL Contact Name	
Date of last CCL Inspection	

Staff Interviewed:

Name	Title	How long at GH?	Notes
Jeanette Hefner	Sr Facility Manager	1 year	
Melissa Dalziel		1 year	

Describe the following:

Population	Six youth - boys
Type of Care / Treatment	STRTP
Currently, what is the biggest challenge you face at the home	Time management with the required documentation; the DPSS and Behavioral Health requirements are similar but each requires their own separate documentation
What is the one thing you are most proud of	Graduations - when youth have earned completion and graduation

Staffing:

Total number of staff	Melissa, Jeanette, 5 Mental Health Professionals; 14 Behavioral Health Specialists
Ratio of staff to youth	Day Shift: 5 staff; PM Shift: 3 staff; Night Shift: 1 staff
Minimum educational requirement	High School diploma and certification - college or tech school
Rate of retention for staff	25% turnover rate; either termination or they want to return to school

Training:

What is the training regimen for staff	Annual 48.75 hours minimum; 4.5 hours per month
How is the staff trained for behavior issues	Live training or platform for STRTPs
Does training include Trauma Informed Care (TIC)	It is part of the 48.75 hours
Human Trafficking	Yes included

Records/ Special Issues/ Policies:

Where are records kept	
Special Incident Reports (SIR) in the past year	Case by case depending what transpired; minimum 2 per day
How was it handled	Depending on situation may need to call police, may need to notify DPSS and/or CCL

How are AWOLs handled	Immediately call law enforcement
Describe the Disciplinary Policy	Point level "Positive Discipline" earn points
Cell Phone Policy	Monitor, may remove wifi if necessary

Medical Issues:

How are medical issues and/or emergencies handled	Have Narcan but have not had to use it
How is medication stored and administered	Records are kept as to what has been prescribed by Doctor; records are kept of what is administered and the time taken by youth
Access to:	Behavioral Health Specialists are trained; if youth refuse to take it is recorded. Medications are under a multi-lock storage area

Programs:

Type of Program	When or How Often	Notes
Mental Health Services	Daily	
Religious Services	Have access to services	
Drug and Alcohol Classes	Refer out make available	
Parenting Classes	When applicable refer out	Planned parenthood provides
Trauma Informed Care	daily	
Human Trafficking	yearly	
Recreation and Physical Activities	Gym membership; outings	Hold house meetings to ask youth
Other Therapy Provided		

Community Involvement:

Volunteer Opportunities	
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Education:

<p>Describe how and where youth are educated. (Include transportation, relationship with off-site schools, Title 1 tutors, and homework routine.)</p>	<p>Health and education passports, Jeanette enrolls them based on school and eligibility and location</p>
<p>Who holds educational rights or attends meetings</p>	<p>Case by case it depends, sometimes may need to get surrogate it's an ongoing challenge</p>
<p>Is career planning, job training or college preparation offered</p>	<p>Have link to vocational services</p>

Posted Documents Required:

<p>Facility License</p>	<p>Posted</p>
<p>Personal Community Care Licensing (CCL) Rights</p>	<p>Posted</p>
<p>Activity Schedule</p>	<p>Posted</p>
<p>Universal Precautions Procedure</p>	<p>Posted</p>
<p>First Aid Supplies</p>	<p>In office</p>
<p>Emergency Disaster Plan</p>	<p>Posted</p>

Interior:

	Kitchen	Notes
Yes	Cleanliness	
Yes	Appliances	
Yes	Menus posted	
	Knives locked	
Yes	Food stored properly	
Yes	Chemicals stored properly	
	Quantity - 1week supply	
	Fresh fruits/ vegetables	
	Special Diet provisions	
Yes	Fire Extinguisher	
	Bathrooms	Notes
Yes	Cleanliness	
No	Smell	
no	Mold/ Mildew	

No	Any safety hazards	
	Bedrooms	Notes
yes	Cleanliness	3 bedrooms, 2 beds each
Yes	Personal space	
	Age appropriate decor	simple
Yes	Fire/Smoke alarms	
no	Any safety hazards	
	Common Areas	Notes
Yes	Cleanliness	
Yes	Homelike setting	
yes	Fire/ Smoke alarms	
no	Any safety hazards	

Exterior:

	Overall	Notes
Yes	Satisfactory appearance	
yes	Play areas/ clear space	
Yes	Windows	
no	Any safety hazards	

Questions for the Youth:

(Assume quotation marks)

Two (2) youth were interviewed

1	How old are you	Both 14 years old
2	What school do you attend	Vista de Lago and Community Center, second youth Arlington
3	What do you like about this home	Opportunity to talk to staff, trust them
4	What would you change about this home	Experience bullying from other youth; no change
5	Do you have bedding, hygiene supplies, drawer and closet space	Yes
6	Do you have clothes and shoes that fit	Yes
7	Where do you keep your private property	Have lock box, it's movable it's not stationary/not attached to anything
8	What are the phone call rules	No issues

9	Do you have visitors	
10	Do you feel supported at this home	yes
11	How long have you been here	6 months
12	Have you been in other group homes	yes
13	Can you explain the rules, responsibilities and grievance procedure	
14	How quickly do staff and/or county social workers respond to needs	Promptly
15	What do you do on Sundays	Play games

Evaluate overall quality of facility: Good did not find any concerns that require attention. Staff was welcoming.

IF CORRECTIVE ACTION IS REQUIRED, PLEASE PHOTOGRAPH THE ITEMS TO BE CITED

Corrective Action Notification?

List Items to be included in Corrective Action Notification letter:

1	
2	

Have you completed the new requirements for accreditation pursuant to AB403?

If not, what is the estimated time of completion?

Inspection respectfully conducted by:



Commissioner, Paul Parker (signature)

12/03/2024

Date



Commissioner, Pam Torres (signature)

12/03/2024

Date



Chair Emeritus, Laurel Cook (signature)

02/05/2025

Date

cc: Presiding Judge of the Juvenile Superior Court
Chief Probation Officer
Community Care Licensing
Director of Group Home

Director of Behavioral Health
Chairman of the Board of Supervisors
County Executive Officer
Office of Education Executive Director