STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
Community Care Licensing Division – Statewide Children's Residential Program
744 P Street, MS 8-3-54 Sacramento, CA 95814

CDSS
WILL LIGHTBOURNE
DIRECTOR

EDMUND G. BROWN JR.
GOVERNOR

April 22, 2016

CINNAMON HILLS YOUTH CRISIS CENTER – 602300079
770 E. ST. GEORGE BLVD
ST. GEORGE, UT 84770

SUBJECT : Re-Certification by the California Department of Social Services (CDSS)

CAPACITY : 164 Male and Female Youth, Ages 12 - 17

Pursuant to California Family Code, Section 7911 et al., this is official notification that certification for Cinnamon Hills Youth Crisis Center located at 770 E. St. George Blvd, St. George, UT 84770 is continued through September 2016.

Certification will be re-reviewed annually or more often should non-compliance with California Title 22 licensing standards as they apply to California group homes become questionable or at issue. Additionally, serious incidents must be reported to the CDSS Out-of-State Placement Policy Unit for each child in care regardless of whether he/she is a California Placement. Incident reporting shall include the following:

a. Deaths
b. Suicide attempts
c. Suspected physical, sexual, or psychological abuse
d. Epidemic outbreaks and catastrophes
e. Injuries and illnesses that require hospitalization or medical treatment (beyond first aid)
f. Use of restraint (whether or not they result in an injury to a child)
g. Any unusual incident or absence that threatens the health or safety of a child

While certified, we will continue to follow our Department policy which authorizes us to inspect facilities with or without an appointment as necessary.

If you have any questions, please contact me at (916) 651-5380; or Certification Analyst Ron Leslie at (916) 654-0956

Sincerely,

Original signature on file

MARYJO TOBOLA, PROGRAM MANAGER
Children's Residential Program
Community Care Licensing

C: Christina Oliver, Manager, Out-of-State Placement and Policy Unit

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

FACILITY EVALUATION REPORT

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION

CCLD Regional Office, 744 P STREET, MS 8-3-54
SACRAMENTO, CA 95814

FACILITY NAME:	CINNAMON HILLS YOUTH CRISIS CENTER		**FACILITY NUMBER:**	602300079
ADMINISTRATOR:	SHERRY SHAKE		**FACILITY TYPE:**	731
ADDRESS:	770 E. ST. GEORGE BLVD		**TELEPHONE:**	(435) 986-8630
CITY:	ST. GEORGE	**STATE:** UT	**ZIP CODE:**	84770
CAPACITY:	164	**CENSUS:** 88	**DATE:**	03/10/2016
TYPE OF VISIT:	Case Management	UNANNOUNCED	**TIME BEGAN:**	09:00 AM
MET WITH:	Ben Nickle		**TIME COMPLETED:**	05:00 PM

NARRATIVE

PURPOSE OF VISIT:

As mandated by California law, this on-site inspection was performed on March 9th and 10th , 2016 by CDSS analyst Ronald Leslie as a continuance to CDSS Analyst Carol Lancaster's on-site inspection dated December 7, 2015. The inspection is conducted in order to assess and determine Cinnamon Hills (CH) eligibility and suitability to be certified as an out-of-state group home provider by the California Department of Social Services (CDSS). To become certified, an out-of-state group home is required to:

- be deemed in substantial compliance with California's Title 22 licensing regulations which apply to children's group homes in California;
- be licensed and in good standing with the licensing laws of the state the facility is located in - - in this case the state of Utah.

REQUEST FOR CERTIFICATION / APPLICATION HISTORY:

Cinnamon Hills has been certified by the California Department of Social Services, Community Care Licensing Division since August 2014.

FACILITY INFORMATION AND PROGRAMMING:

Cinnamon Hills is located in the downtown area of St. George, Utah. The city of St. George is located in the southwestern part of the state of Utah on the Utah-Arizona border approximately 117 miles northeast of Las Vegas, Nevada, and 303 miles southwest of Salt Lake City on Interstate 15.

SUPERVISOR'S NAME: MaryJo Tobola **TELEPHONE:** (916) 651-1070

LICENSING EVALUATOR NAME: Ronald Leslie **TELEPHONE:** 916-654-0956

LICENSING EVALUATOR SIGNATURE:

DATE: 03/21/2016

I acknowledge receipt of this form and understand my licensing appeal rights as explained and received.

FACILITY REPRESENTATIVE SIGNATURE:

Facility signature on file

DATE: 03/21/2016

This report must be available at Child Care and Group Home facilities for public review for 3 years.

FACILITY EVALUATION REPORT (Cont)

FACILITY NAME: CINNAMON HILLS YOUTH CRISIS CENTER

FACILITY NUMBER: 602300079
VISIT DATE: 03/10/2016

NARRATIVE

FACILITY INFORMATION AND PROGRAMMING: (Continued)

Cinnamon Hills, Inc. is a non-profit corporation organized and operated to provide residential treatment and educational programming to 164 youths, both male and female, ages 13 to 17.The vast majority of clients at the facility are educational/mental health clients whose placement is Individual Education Plan (IEP) based - - most being from California however not within the foster care system. The exception is a few Utah foster youth.

The buildings and grounds that comprise the facility are two contiguous properties located directly next to each other on a downtown street, which were originally built (and formerly operated) as motels. The two properties remain separate and distinct and are operated as two different programs/campuses: One operated as the Behavior Management Campus; the other, the Life Skills campus. Approximately three-quarters of the current population are residing at the Behavior Management Campus; one-quarter in the life skills campus. Upon admission, each student is assigned to a living unit on the Behavior Management Campus with the hope that with 20 consecutive weeks of successful programming, they will transition to the Life Skills Campus which offers less structure, additional freedoms and preparation for returning home and/or young adult living.

Building and grounds components of both campuses include shared sleeping rooms (two sets of bunkbeds / four to a room), storage space, a sufficient number of restrooms, academic classrooms, activity rooms for group activities and group therapy sessions, private therapy offices for individual sessions, a gymnasium and fenced swimming pool for physical activities, an enclosed landscaped courtyard for outdoor activities, a library, a classroom computer lab, private visiting rooms, cooking and dining amenities, conference rooms for parent and educational workshops and administrative and staff offices.

UTAH STATE LICENSING INFORMATION:

The facility is under one Residential Treatment License for 164 clients issued by the State of Utah, Department of Human Services, Office of Licensing. Licenses of this type are (re)issued yearly subject to an annual renewal visit to insure ongoing satisfactory compliance. The current license is good for the period: June 1, 2015 through May 31, 2016. Telephone contact with the Utah licensing evaluator confirmed that the facility is in good standing with no administrative actions pending.

SUPERVISOR'S NAME: MaryJo Tobola **TELEPHONE:** (916) 651-1070

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FACILITY EVALUATION REPORT (Cont)

FACILITY NAME: CINNAMON HILLS YOUTH CRISIS CENTER

FACILITY NUMBER: 602300079
VISIT DATE: 03/10/2016

NARRATIVE

FIRE CLEARANCE:

Cinnamon Hills undergoes a fire inspection annually performed by authorities with the City of St. George Fire Department. A report from that agency reflected that an inspection was last performed on January 29, 2016, and the facility was found to be in compliance - - no deficiencies cited.

HEALTH DEPARTMENT CLEARANCE:

Facility has a main kitchen on the Behavior Management Campus where food is prepared as well as three dining rooms where it is served. Some of the students' living quarters have kitchenettes. Food and kitchen supplies appeared adequate, clean and orderly. A Food Establishment Inspection Report dated January 8, 2016 issued by the Southwest Utah Public Health Department reflected that an inspection was conducted on that date and the amenities met all standards with no violations being noted.

EDUCATION RELATED CERTIFICATIONS AND ACCREDITATIONS:

Cinnamon Hills has on-grounds non-public schooling accredited by AdvancED (Northwest Accreditation Commission) and certificated through the Utah State Office of Education and the California Department of Education (CDE.) The AdvancED accreditation is good through June 30, 2020.

OTHER ACCREDITATIONS / CERTIFICATIONS:

Cinnamon Hills is accredited as a Behavioral Health (Residential Care) facility by the Joint Commission. The last survey date was November 11, 2014 and the accreditation is customarily valid for 36 months. Facility staff are trained and certified in Non-Violent Crisis Intervention, an internationally recognized crisis intervention training program offered by Crisis Prevention Institute, Inc., While this program's primary focus is on preventative techniques and verbal de-escalation, physical control techniques (hands-on restraints) may be performed when a youth is posing an eminent danger to self or others and proves non-responsive to non-physical measures.

SUPERVISOR'S NAME: MaryJo Tobola **TELEPHONE:** (916) 651-1070

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FACILITY EVALUATION REPORT (Cont)

FACILITY NAME: CINNAMON HILLS YOUTH CRISIS CENTER

FACILITY NUMBER: 602300079
VISIT DATE: 03/10/2016

NARRATIVE

SCOPE OF VISIT:

- Entrance and exit interviews with Program Administrator Ben Nickles.
- Discussion of application material provided, program and services offered and California Licensing standards and requirements
- Buildings and grounds tour.
- A sample of staff records reviewed.
- Staff and client interviews

FINDINGS:

- Worn clothing: Youth were witnessed wearing clothing in need of repair or replacement. Response from facility indicated that an uncertain time frame must pass prior to being issued suitable clothing. Youth are required to pay for their own clothing.
- California personal rights forms not located in client files. Personal Rights forms are required to be read and signed by each California client and placed in the client file.
- California personal rights not posted in living units as required.
- Youth are not allowed appropriate telephone communication with names on approved contact list. All telephone communication occurs during therapy sessions with therapist in room. Privacy during telephone calls should be provided. Staff may not listen in on telephone conversations.
- Needs and services plan not discussed with client.
- Medical and dental exams not provided as stated per Title 22 regulations. Utah licensing does not require exams, only a medical assessment and services upon youth request.

Additional deficiencies listed on 809-D report written by Program Manager MaryJo Tobola dated 3/10/2016.

CERTIFICATION DECISION:

Approve.

SUPERVISOR'S NAME: MaryJo Tobola **TELEPHONE:** (916) 651-1070

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