



POMONA ALCOHOL & DRUG RECOVERY CENTER INCORPORATED®

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**Where people assist people take control of their lives**

*April 15, 2013*

*Ms. Dorathy de Leon, Director  
Contract Service Division  
County of Los Angeles  
Substance Abuse Prevention and Control (SAPC)  
1000 South Fremont Avenue  
Building A-9 East 3<sup>rd</sup> Floor,  
Alhambra, CA 91803*

*Dear Ms. Deleon*

*Documented is a complaint with regards to the audit investigation conducted by [REDACTED] at Pomona Alcohol & Drug Recovery Center, (PADRC) from September 18, 2012 to October 08, 2012. The issue here is not the investigation of the allegations filed with SAPC. The issue is [REDACTED] conduct, persona, mannerism and total lack of professionalism exhibited during this process.*

*Your's Truly,*

*Tim Ejindu  
Executive Director.*

*Cc: John Viernes Jr., Tony Hill, Michael Kerr, PADRC Board of Directors*

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As of today October 16, 2012, we are unclear about [REDACTED] and SAPC's investigation of this program based on complaints and allegation filed by disgruntled employees that prompted SAPC specifically [REDACTED] to conduct an investigation of this program. The **nature and purpose of the investigation** which [REDACTED] failed miserably and choose not to share or inform this agency's staff and management on his first day of visit continued to be unclear. [REDACTED] choose to outline the allegations after his audit investigation or in the exit discussions and this appeared very strange, unusual, suspenseful, suspicious and left us with the impression of [REDACTED] predetermined and conclusive charge of guilt towards this program before his work even started. We believe [REDACTED] failed to follow proper protocol to conduct this investigation.

As explained to [REDACTED], this program has been in business for 15 years and have engaged in previous investigation based on allegations by terminated and disgruntled former staff on both County and State levels but has never engaged in any audit and or investigation of any program where the investigator or auditor chooses to not disclose the nature, purpose, scope and provide a listing of allegations driving the investigation. The legal protocol in any investigation is for the program to show the investigator or auditor where the contracted charts were stored and the auditor respectfully performs their duty with complete professionalism and tact which did not happen here. This agency's experience in this investigation was where [REDACTED] caused many unnecessary stressful situations to this operation when [REDACTED] continually pilfered and raided staff and director's desk with complete disregard for the contract and its language, [REDACTED] called this his style. [REDACTED] performed his investigation by acting on an impulse of the allegations filed and gave this agency no benefit of the doubt. [REDACTED] style was complete presumption that the allegations were true and that the agency was guilty even before [REDACTED] conducted the investigation. This is evident by [REDACTED] actions, demeanor and things [REDACTED] said within the 1<sup>st</sup> hour of [REDACTED] visit.

Let me make it abundantly clear, this agency has absolutely no complaint or concern about the investigation based on the prevailing allegations filed by anyone including disgruntled former employees. In fact the agency supports SAPC investigations and always cooperates with any visit from all regulatory outfit that has contractual authority, we understand, it is the nature of this industry. However, this program has serious concerns and disappointments with the investigator's [REDACTED] lack of tact and professionalism, mannerisms, accusatory conclusiveness before the investigation even starts, illegal pilfering of documents from staff and director's desks, [REDACTED] choice to not follow proper protocol but [REDACTED] style as he stated.

This is an accounting of [REDACTED] conduct the first day of his investigation:

- ✓ The investigation was conducted with utterlack of professionalism by [REDACTED] [REDACTED] style was public intimidation, loud talking publically, coarse, staff intimidation and harassment, exuding fearful and stress. This is reckless and must not be condoned.

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- ✓ [REDACTED] poor mannerism in a professional environment the first day of [REDACTED] visit/investigation was unconscionable. When pressed by the director, [REDACTED] says it was [REDACTED] style. [REDACTED] also shared [REDACTED] supervisors Mr. Tony Hill and Mr. Michael Kerr will laugh about [REDACTED] style if reported. We see absolutely no humility in any investigation especially this one. This is certainly not a laughing matter with this program management. This is a serious matter and must be taken seriously by SAPC's agent, [REDACTED]. When pressed about this in the exit interview, [REDACTED] changed [REDACTED] views and denied what [REDACTED] said on day one of [REDACTED] visit.
- ✓ [REDACTED] disrespect to the Executive Director and the agency was evident on the telephone when [REDACTED] spoke to him. [REDACTED] abruptly terminated a conversation on the telephone by hanging up without finishing the conversation about [REDACTED] business or visit to the agency.
- ✓ [REDACTED] was accusatory by [REDACTED] act, statements, persona, and tone before even conducting [REDACTED] investigation of allegations made by disgruntled former employees. Ex. Within the 1<sup>st</sup> hour of [REDACTED] investigation, [REDACTED] rudely questioned why a client born on November 10, 1998 is in our program. [REDACTED] claimed this client is about 11 years of age. The director corrected [REDACTED] error and successfully pointed out that this client is almost 14 years old, an age that met the 12 to 21 year old contractual criteria. It feels as if though, [REDACTED] was fishing to come up with reasons to support the allegations compared to having an open mind.
- ✓ Pilfering of documents on program staff and Executive Director's desks illegally. All of which are copy of copies reviewed by director that are already placed in clients' charts to meet the daily and the weekly chart updating/filing, a contractual requirement per SAPC in which Pomona Alcohol & Drug Recovery Center contractually agreed to. This program has an internal audit control system that permits for copies to be made for the director to conduct a review and corrections of staff work daily, this also involves filing on immediate basis documentations in client charts to comply with the daily and weekly filing criteria. When pressed [REDACTED] [REDACTED] shared [REDACTED] got these documents from counselor's desks when [REDACTED] raided their desks illegally. [REDACTED] also shared [REDACTED] would not want to tell us how to run our agency, but then continued to express [REDACTED] dismay about the agency's internal control requiring copies being made of documents. This makes no sense what so ever.
- ✓ [REDACTED] did not inquire to be directed to the facility charts to legally perform [REDACTED] investigation of the allegations filed by former obviously disgruntled employees who misappropriated company assets on camera, some that refused to follow

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operating and internal audit systems in place and those that are not meeting performance standards, all these facts were shared with [REDACTED] in the exit interview. These individuals were terminated so the agency will continue to meet our contractual obligation with the County.

- ✓ [REDACTED] disrupted Pomona Alcohol and Drug Recovery Center daily business and operation for hours by strolling up and down the program facility with suspicion look at staff and what appeared to be utter preconception and conclusion of "guilty" ruling on [REDACTED] part without even doing the work (investigation) required to reach a conclusion.
- ✓ [REDACTED] style as [REDACTED] called it, exhibited total lack of tact and complete disruption of the program operation. [REDACTED] insist no one, staff or management do work. [REDACTED] shut down the chart room for hours and barred staff from performing work.
- ✓ [REDACTED] exhibited total lack of seriousness of work when asked of [REDACTED] supervisors' names, but stated his supervisors will laugh if we express our concerns and [REDACTED] actions to them. [REDACTED] claimed they know his style.
- ✓ [REDACTED] shared SAPC and him specifically closed and or terminated two other program contracts in the past few years in Pomona area. This is clearly not what any agency that [REDACTED] is investigating wants to hear. This is totally like the IRS conduct of the 1980s. It appears this is [REDACTED] style of intimidation and threat to this agency. [REDACTED] shared that for the past few years after this agency's annual audit conducted in December of 2010 by SAPC that the program has done well in meeting standard or compliance based on his review of the audit reports filed subsequently by the visiting monitors. [REDACTED] also stated that now as [REDACTED] continued, and I quote, "This program has returned back to its old practices," this is unbelievable and shocking. We have no clue what [REDACTED] was talking about. [REDACTED] has not even started or concluded his investigation to make such a serious accusation.

This agency has been around for 15 years for a very good reason. We are a pillar in our community and well respected. We have a level of professionalism expected of staff, vendor agents and customers needing our services. [REDACTED] failed to meet that expectation. [REDACTED] actions and lack of professionalism is beyond pale. In conclusion we believed that the investigation should have been conducted in a more professional and less stressful and intimidating manner. It was over the top. In light of the concerns expressed in this document we conclude that this program appeared to be targeted by the individual or individuals that filed these allegations with SAPC. It is also this program's belief that [REDACTED] clearly assumed and preconceived the impression that what was alleged was true and conclusive even before entering this agency to perform his investigation.