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DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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August 5, 2016

To: Supervisor Hilda L. Solis, Chair
Supervisor Mark Ridley-Thomas
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Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

**CHILDHELP USA GROUP HOME CONTRACT COMPLIANCE REVIEW**

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of Childhelp USA Group Home (the Group Home) in December 2015. The Group Home has four sites; one located in Riverside County, and three located in Orange County. The Group Home provides services to the County of Los Angeles DCFS placed children, as well as children from other counties. According to the Group Home's Program Statement, its stated purpose is "to provide quality individualized treatment services via a multi-disciplinary Treatment Team model to each child admitted to the program."

At the time of the review, the Group Home served 43 DCFS placed children. The Group Home has one 84-bed site, three sites with six beds, and is licensed to serve a capacity of 102 male and female children, ages six through 17. The placed children's average length of placement was 12 months and their average age was 14.

## SUMMARY

During CAD's Contract Compliance Review, the interviewed children generally reported: feeling safe at the Group Home, having been provided with good care and appropriate services, being comfortable in their placement environment and being treated with respect and dignity.

The Group Home was in full compliance with 9 of 10 applicable areas of CAD's Contract Compliance Review: Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records.

CAD noted deficiencies in the area of: Licensure/Contract Requirements, related to a Community Care Licensing Division (CCL) citation.

Attached are the details of CAD's review.

**REVIEW OF REPORT**

On January 27, 2016, Matthew St. John, DCFS CAD, and Kirk Barrow, DCFS Out-of-Home Care Management Division (OHCMD) held an exit conference with the Group Home's representatives: Diana Correa, Executive Director; Gloria Dominguez, Executive Assistant; Manny Barragan, Assistant Director; Kurt Kozma, Clinical Director; Susan Abou-Hebeish, Orange County Program Administrator; Angelique Yoshikawa, Quality Improvement; and Greg Wildman, Human Resources. The Group Home's representatives agreed with the review findings and recommendations, were receptive to implementing systemic changes to improve the Group Home's compliance with regulatory standards and agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this compliance report has been sent to the Auditor-Controller and CCL.

The Group Home provided the attached approved CAP addressing the recommendations noted in this compliance report. On January 27, 2016, the OHCMD provided technical assistance to the Group Home to help in implementing the recommendations noted in this report.

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

PLB:KR
LTI:ms

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Calvin C. Remington, Interim Chief Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
Diana Correa, Executive Director, Childhelp USA
Lajuannah Hills, Regional Manager, Community Care Licensing Division
Leonora Scott, Regional Manager, Community Care Licensing Division

**CHILDHELP USA GROUP HOME**
**CONTRACT COMPLIANCE REVIEW SUMMARY**

Rate Classification Level 12
License No. 330902381

Rate Classification Level 12
License No. 306000902

Rate Classification Level 12
License No. 306000509

Rate Classification Level 12
License No. 306000901

| | Contract Compliance Review | Findings: December 2015 |
|---|---|---|
| I | **Licensure/Contract Requirements** (9 Elements)<br><br>1. Timely Notification for Child's Relocation<br>2. Transportation Needs Met<br>3. Vehicle Maintained in Good Repair<br>4. Timely, Cross-Reported SIRs<br>5. Disaster Drills Conducted & Logs Maintained<br>6. Runaway Procedures<br>7. Comprehensive Monetary and Clothing Allowance Logs Maintained<br>8. Detailed Sign-In/Out Logs for Placed Children<br>9. CCL Complaints on Safety/Plant Deficiencies | <br><br>1. Full Compliance<br>2. Full Compliance<br>3. Full Compliance<br>4. Full Compliance<br>5. Full Compliance<br>6. Full Compliance<br>7. Full Compliance<br><br>8. Full Compliance<br>9. Improvement Needed |
| II | **Facility and Environment** (5 Elements)<br><br>1. Exterior Well Maintained<br>2. Common Areas Well Maintained<br>3. Children's Bedrooms Well Maintained<br>4. Sufficient Recreational Equipment/Educational Resources<br>5. Adequate Perishable and Non-Perishable Food | <br><br>Full Compliance (All) |
| III | **Maintenance of Required Documentation and Service Delivery** (10 Elements)<br><br>1. Child Population Consistent with Capacity and Program Statement<br>2. DCFS Children's Social Worker's Authorization to Implement NSPs<br>3. NSPs Implemented and Discussed with Staff<br>4. Children Progressing Toward Meeting NSP Case Goals<br>5. Therapeutic Services Received<br>6. Recommended Assessment/Evaluations Implemented<br>7. DCFS Children's Social Worker's Monthly Contacts Documented<br>8. Children Assisted in Maintaining Important Relationships | <br><br>Full Compliance (All) |

| | | |
|---|---|---|
| | 9. Development of Timely, Comprehensive Initial NSPs with Child's Participation<br>10. Development of Timely, Comprehensive, Updated NSPs with Child's Participation | |
| IV | **Education and Workforce Readiness** (5 Elements)<br><br>1. Children Enrolled in School Within Three School Days<br>2. Group Home Ensured Children Attended School and Facilitated in Meeting Their Educational Goals<br>3. Current Report Cards/Progress Reports Maintained<br>4. Children's Academic Performance and/or Attendance Increased<br>5. Group Home Encouraged Children's Participation in YDS or Equivalent Services and Vocational Programs | Full Compliance (All) |
| V | **Health and Medical Needs** (4 Elements)<br><br>1. Initial Medical Exams Conducted Timely<br>2. Follow-Up Medical Exams Conducted Timely<br>3. Initial Dental Exams Conducted Timely<br>4. Follow-Up Dental Exams Conducted Timely | Full Compliance (All) |
| VI | **Psychotropic Medication** (2 Elements)<br><br>1. Current Court Authorization for Administration of Psychotropic Medication<br>2. Current Psychiatric Evaluation Review | Full Compliance (All) |
| VII | **Personal Rights and Social/Emotional Well-Being** (13 Elements)<br><br>1. Children Informed of Group Home's Policies and Procedures<br>2. Children Feel Safe<br>3. Appropriate Staffing and Supervision<br>4. Group Home's Efforts to Provide Nutritious Meals and Snacks<br>5. Staff Treat Children with Respect and Dignity<br>6. Appropriate Rewards and Discipline System<br>7. Children Allowed Private Visits, Calls and Correspondence<br>8. Children Free to Attend or Not Attend Religious Services/Activities<br>9. Children's Chores Reasonable<br>10. Children Informed About Their Medication and Right to Refuse Medication | Full Compliance (All) |

| | | |
|---|---|---|
| | 11. Children Free to Receive or Reject Voluntary Medical, Dental and Psychiatric Care<br>12. Children Given Opportunities to Plan Activities in Extracurricular, Enrichment and Social Activities (Group Home, School, Community)<br>13. Children Given Opportunities to Participate in Extracurricular, Enrichment and Social Activities (Group Home, School, Community) | |
| VIII | **Personal Needs/Survival and Economic Well-Being** (7 Elements)<br><br>1. $50 Clothing Allowance<br>2. Adequate Quantity and Quality of Clothing Inventory<br>3. Children Involved in the Selection of Their Clothing<br>4. Provision of Clean Towels and Adequate Ethnic Personal Care Items<br>5. Minimum Monetary Allowances<br>6. Management of Allowance/Earnings<br>7. Encouragement and Assistance with a Life Book or Photo Album | Full Compliance (All) |
| IX | **Discharged Children** (3 Elements)<br><br>1. Children Discharged According to Permanency Plan<br>2. Children Made Progress Toward NSP Goals<br>3. Attempts to Stabilize Children's Placement | Full Compliance (All) |
| X | **Personnel Records** (7 Elements)<br><br>1. Federal Bureau of Investigation (FBI), California Department of Justice (DOJ), and Child Abuse Central Index (CACI) Submitted Timely<br>2. Timely Completed Criminal Background Statement<br>3. Education/Experience Requirement<br>4. Employee Health Screening/Tuberculosis (TB) Clearances Timely<br>5. Valid Driver's License<br>6. Signed Copies of Group Home Policies and Procedures<br>7. All Required Training | Full Compliance (All) |

**CHILDHELP USA GROUP HOME**
**CONTRACT COMPLIANCE REVIEW**
**FISCAL YEAR 2015-2016**

## SCOPE OF REVIEW

The following report is based on a "point in time" review. This compliance report addresses findings noted during the December 2015 review. The purpose of this review was to assess Childhelp USA's (the Group Home's) compliance with its County contract and State regulations and included a review of the Group Home's Program Statement, as well as internal administrative policies and procedures. The compliance review covered the following 10 areas:

- Licensure/Contract Requirements,
- Facility and Environment,
- Maintenance of Required Documentation and Service Delivery,
- Education and Workforce Readiness,
- Health and Medical Needs,
- Psychotropic Medication,
- Personal Rights and Social/Emotional Well-Being,
- Personal Needs/Survival and Economic Well-Being,
- Discharged Children, and
- Personnel Records.

For the purpose of this review, seven placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed each child and reviewed their case files to assess the care and services they received. During the site visit, the children were observed to be comfortable and well cared for in the Group Home and the staff were observed to be responsive to the children's needs. Additionally, three discharged children's files were reviewed to assess the Group Home's compliance with permanency efforts. At the time of review, 18 placed children were prescribed psychotropic medication. Four case files were reviewed to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

CAD reviewed five staff files for compliance with Title 22 Regulations and County contract requirements. Site visits were conducted to assess the quality of care and supervision provided to the placed children.

## CONTRACTUAL COMPLIANCE

CAD found the following area out of compliance:

### Licensure/Contract Requirements

- Community Care Licensing (CCL) citation.

CCL cited the Group Home on September 30, 2015, as a result of a complaint received by CCL on August 10, 2015. CCL cited the Group Home's Baker site for being in disrepair. A Plan of

Correction (POC) was requested for the Group Home to make necessary repairs to the air conditioner, dishwasher and stove. CCL cleared the POC on October 20, 2015. There were no safety issues identified and no investigation was completed by the Department of Children and Family Services (DCFS).

**Recommendation:**

The Group Home's management shall ensure that:

1. The Group Home is in compliance with Title 22 Regulations and free of CCL citations.

**PRIOR YEAR FOLLOW-UP FROM DCFS CAD'S GROUP HOME CONTRACT COMPLIANCE REVIEW**

The CAD's last compliance report dated August 19, 2015, identified 21 recommendations.

**Results:**

Based on CAD's follow-up, the Group Home implemented 20 of 21 recommendations for which they were to ensure that:

- The vehicles are maintained in good repair.
- Special Incident Reports (SIRs) are cross-reported to all required parties and submitted in the I-Track database timely.
- Comprehensive monetary allowance logs are maintained.
- The DCFS Children Social Worker's (CSW's) authorization to implement the Needs and Services Plan (NSP) is obtained.
- NSPs are implemented and discussed with staff.
- Recommended assessments/evaluations are implemented.
- DCFS CSW's monthly contacts are documented.
- Comprehensive, timely Initial NSPs are developed with child's participation.
- Comprehensive, timely Updated NSPs are developed with child's participation.
- The children's attendance increases.
- Follow-up medical examinations are conducted timely.
- Follow-up dental examinations are conducted timely.
- Children feel safe in the Group Home.
- Staff treats children with respect and dignity.
- Appropriate rewards and discipline system is in place.
- Children are informed about their right to refuse medication.
- Children placed at least 30 days make progress toward meeting their NSP goals.
- Signed criminal background statements are timely.
- Employee health screenings/tuberculosis clearances are timely.
- Employees receive all required training.

The Group Home did not implement one recommendation for which they were to ensure that:

- The Group Home is in compliance with Title 22 Regulations and free of CCL citations.

**Recommendation**:

2. The outstanding recommendation from the prior report noted in this report as Recommendation number 1, is fully implemented.

At the exit conference, the Group Home representatives expressed their desire to remain in compliance with Title 22 Regulations and county contract requirements. The Group Home made efforts to utilize information from the CAD review to strive towards greater overall compliance. The Group Home will continue to consult with the Out-of-Home Care Management Division for additional support and technical assistance, and CAD will assess implementation of the noted recommendation during the next review.

Childhelp®
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by Sara O'Meara and Yvonne Fedderson
PREVENTION and TREATMENT of CHILD ABUSE

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**To:** Matthew St. John, Administration Division (CAD)
**Date:** February 9, 2016
**Subject:** Home Monitoring Review Field Exit Summary, Dated January 27th 2016
**Facility:** Childhelp Inc. – Costa Mesa Group Homes, Baker House
License Number: 30600509
Suzan Abou-Hebeish, Program Manager
Diana Correa, Executive Director of Program Operations-CA Diana Correa
Angelique Yoshikawa, Quality Improvement Manager

**I.9 Is the group home free of any substantiated Community Care Licensing complaints on safety and/or physical plant deficiencies since the last review? (SAFETY)**

-CCL Citation for Baker Site facility in dis-repair substantiated from complaint dated 8/10/15, #22-CR-20150810101042

**AIR CONDITIONING:**

On June 26, 2015 staff noticed leakage next to the indoor AC unit at the Baker house; however, the AC was still working. The next business day, Monday June 29, 2015, Dependable Graham, AC service, came to the Baker house to evaluate the problem. Upon the beginning of the initial repair by Dependable Graham it was noticed that a coil within the AC unit system was also damaged and would need to be ordered and replaced. Childhelp kept in contact with Dependable Graham with regards to scheduling the repair of the AC. On 8/12/15, date investigation was opened; AC contractors were at the Baker house and completed service, with the AC fully functional after.

**PLAN OFCORRECTION:** Since citation on 9/30/15, the Group Homes have signed a year round HAVC maintenance agreement with Dependable Graham on 10/05/15. Program Manager Suzan has also identified a secondary Air Conditioning Service that can be utilized in the event that Dependable Grahams scheduling does not meet the group home needs. Childhelp will continue to respond immediately when appliances break down by securing service as soon as possible.

*Attachment 1- Invoice of completion from Dependable Graham

*Attachment 2- Maintenance Agreement with Dependable

**DISHWASHER:**

On 7/10/15 staff expressed issues with the dishwasher when the garbage disposal is running and a maintenance request was submitted.

On 7/15/15 Childhelp Maintenance replaced the garbage disposal and evaluated the dishwasher stating that it was in good working order.



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the breaker to "short" if both units were used simultaneously. The electrical outlets were separated and both units were then in proper working condition.

**PLAN OF CORRECTION:**

Childhelp Orange County Group Homes has a full time Maintenance man that immediately assesses any situation noted by staff and if within his scope, can repair onsite immediately. If any issue is outside the scope of what Maintenance can handle then outside technicians will be contacted to evaluate and fix any appliance that may need repair.

**STOVE TOP:**

Childhelp had previously been told during prior walkthroughs that 4 out of 5 working burners are considered to be in compliance. Maintenance Technician evaluated the stove top, however was unable to gage exact problem. Appliance Repair Service was then contacted to evaluate the situation. When discussed with CCL Analyst, Shelly Grace, she attempted to get a waiver for the stove top as it was not an immediate danger or safety hazard. The waiver was denied by her Supervisor. Childhelp opted to replace the stove and obtaining a 5 year warranty.

**PLAN OF CORRECTION:** A 5 year warranty was obtained for the stove top. Maintenance technician and management will be contacted in the event that there is an issue, and Home Dept will be called to come assess any problems.