



County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
Director

BRANDON NICHOLS
Chief Deputy Director

October 24, 2016

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To: Supervisor Hilda L. Solis, Chair
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From: *for* Philip L. Browning
Director

PARAGON CENTER GROUP HOME CONTRACT COMPLIANCE REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a review of Paragon Center Group Home (the Group Home) in May 2016. The Group Home has one site located in Orange County and provides services to the County of Los Angeles DCFS placed children and children from other counties. According to the Group Home's Program Statement, its stated purpose is, "With the belief that integrity, pride, self-discipline, hope, and self-confidence are essential tools for developing quality and productive members of society, Paragon Center is dedicated to providing nurturing, safe, and stable environments for our youth, identifying resources to promote character building and self-sufficiency, and support their social, educational, and spiritual growth."

At the time of the review, the Group Home had no DCFS placed children. The Group Home has a six bed site licensed to serve a capacity of six female children, ages 12 through 17. The last DCFS placed child was discharged in December 2015.

SUMMARY

The Group Home was in full compliance with 3 of 4 applicable areas of our Contract Compliance Review: Facility and Environment; Discharged Children; and Personnel Records.

The following areas were not applicable as the Group Home did not have any DCFS placed children at the time of the review in May 2016, and the last DCFS placed child was discharged in December 2015: Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Psychotropic

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Medication; Personal Rights and Social/Emotional Well-Being; and Personal Needs/Survival and Economic Well-Being.

CAD noted deficiencies in the area of: Licensure/Contract Requirements, related to the Group Home vehicle not being maintained in good repair.

Attached are the details of CAD's review.

REVIEW OF REPORT

On June 6, 2016, Sherry L. Rolls, DCFS CAD and Thomas Manning, Out-of-Home Care Management Division held an exit conference with Group Home representative: Denita Trowel, Administrator. The Group Home representative agreed with the review finding and recommendation; was receptive to implementing systemic changes to improve the Group Home's compliance with regulatory standards; and agreed to address the noted deficiency in a Corrective Action Plan (CAP).

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

The Group Home provided the attached approved Compliance CAP, addressing the recommendation 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:sr

Attachments

- c: Sachi A. Hamai, Chief Executive Officer
- John Naimo, Auditor-Controller
- Calvin C. Remington, Interim Chief Probation Officer
- Public Information Office
- Sybil Brand Commission
- Audit Committee
- Pamela Cutchlow, Executive Director, Paragon Center
- Lajuannah Hills, Regional Manager, Community Care Licensing Division
- Lenora Scott, Regional Manager, Community Care Licensing Division

**PARAGON CENTER GROUP HOME
CONTRACT COMPLIANCE REVIEW SUMMARY**

Rate Classification Level 12
License No. 306001904

	Contract Compliance Review	Findings: May 2016
I	<p><u>Licensure/Contract Requirements</u> (9 Elements)</p> <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. Transportation Needs Met 3. Vehicle Maintained in Good Repair 4. Timely, Cross-Reported SIRs 5. Disaster Drills Conducted & Logs Maintained 6. Runaway Procedures 7. Comprehensive Monetary and Clothing Allowance Logs Maintained 8. Detailed Sign-In/Out Logs for Placed Children 9. CCL Complaints on Safety/Plant Deficiencies 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Not Applicable 5. Full Compliance 6. Full Compliance 7. Not Applicable 8. Full Compliance 9. Full Compliance
II	<p><u>Facility and Environment</u> (5 Elements)</p> <ol style="list-style-type: none"> 1. Exterior Well Maintained 2. Common Areas Well Maintained 3. Children's Bedrooms Well Maintained 4. Sufficient Recreational Equipment/Educational Resources 5. Adequate Perishable and Non-Perishable Food 	<p style="text-align: center;">Full Compliance (All)</p>
III	<p><u>Maintenance of Required Documentation/Service Delivery</u> (10 Elements)</p> <ol style="list-style-type: none"> 1. Child Population Consistent with Capacity and Program Statement 2. DCFS Children's Social Worker's Authorization to Implement NSPs 3. NSPs Implemented and Discussed with Staff 4. Children Progressing Toward Meeting NSP Case Goals 5. Therapeutic Services Received 6. Recommended Assessment/Evaluations Implemented 7. DCFS Children's Social Worker's Monthly Contacts Documented 8. Children Assisted in Maintaining Important Relationships 	<p style="text-align: center;">Not Applicable</p>

PARAGON CENTER GROUP HOME CONTRACT COMPLIANCE REVIEW
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	<ol style="list-style-type: none"> 9. Development of Timely, Comprehensive Initial NSPs with the Child's Participation 10. Development of Timely, Comprehensive Updated NSPs with the Child's Participation 	
<p>IV</p>	<p><u>Education and Workforce Readiness</u> (5 Elements)</p> <ol style="list-style-type: none"> 1. Children Enrolled in School Within Three School Days 2. Group Home Ensured Children Attended School and Facilitated in Meeting Their Educational Goals 3. Current Report Cards/Progress Reports Maintained 4. Children's Academic Performance and/or Attendance Increased 5. Group Home Encouraged Children's Participation in YDS or Equivalent Services and Vocational Programs 	<p>Not Applicable</p>
<p>V</p>	<p><u>Health and Medical Needs</u> (4 Elements)</p> <ol style="list-style-type: none"> 1. Initial Medical Exams Conducted Timely 2. Follow-Up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted Timely 	<p>Not Applicable</p>
<p>VI</p>	<p><u>Psychotropic Medication</u> (2 Elements)</p> <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	<p>Not Applicable</p>
<p>VII</p>	<p><u>Personal Rights and Social/Emotional Well-Being</u> (13 Elements)</p> <ol style="list-style-type: none"> 1. Children Informed of Group Home's Policies and Procedures 2. Children Feel Safe 3. Appropriate Staffing and Supervision 4. Group Home's Efforts to Provide Nutritious Meals and Snacks 5. Staff Treat Children with Respect and Dignity 6. Appropriate Rewards and Discipline System 7. Children Allowed Private Visits, Calls and Correspondence 8. Children Free to Attend or Not Attend Religious Services/Activities 	<p>Not Applicable</p>

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	<ol style="list-style-type: none"> 9. Children's Chores Reasonable 10. Children Informed About Their Medication and Right to Refuse Medication 11. Children Free to Receive or Reject Voluntary Medical, Dental and Psychiatric Care 12. Children Given Opportunities to Plan Activities in Extracurricular, Enrichment and Social Activities (Group Home, School, Community) 13. Children Given Opportunities to Participate in Extracurricular, Enrichment and Social Activities (Group Home, School, Community) 	
<p>VIII</p>	<p><u>Personal Needs/Survival and Economic Well-Being</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. \$50 Clothing Allowance 2. Adequate Quantity and Quality of Clothing Inventory 3. Children Involved in the Selection of Their Clothing 4. Provision of Clean Towels and Adequate Ethnic Personal Care Items 5. Minimum Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement and Assistance with Life Book or Photo Album 	<p>Not Applicable</p>
<p>IX</p>	<p><u>Discharged Children</u> (3 Elements)</p> <ol style="list-style-type: none"> 1. Children Discharged According to Permanency Plan 2. Children Made Progress Toward NSP Goals 3. Attempts to Stabilize Children's Placement 	<p>Full Compliance (All)</p>
<p>X</p>	<p><u>Personnel Records</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. Federal Bureau of Investigations (FBI), Department of Justice (DOJ) and Child Abuse Central Index (CACI) Submitted Timely 2. Timely Completed Criminal Background Statement 3. Education/Experience Requirement 4. Employee Health Screening/Tuberculosis (TB) Clearances Timely 5. Valid Driver's License 6. Signed Copies of Group Home Policies and Procedures 7. All Required Training 	<p>Full Compliance (All)</p>

**PARAGON CENTER 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 May 2016 review. The purpose of this review was to assess Paragon Center Group Home'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 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.

At the time of the review, the Group Home had no Department of Children and Family Services (DCFS) placed children. The last DCFS placed child was discharged in December 2015.

The Contracts Administration Division (CAD) reviewed five staff files for compliance with Title 22 Regulations and County contract requirements and conducted a site visit.

CONTRACTUAL COMPLIANCE

CAD found the following area out of compliance:

Licensure/Contract Requirements

- Vehicle not maintained in good repair.

The Group Home's vehicle had two bald tires and the second row seating release mechanism that allows access to the third row seating was not working properly. On May 25, 2016, CAD revisited the Group Home and confirmed the vehicle had four new tires. On June 6, 2016, CAD confirmed the vehicle's second row seating release mechanism was working properly.

Recommendation:

The Group Home's management shall ensure that:

1. The Group Home vehicles are maintained in good repair.

PRIOR YEAR FOLLOW-UP FROM DEPARTMENT OF CHILDREN AND FAMILY SERVICES (DCFS) CONTRACTS ADMINISTRATION DIVISION'S (CAD'S) GROUP HOME CONTRACT COMPLIANCE REVIEW

CAD's last compliance report, dated August 27, 2015, identified three recommendations.

- Special Incident Reports (SIRs) are cross-reported timely.
- Comprehensive Updated Needs and Services Plans (NSPs) are developed with the child's participation.
- Children make progress toward meeting their NSP goals.

Results:

Due to the Group Home not having DCFS placed children at the time of the review, CAD was unable to review placed children's files to verify the successful implementation of the previous recommendations.

Recommendation:

There are no outstanding recommendations from the prior report.

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



PARAGON CENTER, INC.

June 15, 2016

Department of Children and Family Services
Contracts Administration Division
3530 Wilshire Blvd, 4th Floor
Los Angeles, Ca 90010

JUN 20 '16 PM4:05

Attn: Sherry Rolls
Subject: CAP Addendum

Dear Mrs. Rolls

Per your contract review finding, Paragon Center Corrective Action Plan follows:

SECTION 1. LICENSURE/CONTRACT REQUIREMENTS

3. Does the group home maintain vehicle in which the children are transported in good repair? (Safety)
No: the GH's vehicle had two bald tires and the second row mechanism that allows access to the third row was not working. On May 25 2016. CAD confirmed the GH purchased 4 new tires for the vehicle, however the GH has not yet addressed the second row mechanism.

CAP:

- Effective immediately Administrator created a Vehicle Inspection form placed in front of driving log binder (binder inside facility van) for staff to complete a Vehicle Inspection upon EVERY USE of company van. Staff is to complete this form and initial upon completion of inspection.
- Administrator also added to staff EVENING Shift check off list (binder located inside facility in lock closet) a reminder that Vehicle Inspection needs to be completed by the end of shift, staff is to circle YES OR NO if Vehicle Inspection has been completed and sign the bottom of the form to ensure staff completed the vehicle inspection form.
- A Vehicle Maintenance form has been created for staff that does find that the company van needs repairs (oil change, new tires, low air, and maintenance light on...) upon completing their Vehicle Inspection. Staff is to submit this Vehicle Maintenance form to management to notify management that the facility vehicle needs repairs, and a brief description of what repair is needed. Management is to complete the repairs immediately.
- A weekly vehicle inspection form has been created for management. Management is to check vehicle on a weekly basis, and complete form with signature stating Vehicle Inspection has been completed that week.
- Paragon Center has enforced these four forms inside the facility vehicle, and inside the facility to ensure Paragon Center children are transported in good repair, management is also inspecting themselves and checking after staff to ensure this will not happen again.

If you have any questions or require additional information, please feel free to contact me at (714) 321-5704 or via email paragoncenter@msn.com.

Respectfully Submitted

Denita Trowel, Group Home Administrator

Mailing Address: P.O. Box 6803 Fullerton, CA 92834

Telephone: (714) 572-0175