



**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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December 2, 2016

To: Supervisor, Hilda L. Solis, Chair
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Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

**WEST COVINA FOSTER FAMILY AGENCY DBA HOMES OF HOPE GROUP HOME
CONTRACT COMPLIANCE REVIEW**

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of the West Covina Foster Family Agency dba Homes of Hope, referred to as the Casa Esperanza Treatment Center (the Group Home) in May 2016. The Group Home has one site located in the First Supervisorial District and provides services to the County of Los Angeles DCFS placed children and Probation foster youth. According to the Group Home's Program Statement, its stated purpose is "to provide quality residential foster care to minors who are unable to live with their families and instill hope, trust, joy and meaning in the lives of minors in their care."

At the time of the review, the Group Home served five DCFS placed children. The Group Home has one 6-bed site licensed to serve a capacity of six female children, ages 13 through 17. The placed children's average length of placement was 10 months and their average age was 16.

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 treated with respect and dignity.

The Group Home was in full compliance with 8 of 9 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; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being;

"To Enrich Lives Through Effective and Caring Service"

Discharged Children; and Personnel Records. Psychotropic Medication was not applicable as the sampled children were not prescribed psychotropic medication at the time of the review. CAD noted deficiencies in the area of: Licensure/Contract Requirements, related to a Community Care Licensing (CCL) citation.

Attached are the details of CAD's review.

REVIEW OF REPORT

On June 8, 2016, Patricia Kirkpatrick, DCFS CAD, and Kong Ng, DCFS Out-of-Home Care Management Division (OHCMD), held an exit conference with the Group Home representatives: Sukhwinder Singh, Executive Director; and Rodrigo Recendez, Jr., Supervising Social Worker. The Group Home's representatives agreed with the review findings and recommendation; 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 recommendation noted in this compliance report. On June 8, 2016, the OHCMD provided technical assistance to the Group Home to help in implementing the recommendation noted in this compliance report.

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

PLB:KR
LTI:pk

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
- Sukhwinder Singh, Executive Director, West Covina Foster Family Agency
- Lajuannah Hills, Regional Manager, Community Care Licensing Division
- Leonora Scott, Regional Manager, Community Care Licensing Division

**WEST COVINA FOSTER FAMILY AGENCY DBA HOMES OF HOPE
CASA ESPERANZA TREATMENT CENTER GROUP HOME
CONTRACT COMPLIANCE REVIEW SUMMARY**
Rate Classification Level 11
License No. 197804217

	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. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Improvement Needed
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 and 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 9. Development of Timely, Comprehensive Initial NSPs with the Child's Participation 	<p style="text-align: center;">Full Compliance (All)</p>

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	10. Development of Timely, Comprehensive, Updated NSPs with the Child's Participation	
IV	<u>Education and Workforce Readiness</u> (5 Elements) 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	Full Compliance (All)
V	<u>Health and Medical Needs</u> (4 Elements) 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	Full Compliance (All)
VI	<u>Psychotropic Medication</u> (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Not Applicable (All)
VII	<u>Personal Rights and Social/Emotional Well-Being</u> (13 Elements) 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 9. Children's Chores Reasonable 10. Children Informed About Their Medication and Right to Refuse Medication	Full Compliance (All)

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	<ol style="list-style-type: none"> 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) 	
VIII	<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 a Life Book or Photo Album 	Full Compliance (All)
IX	<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 	Full Compliance (All)
X	<p><u>Personnel Records</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. Federal Bureau of Investigation (FBI), California 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 	Full Compliance (All)

**WEST COVINA FOSTER FAMILY AGENCY DBA
HOMES OF HOPE 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 the West Covina Foster Family Agency dba Homes of Hope 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.

For the purpose of this review, four 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 the review, none of the placed children were prescribed psychotropic medication.

CAD reviewed three 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 May 21, 2015, for not notifying CCL within the required timeframe, when a new administrator was hired. A Plan of Correction (POC) was requested by CCL that was due on May 29, 2015. CCL cleared the POC on June 1, 2015. No further investigation was

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required by the Department of Children and Family Services (DCFS) Emergency Response Children's Social Worker or Out-of-Home Care Investigations Section.

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

CAD's last compliance report dated April 29, 2016 (review conducted in May 2015), identified seven recommendations.

Results:

Based on CAD's follow-up, the Group Home implemented 6 of 7 recommendations for which they were to ensure that:

- All Special Incident Reports are timely submitted.
- Staff treat children with respect and dignity.
- Children are free to attend or not attend religious services and activities.
- Children are free to receive or reject voluntary medical, dental, and psychiatric care.
- Children are given the opportunities to plan activities in extracurricular, enrichment, and social activities.
- Children are involved with the selection of their clothes.

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 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 recommendation during the next review.



HOMES OF HOPE FOSTER FAMILY AGENCY

1107 S. Glendora Avenue • West Covina, CA 91790

State Facility Licenses Number: 197803171

Telephone: (626) 814-9085

Fax: (626) 814-2276

July 11, 2016

Patricia Kirkpatrick
Children's Services Administrator I
Department of Children and Family Services
Contracts Administration Division - Contracts Compliance Unit
3530 Wilshire Blvd, 4th Floor
Los Angeles, CA 90010

RE: Casa Esperanza Treatment Center
Monitoring Review Concluded- June 8, 2016
Corrective Action Plan

Dear Ms. Kirkpatrick

Casa Esperanza Treatment Center has received the exit summary report following the contract compliance annual review of our foster family agency conducted by the Contracts Administration Division (CAD) and are submitting the following Corrective Action Plan to remediate and address the recommendation/s noted.

LICENSURE/CONTRACT REQUIREMENTS:

Field Exit Review# I:

Item#4: Is the agency free of substantiated Community Care Licensing complaint's reports on safety and physical plant deficiencies since the last review?

Finding: Per Group Home Monitoring Review Field Exit Summary- There was one CCL complaint, and a deficiency cited on Facility Evaluations Report. CCL was not notified of the new Facility Administrator in a timely manner.

Homes of Hope Corrective Action Plan #4: Casa Esperanza Treatment Center has addressed this issue:

- *To ensure compliance with the CCL, Department of Children and Family Services and Contract Compliance, the agency will ensure that all parties are informed of any changes in the Administration of Casa Esperanza. With the recent changes in the Facility Administrator, CCL and OCHM analysts were made aware of the changes and upon hire*

of the new administrator, copies of all documents were sent to CCL, Contract Compliance and OHCM.

It was a pleasure working with you during our monitoring review field visit of May 17, 2016. In a continuing effort to diligently pursue the goals of Safety, Permanence, and Well-Being for the children and youth that we serve in partnership with the Department of Children and Family Services, it is the sincere intention of Homes of Hope to meet all contract requirements and fully support the collaborative efforts to meet the needs of LA County's dependent children and provide a quality care to our children in placement.

If any further information is needed, please contact me anytime at (626) 814-9085.

Thanks.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tori Mohmand', with a long, sweeping underline that extends to the right.

Tori Mohmand
Administrator

Homes of Hope Foster Family Agency

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