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DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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July 15, 2011

To: Supervisor Michael D. Antonovich, Mayor
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From: Jackie Contreras, Ph.D.
Acting Director

WEST COVINA FOSTER FAMILY AGENCY, dba HOMES OF HOPE, INCORPORATED, CASA ESPERANZA TREATMENT CENTER GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW

In accordance with your Board's April 14, 2009 motion, we are informing your Board of the results of a group home compliance review.

West Covina Foster Family Agency, dba Homes of Hope, Incorporated, Casa Esperanza Treatment Center Group Home (Casa Esperanza Group Home) is located in the 1st Supervisorial District and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to the agency's program statement, its goal 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 care." Casa Esperanza Group Home is licensed to serve a capacity of six females, ages 13 through 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Casa Esperanza Group Home in February 2011, at which time the agency had one six-bed site and five placed DCFS children. The children's overall average length of placement was four months and their average age was 16. For the purpose of this review, four children were interviewed and their case files were reviewed. One child had been placed with the Group Home for less than 30 days; her file was not reviewed and she was not interviewed. Five staff files were reviewed for compliance with Title 22 regulations and contract requirements.

One child was on psychotropic medication. We reviewed her case file to assess timeliness of psychotropic medication authorizations and to confirm that medication logs documented correct dosages were being administered as prescribed.

SCOPE OF REVIEW

The purpose of this review was to assess Casa Esperanza Group Home's compliance with the contract and State regulations. The visit included a review of the Group Home's program statement, administrative internal policies and procedures, four children's case files, and a random sampling of personnel files. A visit was made to the site to assess the quality of care and supervision provided to children and interviews were conducted with the children to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

Generally, Casa Esperanza Group Home was providing the services as outlined in its program statement. The children's case files and personnel files were well organized and professionally maintained. The site was clean and adequately landscaped. All four children interviewed disclosed that they felt safe at the Group Home.

At the time of the review, the Group Home needed to address one minor physical plant deficiency which did not pose a safety hazard to placed children. The Group Home also needed to develop comprehensive Needs and Services Plans (NSP), ensure that DCFS Children's Social Workers' (CSW) monthly contacts were appropriately documented in the NSPs, and that age-appropriate children were provided Youth Development Services and extracurricular activities.

The Executive Director and her staff were accessible and cooperative. They disagreed with some of the findings but expressed a willingness to make the necessary corrections regarding the findings highlighted during the review.

NOTABLE FINDINGS

The following are the notable findings of our review:

- One stone bench in the backyard needed to be cleaned and polished to improve the overall appearance of the yard. The Program Manager notified the Executive Director that the stone bench needed to have an improved look.

- Four initial NSPs and two updated NSPs were reviewed. Three of the four initial NSPs were comprehensive and met all the required elements in accordance with the NSP template. One initial NSP and two updated NSPs were not comprehensive and did not meet all the required elements in accordance with the NSP template. The initial NSP did not have sufficient details on the child's visits with relatives, and the two updated NSPs did not have adequate details on the Group Home's contacts with CSWs.

- One of the four children interviewed said she was not participating in extracurricular activities. The Facility Manager said that children were given opportunities to participate in

extracurricular activities. Reviewed documentation indicated that the Group Home encouraged age-appropriate children to participate in extracurricular activities, but was not specific to this child.

- Three children's initial medical and dental exams were timely. One child obtained her initial dental exam 13 days late. The Facility Manager stated that the Group Home would ensure that children receive timely dental exams.

- One child, who was living at the Group Home for 72 days, disclosed during the interview that she did not have enough clothes. The Facility Manger stated that the Group Home was waiting on the clothing allowance which arrived the same day the Monitor interviewed the child. The Monitor was able to verify that the child received her clothing allowance and was going to shop for new clothes.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held on March 21, 2011.

In attendance:

Sukhwinder Singh, Executive Director, Julie Merrill, Facility Manager, Casa Esperanza Group Home; and Kirk Barrow, Monitor, DCFS OHCMD.

Highlights:

During the exit conference, the Executive Director stated that Casa Esperanza Group Home would improve its documentation in the NSPs and ensure that NSPs have detailed documentation of the Group Home's contacts with CSWs in updated NSPs.

The Facility Manager made it clear that all age-appropriate children were allowed opportunities to be involved in extracurricular activities although at times children refused; however, there was no documentation provided to support this statement.

The draft report was sent to the Group Home administration for comments and Casa Esperanza Group Home indicated no problems with the report; therefore, OHCMD proceeded with finalizing the report.

As agreed, Casa Esperanza Group Home provided a timely written Corrective Action Plan (CAP) addressing each recommendation noted in this compliance report. The CAP is attached.

As noted in the monitoring protocol, a follow-up visit will be conducted to address the provider's approved CAP and assess for full implementation of recommendations.

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

JC:RS:KR
EAH:DC:kb

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Donald H. Blevins, Chief Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
Emmanuel Azahriah, President, Board of Directors, Homes of Hope, Incorporated
Sukhwinder Singh, Executive Director, Homes of Hope, Incorporated
Jean Chen, Regional Manager, Community Care Licensing
Lenora Scott, Regional Manager, Community Care Licensing

WEST COVINA FFA, dba HOMES OF HOPE, INCORPORATED,
CASA ESPERANZA TREATMENT CENTER GROUP HOME
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

1568 McLeod Place, Pomona, CA 91768
License Number 197804217
Rate Classification Level 11

	Contract Compliance Monitoring Review	**Findings: February 2011**
I	**Licensure/Contract Requirements** (9 Elements) 1. Timely Notification for Child's Relocation 2. Stabilization to Prevent Removal of Child 3. Transportation 4. SIRs 5. Compliance with Licensed Capacity 6. Disaster Drills Conducted 7. Disaster Drill Logs Maintenance 8. Runaway Procedures 9. Allowance Logs	Full Compliance (ALL)
II	**Facility and Environment** (6 Elements) 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food	1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance
III	**Program Services** (8 Elements) 1. Child Population Consistent with Program Statement 2. DCFS CSW Authorization to Implement NSPs 3. Children's Participation in the Development of NSPs 4. NSPs Implemented and Discussed with Staff 5. Therapeutic Services Received 6. Recommended Assessments/Evaluations Implemented 7. DCFS CSWs Monthly Contacts Documented 8. Comprehensive NSPs	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Improvement Needed
IV	**Educational and Emancipation Services** (4 Elements) 1. Emancipation/Vocational Programs Provided 2. ILP Emancipation Planning 3. Current IEPs Maintained 4. Current Report Cards Maintained	Full Compliance (ALL)

V	**Recreation and Activities** (3 Elements) 1. Participation in Recreational Activity Planning 2. Participation in Recreational Activities 3. Participation in Extracurricular, Enrichment and Social Activities	 1. Full Compliance 2. Full Compliance 3. Improvement Needed
VI	**Children's Health-Related Services (including Psychotropic Medications)** (9 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 3. Medication Logs 4. Initial Medical Exams Conducted 5. Initial Medical Exams Timely 6. Follow-up Medical Exams Timely 7. Initial Dental Exams Conducted 8. Initial Dental Exams Timely 9. Follow-Up Dental Exams Timely	 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Improvement Needed 9. Full Compliance
VII	**Personal Rights** (11 Elements) 1. Children Informed of Group Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Staff Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Free to Receive or Reject Voluntary Medical, Dental and Psychiatric Care 7. Children Allowed Private Visits, Calls and Correspondence 8. Children Free to Attend Religious Services/Activities 9. Reasonable Chores 10. Children Informed about Psychotropic Medication 11. Children Aware of Right to Refuse Psychotropic Medication	 Full Compliance (ALL)
VIII	**Children's Clothing and Allowance** (8 Elements) 1. $50 Clothing Allowance 2. Adequate Quantity of Clothing Inventory 3. Adequate Quality of Clothing Inventory 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book	 1. Full Compliance 2. Improvement Needed 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance

IX	**Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances and Training)** (12 Elements) 1. Education/Experience Requirement 2. Criminal Fingerprint Cards Timely Submitted 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Employee Health Screening Timely 6. Valid Driver's License 7. Signed Copies of GH Policies and Procedures 8. Initial Training Documentation 9. CPR Training Documentation 10. First Aid Training Documentation 11. On-going Training Documentation 12. Emergency Intervention Training Documentation	Full Compliance (ALL)

WEST COVINA FFA, dba HOMES OF HOPE, INCORPORATED,
CASA ESPERANZA TREATMENT CENTER GROUP HOME
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

1568 McLeod Place, Pomona, CA 91768
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The following report is based on a "point in time" monitoring visit and is only intended to report on the findings noted during the February 2011 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of four children's case files, five staff files, and/or documentation from the provider, Casa Esperanza Group Home was in full compliance with four of nine sections of our Contract Compliance Review: Licensure/Contract Requirements, Educational and Emancipation Services, Personal Rights, and Personnel. The following report details the results of our review:

FACILITY AND ENVIRONMENT

Based on our review of Casa Esperanza Group Home and four children's case files, Casa Esperanza Group Home fully complied with five of six elements reviewed in the area of Facility and Environment.

The Group Home maintained a sufficient supply of perishable and non-perishable foods. The Group Home provided a home-like environment, and provided on-site educational resources and age-appropriate accessible recreational equipment. Children's bedrooms were well maintained and recreational equipment was in good condition and age-appropriate. Generally, the exterior of the Group Home was well maintained. The front and back yards were clean and adequately landscaped and common quarters were well maintained, however a stone bench in the backyard needed to be cleaned and polished to improve the appearance of the back yard. The Facility Manager stated that they planned to improve the appearance of the backyard by having the bench cleaned and polished or removed.

Recommendation:

Casa Esperanza Group Home Management shall ensure that:

1. The Group Home's exterior and grounds are well maintained.

PROGRAM SERVICES

Based on our review of five children's case files and/or documentation from the provider, Casa Esperanza Group Home fully complied with seven of eight elements reviewed in the area of Program Services.

We noted that placed children met the Group Home's population criteria as outlined in its program statement, were assessed for needed services within 30 days, and received required therapeutic services.

Based on our review, we found that the treatment team developed and implemented the NSPs, as well as discussed NSPs with the Group Home staff. However, of the six NSPs reviewed, just three were comprehensive and met all the required elements in accordance with the NSP template. One of four initial NSPs and the two updated NSPs reviewed were not comprehensive and did not meet all the required elements in accordance with the NSP template. The NSPs did not have adequate details on the Group Home's contacts with CSWs or visits with family members. The Executive Director stated that she was not aware that the Group Home contacts with the CSWs needed to be detailed in the NSPs as the Group Home kept contacts with CSWs in a separate file.

Recommendation:

Casa Esperanza Group Home Management shall ensure that:

2. NSPs are comprehensive.

RECREATION AND ACTIVITIES

Based on our review of four children's files and/or documentation from the provider, Casa Esperanza Group Home fully complied with two of three elements in the area of Recreation and Activities.

Children were given opportunities to plan activities and to participate in activities at the Group Home, in the community and at school. However, one child said that she was not given opportunities to participate in age-appropriate extracurricular, enrichment and social activities in which she had an interest. The Facility Manager said that the children were given opportunities to participate in extracurricular activities and provided documentation showing incentives used to encourage children to participate in extracurricular activities. However, the documentation provided was site-specific, and no documentation specific to this child was provided by the Group Home.

Recommendation:

Casa Esperanza Group Home Management shall ensure that:

3. Children are given opportunities to be involved in extracurricular activities of their choice.

CHILDREN'S HEALTH-RELATED SERVICES, INCLUDING PSYCHOTROPIC MEDICATION

Based on our review of four children's case files and/or documentation from the provider, Casa Esperanza Group Home fully complied with eight of nine elements in the area of Children's Health-Related Services, including Psychotropic Medication.

The one child on psychotropic medication had current psychiatric evaluations/reviews with her psychiatrist. Initial medical examinations and follow-up medical/dental examinations were conducted timely. Medication logs were properly maintained for the children including the child on psychotropic medication. Three children received their initial dental examinations timely; however one child's initial dental exam was 13 days. The Facility Manager said that the Group Home always considered timely dental exams a priority and would take steps to ensure children's dental exams were timely in the future.

Recommendation:

Casa Esperanza Group Home Management shall ensure that:

4. All children have timely initial dental examinations.

CLOTHING AND ALLOWANCE

Based on our review of four children's case files and/or documentation from the provider, Casa Esperanza Group Home fully complied with seven of eight elements reviewed in the area of Clothing and Allowance.

Based on our review, children were provided with opportunities to select their own clothes. The children interviewed reported that the Group Home provided them with the required minimum weekly allowance and all children reported that they spent their allowance as they chose.

The Group Home provided children with adequate personal care items appropriate to their ethnic needs, and the items were readily accessible. All four children were encouraged to have life books/photo albums. The clothing provided to children was of good quality, however one child, who was living at the Group Home for 72 days, said that she had not received her $50 monthly clothing allowance. The Facility Manager said that the DCFS CSW had not provided the clothing allowance however the Group Home would make sure that the resident received at least the minimum amount of clothing required. During the visit, the Group Home received the child's clothing allowance in the mail and the child was taken shopping for more clothes.

Recommendation:

Casa Esperanza Group Home Management shall ensure that:

5. Children receive $50 monthly clothing allowance.

6. Children's on-going clothing inventories are of adequate quantity.

FOLLOW-UP FROM THE 2009 MONITORING REVIEW

Objective

Determine the status of the recommendations reported in the 2009 monitoring review.

Verification

We verified whether the outstanding recommendations from the 2009 review of June 1, 2010 were implemented.

Results

OHCMD's prior monitoring report contained seven outstanding recommendations. Specifically, Casa Esperanza Group Home was to develop comprehensive NSPs, and that a permanent plan of reunification, adoption, relative guardianship or other legal guardianship was accurately identified and documented in the NSPs. The agency was to ensure that the Group Home site was maintained in good repair in accordance with Title 22 and that all children were given the opportunity to participate in age-appropriate extracurricular, enrichment, and social activities in which they have an interest. Group Home management was to ensure that an appropriate rewards system was in place, that the agency honor the visitation rights of the placed children and arrange transportation services for them. The agency was to assure that children were made aware of their right to refuse medication and informed that they would not be disciplined should they refuse medication, and the child's refusal must be documented in the child's case file. Based on our follow-up of these recommendations, Casa Esperanza Group Home fully implemented five of the 2009 recommendations. All NSPs reviewed had a permanent plan for the child, the Group Home site was maintained and in good repair, an appropriate rewards system was in place, the agency honored the visitation rights of the placed children, arranged transportation services for the children, the children were made aware of their right to refuse medications and their refusals were documented. However, the Group Home did not implement the recommendation regarding development of comprehensive NSPs, and all children were not given the opportunity to participate in age-appropriate extracurricular enrichment and social activities in which they had an interest. As noted, corrective action was requested of Casa Esperanza Group Home to further address the recommendations that had not been implemented.

Recommendation:

Casa Esperanza Group Home Management shall ensure that:

7. It fully implements the June 1, 2010 outstanding recommendations from the 2009 monitoring Report, which are noted in this report as Recommendations 3 and 4.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of West Covina Foster Family Agency dba Homes of Hope Incorporated, Casa Esperanza Treatment Center Group Home, has not been posted by the A-C.

CASA ESPERANZA TREATMENT CENTER

1568 McLeod
Pomona, California 91768

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May 12, 2011

Dorothy Channel
Out of Home Care Management
9320 Telstar Ave, #206
El Monte, CA 91731

Re: Casa Esperanza Treatment Center
Contract Compliance Review

CITATION	CORRECTIVE ACTION PLAN
II. Facility & Environment 10. Are the group home's exterior and grounds well maintained? a) Stone bench in backyard needs cleaning or painting.	A. The stone bench was cleaned with a pressure washer.
III. Program Services 22 b) NSPs were not Comprehensive a) [redacted]s NSP dated 8/21/2010 and 11/21/2010 are not comprehensive and need more details regarding the Group Home contacts with the CSW. [redacted] initial NSP dated 12/23/2010 was not comprehensive and needs more details in the visits with mother and sisters.	A. The Group Home Administrator and Social Worker will ensure that the Needs and Service Plans are comprehensive by: 1. Including more detailed notation of Group Home contact with CSW. The Group Home currently keeps a contact log with more specific details than that of the NSP. The Group Home Social Worker will transfer those specific details of Group Home contact into the NSPs. 2. The Group Home Administrator will ensure that when monitored visits are held at DCFS documentation will be provided

	for each visit in order to include more details of all court mandated visits. 3. The Group Home Social Worker will submit the next quarterly NSP to [redacted] for approval and use that as a sample to ensure that the content covers what is expected. 4. The Group Home Administrator and Social Worker will remain in contact with [redacted] so that he can provide updates anytime there is a change in requirements for the content of NSPs.
V. Recreation and Activities	
29. Are children given opportunities to participate in age-appropriate extra-curricular activities, enrichment, and social activities in which they have an interest? a) [redacted] said that she was not participating in extra-curricular activities of her choice.	A. Residents are never withheld from participating in extra-curricular activities of their choice. To prevent further issue in this category upon enrollment in our program we will have all residents fill out a special interests form (**See attachment A**) to explore preferred interests in sports, clubs and other extracurricular activities. The Group Home Facility manager will explore options for their interests upon enrolling them in school. If the school does not provide an extra-curricular activity of the resident's preference the Facility Manager will explore other options in the community.
VI. Children's health related-services, including psychotropic medication.	
34. Are initial medical examinations timely? a) [redacted]'s initial medical exam was on 7/9/2010, 18 days late (placed 5/21/10).	A. Group home Administrator will ensure that all medical and dental exams are completed in the time frame allotted. The Group Home Administrator will audit all placement records monthly. When and if there are extenuating circumstances that delay timely exams thorough documentation will be made

37. Are initial dental exams timely? a) [redacted]s initial dental was done on 1/6/11, 13 days late (placed 11/23/10).	as long with communication with the CSW.
VIII. Clothing and Allowance Are children's on-going clothing inventories of adequate quantity? a) [redacted] said she did not have enough clothes. (Clothing allowance arrived in mail same day of her disclosure to monitor)	A. The Group Home Facility manager will ensure that upon arrival all residents have adequate clothing according to the DCFS clothing inventory. In the case that a resident does not have adequate clothing the Facility Manager will make arrangements with the Administrator to purchase adequate clothing.

If you have any questions or need clarification regarding this Corrective Action Plan, please do not hesitate to contact me at (626)388-3513

Sincerely,

Julie Merrill

Julie Merrill
Administrator

Attachments (1)