County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
Interim Director

Board of Supervisors
GLORIA MOLINA
First District
MARK RIDLEY-THOMAS
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

October 18, 2011

To: Supervisor Michael D. Antonovich, Mayor
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

From: Philip L. Browning
Interim Director

CHILDHELP USA 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.

Childhelp USA Group Home is located in Riverside and Orange Counties and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to Childhelp USA Group Home's program statement, its stated goal is "to provide quality, individualized treatment services delivered via a multi-disciplinary Treatment Team model, to each child admitted to the program." Childhelp USA Group Home is licensed to serve a capacity of 102 children, ages 6 through 16.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Childhelp USA Group Home in May 2011, at which time they had three six-bed sites and one 84-bed site. Forty DCFS children were placed with the agency at that time; of the 40 children, 19 were males and 21 were females. The placed children's overall average length of placement was 10 months, and their average age was 12. For purposes of this review, eight currently placed children were interviewed and their case files were reviewed. Five staff files were reviewed for compliance with Title 22 regulations and contract requirements.

All eight children were on psychotropic medication. We reviewed their case files to assess timeliness of psychotropic medication authorizations and to confirm that medication logs documented correct dosages were being administered.

SCOPE OF REVIEW

The purpose of this review was to assess Childhelp USA Group Home's compliance with the contract and State regulations. The visit included a review of Childhelp USA Group Home's program statement, administrative internal policies and procedures, eight children's case files, and a random sampling of personnel files. Visits were made to the sites to assess the quality of care and supervision provided to children, and we conducted interviews with the DCFS 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

Overall, the children interviewed indicated that they were provided with good care and appropriate services, comfortable in their environment and treated with respect and dignity. The Group Home maintained sufficient age appropriate recreational equipment in good condition. An appropriate quantity and quality of reading materials and educational resources were present.

We noted some physical plant deficiencies during the inspection of the facility; the stove and oven needed to be cleaned at the Beaumont site and lawn furniture needed to be cleaned or replaced at the Baker site.

The Group Home needed to develop comprehensive Needs and Services Plans (NSP). Two children disclosed that they were not allowed privacy during visits with relatives, and two disclosed they were not allowed opportunities to participate in planning activities for the home. The Director said that all the children participated in the Residential Council and were given opportunities to participate in planning activities. Also, staff members are trained to give children their privacy during visits unless their DCFS Children's Social Worker (CSW) requests that the visits be monitored.

Childhelp USA was in substantial compliance with the contract program review and regulatory standards reviewed, scoring an overall 98% level of compliance. Based on our review, the few aforementioned deficiencies revealed the need for more thorough documentation in the NSPs and timely cleaning of the kitchen appliances. Overall however, Childhelp USA was providing good care and services to placed children.

In conclusion, Childhelp USA was receptive to implementing some systemic changes to improve compliance with regulations and the contract. The Director and her management staff were cooperative and agreed to address noted deficiencies in a Corrective Action Plan (CAP).

NOTABLE FINDINGS

The following are the notable findings of our review:

- Five of eight initial NSPs were reviewed, as three initial NSPs were previously reviewed in 2010, and 16 updated NSPs were reviewed. Four updated NSPs were not comprehensive and did not meet all required elements in accordance with the NSP template. Deficient NSPs were found to be lacking in sufficient detail on the Group Home contacts with DCFS CSWs. During the Exit Conference, the Director stated that all Childhelp therapists will be trained to provide detailed information, including dates, purposes and outcomes for all of their contacts with the DCFS CSWs.

- Two children said that they were not allowed private visits, to make and receive telephone calls, and to send and receive unopened mail. The Director said that children were allowed visits and have time set aside to make and receive personal phone calls and she will ensure that staff members comply with this policy.

- Two children said they were not given opportunities to participate in planning activities. The Program Manager of the Orange County sites committed to immediately begin meeting with all clients weekly to obtain their input and feedback on outings and would have all clients sign that they participated.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held May 31, 2011.

In attendance:

Diana Correa, Program Director, Kurt Kozma, Acting Director of Clinical Treatment, Gloria Dominguez, Administrative Secretary, Susan Abou-Hebeish, Program Manager, Jose Gonzalez, Program Manager, Childhelp USA; and Kirk Barrow, Monitor, DCFS OHCMD.

Highlights:

The Director indicated that the review was helpful for Childhelp USA Group Home. The review provided the agency with the opportunity to improve their documentation in the NSPs, as well as encourage staff to ensure that NSPs are comprehensive and include in detail the Group Home contacts with DCFS CSWs.

As agreed, Childhelp USA 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 by June 2012 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.

PLB: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
Yvonne Pedderson, President Board of Directors, Childhelp USA Group Home
Diana Correa, Director of Operations, Childhelp USA Group Home
Linda Calhoun, Program Manager, Community Care Licensing
Jean Chen, Regional Manager, Community Care Learning
Leonora Scott, Regional Manager, Community Care Licensing

CHILDHELP USA GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW-SUMMARY

4700 Manzanita Park Road
Beaumont, CA 92223
License Number: 330902361
Rate Classification Level: 12

250 Joann Street
Costa Mesa, CA 92626
License Number: 306000902
Rate Classification Level: 12

1597 Baker Street
Costa Mesa, CA 92626
License Number: 306000509
Rate Classification Level: 12

3068 Johnson Street
Costa Mesa, CA 92626
License Number: 3060009011
Rate Classification Level: 12

	Contract Compliance Monitoring Review	**Findings: May 2011**
I	**Licensure/Contract Requirements** (9 Elements) 1. Timely Notification for Child's Relocation 2. Transportation 3. SIRs 4. Compliance with Licensed Capacity 5. Disaster Drills Conducted & Logs Maintained 6. Runaway Procedures 7. Allowance Logs 8. CCL Citations/OHCMD Investigation Reports on Safety/Plant Deficiencies 9. Detailed Sign In/Out Logs for Placed Children	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. Improvement Needed 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance

III	**Maintenance of Required Documentation and Service Delivery** (13 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. Children Progressing Toward Meeting NSP Case Goals 6. Development of Timely Initial NSPs 7. Development of Comprehensive Initial NSPs 8. Therapeutic Services Received 9. Recommended Assessment/Evaluations Implemented 10. DCFS CSWs Monthly Contacts Documented 11. Children Assisted in Maintaining Important Relationship 12. Development of Timely Updated NSPs 13. Development of Comprehensive Initial/Updated NSPs	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Improvement Needed 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance 13. Improvement Needed
IV	**Education and Workforce Readiness** (8 Elements) 1. Children Enrolled in School Timely 2. Children Attending School 3. GH Facilitates in Meeting Child's Educational Goals 4. Children's Academic or Attendance Increase 5. Current IEPs Maintained 6. Current Report Cards Maintained 7. YDS/Vocational Programs Opportunities Provided 8. GH encourages Children's Participation in YDS	Full Compliance (ALL)
V	**Health and Medical Needs** (6 Elements) 1. Initial Medical Exams Conducted 2. Initial Medical Exams Timely 3. Follow-up Medical Exams Timely 4. Initial Dental Exams Conducted 5. Initial Dental Exams Timely 6. Follow-Up Dental Exams Timely	Full Compliance (ALL)

VI	**Psychotropic Medication** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Full Compliance (ALL)
VII	**Personal Rights And Social/Emotional Well-Being** (15 Elements) 1. Children Informed of 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. Fair Consequences 7. Children Allowed Private Visits, Calls and Correspondence 8. Children Free to Attend Religious Services/Activities 9. Reasonable Chores 10. Children Informed About Their Medication 11. Children Aware of Right to Refuse Medication 12. Children Free to Receive or Reject Voluntary Medical, Dental and Psychiatric Care 13. Children Given Opportunities to Plan Activities 14. Children Participate in Activities (GH, School, Community) 15. Children's Given Opportunities to Participate in Extra-Curricular, Enrichment and Social Activities	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance 13. Improvement Needed 14. Full Compliance 15. Full Compliance
VIII	**Personal Needs/Survival and Economic Well-Being** (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 Ethnic Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance/Earnings 8. Encouragement and Assistance with Life Book/Photo Album	Full Compliance (ALL)

IX	**Discharge Children** (3 Elements) 1. Children Discharged According to Permanency Plan 2. Children Making Progress Toward NSP Goals 3. Attempts to Stabilize Children's Placement	Full Compliance (ALL)
X	**Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances and Training)** (14 Elements) 1. DOJ Submitted Timely 2. FBI Submitted Timely 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Education/Experience Requirement 6. Employee Health Screening Timely 7. Valid Driver's License 8. Signed Copies of GH Policies and Procedures 9. Initial Training Documentation 10. One-hour Child Abuse and Reporting Training 11. CPR Training Documentation 12. First Aid Training Documentation 13. On-going Training Documentation 14. Emergency Intervention Training Documentation	Full Compliance (ALL)

CHILDHELP USA GROUP HOME
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

14700 Manzanita Park Road
Beaumont, CA 92223
License Number: 330902361
Rate Classification Level: 12

250 Joann Street
Costa Mesa, CA 92626
License Number: 306000902
Rate Classification Level: 12

1597 Baker Street
Costa Mesa, CA 92626
License Number: 306000509
Rate Classification Level: 12

3068 Johnson Street
Costa Mesa, CA 92626
License Number: 3060009011
Rate Classification Level: 12

The following report is based on a "point in time" monitoring visit and addresses findings during the May 2011 monitoring review.

CONTRACTUAL COMPLIANCE

Based on the results of the monitoring review, Childhelp USA Group Home was in substantial compliance scoring an overall 98% level of compliance. We reviewed eight current placed children's files, five discharged children's files and five staff files, as well as documentation from the provider. Childhelp USA Group Home complied with seven of ten sections of our Contract Compliance review: Licensure/Contract Requirements; Educational and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Needs/Survival and Economic Well-Being; Discharge Children; and Personnel Records. The following report details the results of our review.

FACILITY AND ENVIRONMENT

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

Children's bedrooms were well maintained and recreational equipment was in good condition and age appropriate. The Group Home provided a home-like environment, provided on-site educational resources and age-appropriate accessible recreational equipment. The Group Home maintained a sufficient supply of perishable and non-perishable foods. Generally, the exterior of the Group Home was well maintained, however the lawn furniture set in the yard at the Baker site needed to be cleaned. The Facility Manager stated since the review the lawn furniture set has been cleaned. Also the stove and oven at the Beaumont site needed to be cleaned. The Director pointed out that the facility inspection, held during the May review, was conducted soon after lunch and the kitchen staff had not had sufficient time to clean the oven and stove, however, since then both the stove and oven, which was recently purchased, have been cleaned and the Group Home plans to keep them clean at all time.

Recommendation:

Childhelp USA Group Home Management shall ensure that:

1. The exterior and grounds are well maintained.
2. The common quarters are well maintained.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of eight children's case files and/or documentation from the provider, Childhelp USA Group Home fully complied with 11 of 13 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

We noted that placed children met the Group Home's population criteria as outlined in its program statement, they were assessed for needed services within 30 days, and received the required therapeutic services. The Group Home obtained the DCFS Children's Social Workers' authorization to implement the Needs and Services Plans (NSP), and age-appropriate children participated in the development of the NSPs. The treatment team developed and implemented the NSPs and discussed them with the Group Home staff. The treatment team developed timely initial and updated NSPs with the children, recommendations or required and/or recommended assessments/evaluations were implemented and children were assisted in maintaining important relationships.

Two of the eight sampled children were not progressing toward meeting their NSP goals. While, this exceeds the established performance standard which states that at least 62% of placed children shall successfully meet their NSP goals, it is expected that all children make progress towards meeting their NSP goals.

Five of eight initial NSPs were reviewed, as three initial NSPs were previously reviewed in 2010, and 16 updated NSPs were reviewed. Five initial and 12 updated NSPs were comprehensive and met all the required elements in accordance with the NSP template. The four deficient updated NSPs did not have sufficient details on the group home contacts with DCFS CSWs. During the Exit Conference, the Director stated that all Childhelp therapists would be trained to provide detailed information to include dates, purpose and outcomes of all contacts with the DCFS CSWs.

Recommendations:

Childhelp USA Group Home Management shall ensure that:

3. It develops comprehensive NSPs.

4. Children are progressing towards meeting their NSP goals.

PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING

Based on our review of eight children's case files and/or documentation from the provider, Childhelp USA Group Home fully complied with 13 of 15 elements in the area of Personal Rights.

All the children interviewed reported that they were informed of the Group Home's policies and procedures, felt safe in the Group Home and were satisfied with meals and snacks. Staff treated them with respect and dignity, appropriate rewards and discipline system were in place, and consequences were fair. The children were free to attend religious services and activities of their choice, and chores were considered reasonable. They were free to receive or reject voluntary medical, dental and psychiatric care. They were informed about their medication and were aware of their right to refuse medication. The children participated in activities at the Group Home, in the community or at school and were given opportunities to participate in age-appropriate extra-curricular, enrichment, and social activities in which they had an interest. However, two children stated they were not allowed private visits, to make and receive personal telephone calls and send and receive unopened mail. The Director stated the children were allowed visits and had time set aside to make and receive personal phone calls and she would ensure that staff members complt with this policy. Also, two children said they were not given opportunities to participate in group home planning activities. The Program Manager of the Orange County site committed to making sure that she meets with the children weekly to get their input in planning activities and obtain feedback from the children after the activities; she would assure that children signed that they participated. The Director of Operations for Childhelp USA stated that the Group Home had a Residential Council that has regular meetings and the children were given opportunities to participate in planning activities.

Recommendations:

Childhelp USA Group Home Management shall ensure that:

5. All children are allowed private visits, to make and receive telephone calls and to send and receive unopened correspondence/mail.

6. All children are given opportunities to participate in planning activities.

FOLLOW-UP FROM THE 2010 MONITORING REVIEW

Objective

Determine the status of the recommendations reported in the 2010 monitoring review.

Verification

We verified whether the outstanding recommendations from our 2010 review, per report issued August 4, 2011, were implemented.

Results

The Out-of-Home Care Management Division's (OHCMD) prior monitoring report contained 10 outstanding recommendations. Specifically, Childhelp USA was to develop comprehensive NSPs, ensure that DCFS CSWs are contacted monthly and that contacts are appropriately documented; and that all children have a current court-authorization for psychotropic medication. All initial medical, dental and follow-up dental examinations were to be conducted timely. Childhelp USA was also to ensure that food that is satisfying to the children is served, that children are treated with respect and dignity, and that children are involved in selecting their own clothes. The agency was also to ensure that children were encouraged and assisted with maintaining life books/photo albums. Childhelp USA fully implemented eight of the 2010 monitoring review recommendations. DCFS CSWs were contacted monthly, initial medical and dental were timely, follow-up dental were timely. All children were served satisfying food and treated with respect and dignity. All children were involved in the selection of their clothing and encouraged and assisted with maintaining life books/photo albums. However, Childhelp USA did not fully implement the recommendation regarding the development of comprehensive NSPs, noted as recommendations 1 and 10 in the 2010 Report. As noted, corrective action was requested of Childhelp USA to further address the recommendations that had not been implemented.

Recommendation:

Childhelp USA Group Home management shall ensure that:

7. It fully implements the outstanding recommendation from the 2010 monitoring Report, noted in this report as Recommendation 3.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Childhelp USA Group Home has not been posted by the Auditor-Controller.

To:	Dorothy Channel, LA County Program Manager
Date:	July 21, 2011, August 1, 2011
Subject:	**Home Monitoring Review Field Summary dated May 6, 2011**
Facility Name:	Childhelp Inc. – Village and Costa Mesa Group Homes License Numbers: 330902381, 306000901, 30600902, and 30600509 Diana Correa, Director of Programs Operations – CA Manny Barragan, Assistant Director Kurt Kozma, Clinical Director Suzan Abou-Hebeish, Program Manager

Diana Correa

CONTRACT COMPLIANCE AND PERFORMANCE REVIEW CORRECTION ACTION (CAP) NON-APPROVAL

#10) Are the exterior and grounds of the group home well maintained (Front and backyards clean, and adequately landscaped; conditions of home exterior, driveway, walkways and fences, window screens)

The patio set at Baker group home was replaced with a new patio set. The old patio set was donated and is no longer at the facility. The group homes have added to their daily checklist to include the cleaning of the outside patio. This will ensure that the patio is kept clean and in good repair. ***See attachment #10***

#11) What will Childhelp do to keep the stove and oven cleaned daily and timely

The stove and oven at the Village will continue to be cleaned after every use. The kitchen staff will perform a daily inspection and log onto the Cleaning Schedule Worksheet that the oven and stove are clean and in good repair. Please note that staff had just finished cooking hamburgers at the time of the auditor's inspection. ***See attachment #11***

#20) To ensure that all children meet their NSP goals the following strategies are utilized by Childhelp Therapists:

1) All goals are to be realistic and obtainable
2) If a child is not meeting their goal(s), the Therapist will modify their goals and interventions accordingly
3) Each week the Therapist and Cottage staff will discuss all children who are struggling to meet their goals and develop appropriate interventions
4) Each week a committee meets to discuss at risk children and to develop treatment interventions to address dangerous behaviors
5) On a quarterly basis a Treatment Team Meeting is held on each child to discuss their progress on their treatment goals and to develop new goals and interventions if necessary. This meeting can include the child's Therapist, County Social Worker, family members, the Childhelp Assistant Director and

Clinical Director, school personnel and other ancillary individuals such as CASAs or Wrap-around Workers.

6) Before decisions regarding discharge are made, the Childhelp Therapist and Clinical Director evaluate the child's progress to ensure that they have met their goals.

#28) To ensure that all NSPs are comprehensive the following strategies are utilized by Childhelp:

1) All NSPs will be reviewed by the Clinical Director before they are submitted to the CSW. The Clinical Director will be responsible to ensure that all NSPs meet Los Angeles County standards as stated in the Group Home Contract. No NSP will be approved for submission to the CSW until it meets all standards.
2) Quality Assurance measures are in place to internally audit NSPs for compliance.
3) All Therapists will receive regular training from the Clinical Director on the procedures for writing a comprehensive NSP.

#53) Are children allowed private visits, to make and receive personal phone calls.

Childhelp will continue to ensure that all telephone communication between residents and any outside individuals (family members, CSW, Special Friends, etc.) are facilitated and documented to verify compliance. In addition during the intake orientation process this is explained in detail to the new resident.

1). When a resident makes or receives telephone calls while in the cottage, a staff member will make an entry in the Telephone log detailing the date and time of the call and the name and relationship of the individual.
See attachment #53A

Childhelp will continue to ensure that visits between residents and (family members, CSW, Special Friends, etc.) are facilitated and documented to verify compliance. In addition during the intake orientation process this is explained in detail to the new resident.

1). At placement the assigned Therapist will establish a list of the clients personal contacts and coordinate visits for the client to meet with these individuals. Once this is coordinated the scheduled visit is placed onto a calendar that includes the date, time, and duration of visit. ***See attachment #53B***

#59) Are children given the opportunities to participate in planning activities

All Children placed at Childhelp have the opportunity to participate in Activity/Recreation planning. The recreation staff visits the cottages on a monthly basis and meets with the children as a group to give them the opportunity to participate in recreation activities planning. ***See attachment #59***