County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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May 2, 2011

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

CHILDREN'S HOMES OF SOUTHERN CALIFORNIA PROGRAM 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.

Children's Homes of Southern California (CHSC) has five sites. All sites are located in the 5th Supervisorial District and provide services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to CHSC's program statement, its goals are "to provide and maintain a safe environment, free of abuse; achieve a safe and stable placement; and improve each child's level of functioning." All five sites are licensed to serve a capacity of six children, ages 11 through 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of CHSC in February 2010, at which time the agency had five six-bed sites and 30 placed children. All 30 children are male. For the purpose of this review, 15 currently placed children were interviewed and their case files were reviewed. The children's overall average length of placement was three months and their average age was 17. Seven staff files were reviewed for compliance with Title 22 regulations and contract requirements.

Eight children were prescribed psychotropic medication. We reviewed their case files to assess timeliness of psychotropic medication authorizations and to confirm that medication logs documented that dosages were being administered as prescribed.

SCOPE OF REVIEW

The purpose of this review was to assess CHSC's compliance with the contract and State regulations. The visit included a review of CHSC's program statement, administrative internal policies and procedures, all sampled children's case files, and a random sampling of

personnel files. A visit was made to all five sites to assess the quality of care and supervision provided to children, and interviews with children were conducted 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.

SUMMARY

Generally, CHSC was providing good quality care to DCFS children, and most services were provided as outlined in the agency's program statement. The children interviewed stated that they wanted to continue residing at the placement and that the staff treated them well.

The direct care staff stated that they felt supported by the administrative staff and that the administrative staff was attentive to the needs of the children.

At the time of the review, the Group Home needed to ensure that all Needs and Services Plans (NSP) were timely and comprehensive; the Children's Social Worker's (CSW) signature was obtained authorizing implementation of the NSP; each child's signature indicating their participation in the development of the NSP was obtained or documentation of attempts to obtain the CSW's or the child's signature was noted. The Group Home also needed to have all youth begin participating in Youth Development/Vocational Planning or training at age 16.

CHSC's management was receptive to implementing some systemic changes to improve the agency's compliance with regulations and the Foster Care Agreement.

NOTABLE FINDINGS

The following are the significant findings based on our review:

- Of the 25 updated NSPs reviewed for the 15 children's case files, four updated NSPs were not comprehensive in that they did not contain all the required elements in the NSP template.

- Six updated initial and updated NSPs had not been developed and maintained.

- The CSW's signature authorizing implementation of the NSP and the child's signature indicating their participation in the development of the NSP or documentation of the attempts made to obtain these signatures were not maintained.

- All age-eligible youth were not participating in Youth Development/Vocational Planning or training.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held on August 18, 2010.

In attendance:

Jorge Marquez, Executive Director, CHSC, and Linda Reusser, Monitor, DCFS OHCMD.

Highlights:

The Executive Director was in agreement with our findings and recommendations. He stated that, based on the Monitor's explanation of the findings, he saw the importance of the Group Home staff providing more information to the Social Worker/Program Manager so that NSPs would be comprehensive. He indicated that he understood that all NSPs should be timely and the need for all youth age 16 and older to participate in Youth Development/Vocational Planning or training.

As agreed, CHSC provided a timely written Corrective Action Plan (CAP) addressing each recommendation noted in this compliance report. The approved 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 any questions, your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

JC:RS:KR
EAH:BB:lr

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
Jorge Marquez, Executive Director, Children's Homes of Southern California
Jean Chen, Regional Manager, Community Care Licensing
Lenora Scott, Regional Manager, Community Care Licensing

CHILDREN'S HOMES OF SOUTHERN CALIFORNIA CONTRACT COMPLIANCE MONITORING REVIEW - SUMMARY

22455 Victory Blvd.
West Hills, CA. 91307
License #'s 191222471, 191221575, 191221601, 191221595, 197601995
Rate Classification Level: 12

	Contract Compliance Monitoring Review	Findings: February 2010
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	 1. Full Compliance 2. N/A 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance
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	 Full Compliance (ALL)
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. Needs Improvement 3. Needs Improvement 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Needs improvement
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	 1. Needs Improvement 2. Full Compliance 3. Full Compliance 4. Full Compliance

V	**Recreation and Activities** (3 Elements) 1. Participation in Recreational Activity Planning 2. Participation in Recreational Activities 3. Participation in Extra-Curricular, Enrichment and Social Activities	Full Compliance (ALL)
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	Full Compliance (ALL)
VII	**Personal Rights** (11 Elements) 1. Children Informed of Group Home 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	Full Compliance (ALL)

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)

CHILDREN'S HOMES OF SOUTHERN CALIFORNIA
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

SITE LOCATIONS

Victory Group Home
22455 Victory Blvd.
West Hills, CA. 91307
Phone number: 818-592-2960
License # 191222471

Runneymede Group Home
15352 Runneymede Street
Van Nuys, CA. 91405
Phone number: 818-592-2960
License # 191221595

Valerio Group Home
14239 Valerio Street
Van Nuys, CA. 91405
Phone number: 818-592-2960
License # 191221575

Shoup Group Home
6450 Shoup Ave.
West Hills, CA. 91307
Phone number: 818-592-2960
License # 197601995

Baird Group Home
7701 Baird Ave.
Reseda, CA. 91335
818-592-2960
License # 191221601

The following report is based on a "point in time" monitoring visit and addresses the findings noted during the February 2010 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of 15 children's files and seven staff files, Children's Homes of Southern California (CHSC) was in full compliance with seven of nine sections of our Contract Compliance review: Licensure/Contract Requirements; Facility and Environment; Recreation and Activities; Children's Health-Related Services, including Psychotropic Medication; Personal Rights; Children's Clothing and Allowance; and Personnel Records. The following report details the results of our review.

PROGRAM SERVICES

- Based on interviews with 15 children and review of their case files, CHSC fully complied with seven of the eight elements reviewed in the area of Program Services. The children's population was consistent with the criteria in the program statement; the NSPs were discussed with Group Home staff; the children were receiving required therapeutic services; recommended assessments/evaluations were implemented monthly; and DCFS Children's Social Worker contacts were documented. However, of the 44 updated NSPs reviewed for the 15 children's case files, four updated NSPs

were not comprehensive in that they did not contain all the required elements in the NSP template. Six initial and updated NSPs were not developed and maintained.

Recommendation:

CHSC management shall ensure that:

1. NSPs are timely and comprehensive, including all required elements.

2. Current NSPs are developed for each child.

EDUCATIONAL AND EMANCIPATION SERVICES

- Based on interviews with 15 children and review of their case files, CHSC fully complied with two of the four elements reviewed in the area of Educational and Emancipation Services. Although Individualized Education Plans were maintained, some children were not receiving Youth Development/Vocational Planning or training, and some children had not made improvement in their academic subjects and/or in their school attendance.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S (A-C) REPORT

Objective

Determine the status of the recommendations reported in the 2009 A-C's report.

Verification

We verified whether the outstanding recommendations from the A-C's 2009 review issued August 18, 2009 were implemented.

Results

The A-C's prior report contained three recommendations. Specifically, CHSC was to assess children for needed services within 30 days of placement and develop and maintain current NSPs for each child. Additionally, the Valerio Group Home needed to repair a recliner and paint the walls in bedrooms 1 and 2. They did not fully implement the recommendation related to the NSP's.

Recommendations:

Children's Homes of Southern California management shall ensure that:

3. It fully implements the outstanding recommendation from the A-C's August 18, 2009 noted in this report as recommendations 1 and 2.

Children's Homes of Southern California
22455 Victory Boulevard, West Hills, CA 91307
Telephone (818) 592-2960, Facsimile (818) 592-2961

September 28, 2010

Attention: Barbara Butler
Department of Children and Family Services
Out of Home Care Management Division
9320 Telstar Avenue, Suite 206
El Monte, CA 91731

Dear Ms. Butler,

Please consider this Corrective Action Plan for the 2010 Monitoring Review conducted by Linda Reusser that began February, 2010.

FINDING:
Lack of Comprehensiveness, Needs and Services Plans

CORRECTIVE ACTION:

Group Home Performance Review Results indicate that for *two youth, the initial NSP/Quarterly, and four updated NSP's* for the period of review were not provided to the Monitor; this involves the *comprehensiveness* of the NSP/Quarterlies. In order to prevent this from recurring in the future, Children's Homes of Southern California (CHSC) will enact the following corrections:

- CHSC, Social Worker/ Program Manager, Michelle Villacorta, will review weekly the Master Due Date Calendar to ensure completion of all placed Resident's Initial and Updated NSP/Quarterlies.
- CHSC, Social Worker/Program Manager, Michelle Villacorta, will review every NSP/Quarterly prior to placing/filing it (NSP/Quarterly) in the Resident's file.
    - Review of each completed NSP/Quarterly will be completed page by page for completion of responses to all queries on the NSP/Quarterlies as indicated.
    - Any blank queries on the completed NSP/Quarterly will be answered accordingly, ensuring a full and complete response to every query.
- CHSC, Administrator/Program Manager, Theresa Turner will conduct monthly reviews on completion of Resident's NSP/Quarterlies in accordance with Due Dates during Agency Weekly Program Meetings to ensure comprehensive completion of all NSP/Quarterlies.

FINDING:
Untimely Needs and Services Plans

CORRECTIVE ACTION:

Group Home Performance Review Results indicate that two *initial and eight updated NSP/Quarterlies* for the period of review were not provided to the Monitor; this involves *timeliness* of the NSP/Quarterlies. In order to prevent this from recurring in the future, Children's Homes of Southern California (CHSC) will enact the following corrections:

- Record-keeping concerning Due Dates for NSP/Quarterlies will be improved so that all NSP/Quarterlies are completed on time.
- CHSC, Social Worker/Program Manager, Michelle Villacorta, will conduct weekly reviews of the Master NSP/Quarterly Due Date Calendar which indicates currently placed youth's NSP/Quarterly status.
- A print out (Hard Copy) from the Master NSP/Quarterly Due Date Calendar will be maintained until NSP/Quarterly is completed by established NSP/Quarterly Due Dates.
- Each Initial NSP/Quarterly Due will be completed within 30 days of the youth's placement.
- Each Updated NSP/Quarterly will be completed one week prior to the 90 Day Due Date Requirement, every 90 days, thereafter.
- CHSC, Administrative Assistant, Wilma Figueroa, will review each placed youth's file weekly for completed NSP/Quarterlies in accordance with NSP/Quarterlies Due Date Form.
- CHSC, Administrative Assistant, Wilma Figueroa, will notify CHSC, Social Worker/Program Manager, Michelle Villacorta via email should any missing NSP/Quarterlies not be in youth's file for immediate completion.
- CHSC, Social Worker/Program Manager, Michelle Villacorta will complete NSP/Quarterly accordingly and ensure maintenance of timely NSP/Quarterlies of placed youth.

FINDING:
Needs and Services Plans, Missing Signatures

CORRECTIVE ACTION:

Group Home Performance Review Results indicate that three NSP/Quarterlies did not have all signatures; one of those signatures was incorrectly dated. In order to prevent this from recurring in the future, Children's Homes of Southern California (CHSC) will enact the following corrections:

- Upon completion of the NSP/Quarterly meeting with CHSC Staff and the youth named on the NSP/Quarterly, signatures with be immediately obtained.
- In the event, the youth's case-carrying CSW is not present for the NSP/Quarterly meeting, within 10 days after the NSP/Quarterly meeting, a

minimum of three (3) attempts will be made to obtain the CSW's signature for appropriate implementation of the NSP/Quarterly.

- Evidence of these attempts will be maintained and stapled to the back of the completed NSP/Quarterly for which the signatures are requested for in order to show DCFS Auditors/Monitors that the attempts were made in a timely manner in accordance with SOW requirements.
- Social Worker/Program Manager, Michelle Villacorta, will be responsible for ensuring the aforementioned is completed to ensure all appropriate signatures are obtained for implantation of the youth's NSP/Quarterlies.

FINDING:

Youth Development Services (YDS) Needed.

CORRECTIVE ACTION:

Group Home Performance Review indicates that three youth did not appear to have YDS services for the period of review. In order to prevent this from occurring in the future, Children's Homes of Southern California (CHSC) will enact the following corrections:

- Upon placement, CHSC, Intake Coordinator, Crystal Patin, will contact Youth's Case-Carrying CSW to ascertain whether or not YDS Services was provided to the youth.
- CHSC, Intake Coordinator, Crystal Patin, will obtain documentation (i.e., DCFS 5557 or Copy of YDS/ILP Certificate) of YDS services for Youth who have received YDS from Youth's Case-Carrying CSW.
- Social Worker/Program Manager, Michelle Villacorta, will contact Youth's Case-Carrying CSW to submit YDS referral for Youth who have never received YDS Services.
- YDS Referral Request of Youth's Case-Carrying CSW will occur at the time the Initial NSP is completed; within 30 days of the youth's admission date.
- Follow-up regarding YDS Services Request will occur within the following 7 business days.
- If YDS cannot be ascertained for the placed youth, another referral will be requested for YDS Services from the CSW.
- Follow up for this will occur weekly every Friday until YDS Services are provided to place youth accordingly.
- Documentation of YDS Services requested will be maintained in Youth's File accordingly.
- CHSC, Program Managers, Theresa Turner/Michelle Villacorta, will be responsible for ensuring completion of the aforementioned information.

Thank you for allowing us the opportunity to correct these findings and submit this corrective action.

Sincerely,

Michelle Villacorta, MA
Social Worker/Program Manager
Children's Homes of Southern California