PATRICIA S. PLOEHN, LCSW
Director

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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November 23, 2010

To: Supervisor Gloria Molina, Chair
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From: Patricia S. Ploehn, LCSW
Director

SOUTH BAY BRIGHT FUTURE GROUP HOME 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.

South Bay Bright Future has three sites of which are located in the 2nd and 4th Supervisorial Districts. The agency provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth, and according to its program statement, its stated goal is "to provide a safe therapeutic environment with emphasis on anger management, educational needs, vocational services, social development and independent living skills for children." South Bay Bright Future is licensed to serve a capacity of 18 children, ages 11 through 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of South Bay Bright Future in December 2009, at which time the agency had three six-bed sites and fourteen placed DCFS children. All fourteen children were males. For the purpose of this review, ten placed children were interviewed and their case files were reviewed. The sampled children's overall average length of placement was nine months and their average age was 15. Five staff files were reviewed for compliance with Title 22 regulations and contract requirements.

Five children were on psychotropic medication, and we reviewed their case files to assess timeliness of psychotropic medication authorizations and to confirm that medication logs documented that correct dosages were being administered as prescribed.

SCOPE OF REVIEW

The purpose of this review was to assess South Bay Bright Future's compliance with the contract and State regulations. The visit included a review of South Bay Bright Future's program statement, administrative internal policies and procedures, ten placed children's case files and a random sampling of personnel files. A visit was made to all three sites to assess the quality of care and supervision provided to children, and we conducted interviews with 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, South Bay Bright Future was providing good quality care to DCFS placed children, and the services were provided as outlined in the agency's program statement. The interviewed children stated that they received educational support, opportunities to prepare for emancipation, and that they felt comfortable talking with the staff.

At the time of the review, the Group Home needed to develop comprehensive Needs and Services Plans (NSP). The Group Home also needed to maintain court authorizations for children taking psychotropic medications. Additionally, the Group Home needed to encourage and assist the children in creating and updating a lifebook/photo album.

The Administrator and her management staff were accessible, cooperative and motivated to make the necessary corrections regarding the deficiencies highlighted during the review.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the 23 NSPs reviewed, 22 were not comprehensive in that they did not complete all the required elements in accordance with the NSP template.

- Two of the five children taking psychotropic medication did not have current psychotropic medication authorization forms for the psychotropic medications they were being administered. The court authorizations were subsequently granted.

- Seven of the ten children interviewed stated that they were not encouraged and assisted in creating and updating life books/photo albums. The OHCMD monitor confirmed that the Group Home had life books for the children, along with a sufficient amount of photographs and certificates to be filed in the life books at a later date. However, at the time of the monitoring review, the life books were empty, except for an identifying picture of each child.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held March 11, 2010:

In attendance:

Levetta Hill, Administrator, South Bay Bright Future, and Scott Song, Monitor, DCFS OHCMD.

Highlights:

The Administrator was in agreement with our findings regarding NSPs and court authorizations for psychotropic medication. However, she expressed concerns with the psychotropic medication authorization process. She noted that they complied with the psychiatrist's instruction to immediately administer the medication. She also stated that the psychiatrist submitted the psychotropic medication authorization (PMA) request and the actual PMA approval by the court took more than three and a half months.

The Administrator also showed the OHCMD monitor the life books/photo albums for the children which were in a bookshelf in the South Bay Bright Future administrative office. Although the life books/photo albums were empty, except for an identifying photo for each child, the Administrator produced copies of various certificates, and photos of the children's graduations and special events that were to be placed in the life books/photo albums at a later date.

As agreed, South Bay Bright Future 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 further questions, please call me or your staff may contact Armand Montiel, Board Relations Manager at (213) 351-5530.

PSP:LP:
EAH:BB:ss

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
Dannetta Watts-Waters, President, Board of Directors, South Bay Bright Future
William Hill, Ph.D., Executive Director, South Bay Bright Future
Jean Chen, Regional Manager, Community Care Licensing
Lenora Scott, Regional Manager, Community Care Licensing

SOUTH BAY BRIGHT FUTURE PROGRAM
CONTRACT COMPLIANCE MONITORING REVIEW

Mesa Group Home
141 S. Mesa Street
San Pedro, California 90731
License Number: 191671009
Rate Classification Level: 12

Harbor City Group Home
914 W. 245th Street
Harbor City, California 90710
License Number: 191601313
Rate Classification Level: 12

Pacific Group Home
2909 W. Pacific Avenue
San Pedro, California 90731
License Number: 198200139
Rate Classification Level: 12

The following report is based on a "point in time" monitoring visit and addresses findings noted during the December 2009 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of ten children's files and five staff files, South Bay Bright Future was in full compliance with six of nine sections of our Contract Compliance review: Licensure/Contract Requirements; Facility and Environment; Educational and Emancipation Services; Recreation and Activities; Personal Rights; and Personnel Records. The following report details the areas found to be out of compliance:

PROGRAM SERVICES

Based on our review of ten children's case files and/or documentation from the provider, South Bay Bright Future fully complied with seven of eight elements in the area of Program Services.

We noted that the placed children met the Group Home's population criteria as outlined in the agency's program statement. In addition, the Group Home obtained the DCFS CSW's authorization to implement the Needs and Services Plan (NSP) and the treatment team developed and implemented the NSPs with the participation of age-appropriate children and discussed the NSPs with the Group Home staff. The children received required therapeutic services and recommendations on assessments were implemented.

Based on our review, however, only one of the required 23 NSPs was comprehensive. The 22 NSPs that were not comprehensive failed to meet at least one of the following nine requirements: (1) Planned Length of Placement must have a timeframe; (2) Case Plan Goal (Permanency) and Concurrent Case Plan Goal must be completed; (3) Group Home recommendation regarding the feasibility of the child's return to his/her home, placement in another facility or move into Independent Living must be completed with a thorough justification; (4) Psychological Health Clinical Visits (including individual and group counseling) must be completed with dates of service; (5) All Quarterly Report sections reporting progress of treatment goals must be completed and refer directly to the goals from the previous NSP; (6) NSP Treatment & Visitation should include a referral for mentorship if the child has no family or other significant adult involvement, and the status

of mentorship referrals should be noted; (7) Life Skills Training/Emancipation Preparation must be completed for children who are age 14 or older; (8) Identified Treatment Needs/Outcome Goals page must include the plan and method to achieve the goal, including services to be provided and person(s) responsible; (9) NSP Quarterly sections and Goals need to reflect the child's progress or lack thereof in consecutive updated NSPs. The Auditor-Controller's (A-C) prior report dated July 17, 2009 also noted that South Bay Bright Future did not always ensure that NSPs were comprehensive.

Recommendation:

South Bay Bright Future shall ensure that:

1. NSPs are comprehensive and include all required elements.

SITE VISITS INCLUDING CHILD INTERVIEWS

CHILDREN'S HEALTH RELATED-SERVICES, INCLUDING PSYCHOTROPIC MEDICATION

Based on our review of ten children's case files and interviews with the ten children, South Baby Bright Future fully complied with eight of nine elements in the area of Children's Health-Related Services, including Psychotropic Medication.

The Group Home maintained a current psychiatric evaluation/review for each child on psychotropic medication and maintained proper medication logs. The Group Home also conducted timely initial and follow-up medical and dental examinations for the ten reviewed children. However, two of the five children on psychotropic medication did not have current court authorization forms at the time that the Group Home started administering the newly prescribed medication. The court authorizations were approved within one month after the two children started taking the new medication.

The Group Home Administrator stated that the psychiatrist instructed the Group Home to immediately administer the medication. She also stated that the psychiatrist submitted the psychotropic medication authorization (PMA) request, and the actual PMA approval by the court took a lengthy amount of time.

Recommendation:

South Bay Bright Future shall ensure that:

2. Current court authorizations are maintained for all children taking psychotropic medications.

CLOTHING AND ALLOWANCE

Based on our review of ten children's case files and interviews with the ten children, South Bay Bright Future fully complied with seven of eight elements in the area of Clothing and Allowance.

All ten interviewed children reported that they received at least $50 per month for clothing allowance. The children's clothing was of adequate quantity and quality and the children were involved in the selection of their clothing. The children were also provided with adequate personal care items and were always provided with the minimum monetary allowances, with the freedom to manage their allowance as they chose.

Seven of the ten children interviewed reported that they were not encouraged and assisted in creating and updating a life book/photo album. The OHCMD monitor confirmed that the Group Home had life books for the children, along with a sufficient amount of photographs and certificates to be filed in the life books at a later date. However, at the time of the monitoring review, the life books were empty, except for an identifying picture of each child.

Recommendation:

South Bay Bright Future shall ensure that:

3. All children are encouraged and assisted in creating and updating a life book/photo album.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S REPORT

Objective

Determine the status of the recommendations reported in the A-C's prior monitoring review.

Verification

We verified whether the outstanding recommendations from the A-C's last monitoring review were implemented. The last report was issued on July 17, 2009.

Results

The A-C's prior monitoring review report contained two outstanding recommendations. Specifically, South Bay Bright Future was to ensure that it developed comprehensive and specific NSPs and maintained current court authorizations for children taking psychotropic medications.

Based on our follow-up of these recommendations, South Bay Bright Future did not implement either of the two recommendations.

Recommendation:

South Bay Bright Future shall ensure that:

4. It fully implements the outstanding recommendations from the A-C's Monitoring Review Report issued July 17, 2009, which are noted in this report as Recommendations 1 and 2.

SOUTH BAY BRIGHT FUTURE
CONTRACT COMPLIANCE MONITORING REVIEW – SUMMARY

SITE LOCATIONS

Mesa Group Home
141 S. Mesa Street
San Pedro, California 90731
License Number: 191671009
Rate Classification Level: 12

Harbor City Group Home
914 W. 245th Street
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License Number: 191601313
Rate Classification Level: 12

Pacific Group Home
2909 W. Pacific Avenue
San Pedro, California 90731
License Number: 198200139
Rate Classification Level: 12

	Contract Compliance Monitoring Review	Findings: December 2009
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	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. 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 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 8. Initial Dental Exams Timely 9. Follow-Up Dental Exams Timely	1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance
VII	**Personal Rights** (11 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. 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. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Improvement Needed
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. Initial Training Documentation 8. Signed Copies of GH Policies and Procedures 9. CPR Training Documentation 10. First Aid Training Documentation 11. On-going Training Documentation 12. Emergency Intervention Training Documentation	 Full Compliance (ALL)

South Bay Bright Future Youth Development Centers

24404 South Vermont Avenue, Suite 206 & 201
Harbor City, California 90710
Telephone 310-891-0990, Fax 310-891-0198 or 310-534-1405

April 12, 2010

To: Barbra Butler, Manager
Department of Children and Family Services
Out of Care Management Division
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

From: LeVetta Hill, Administrator

Re: Corrective Action Plan (CAP) for South Bay Bright Future, Inc

This Corrective Action Plan is written in response to Final Group Home Contract Compliance Review Field Exit Summary dated April 1, 2010. The following concerns have been addressed and implemented effective April 9, 2010.

VI
30 Are there current court-approved authorizations for the administration of psychotropic medication?

South Bay Bright Future shall ensure and maintain current court authorizations for all children taking psychotropic medications. A monthly administrative review and consultation with the prescribing physician has been implemented to effectively ensure this process. In addition, all medications are delivered to the corporate office for prior to distribution to each facility. Prior to any new medication be administrated a call will be made to the court medication desk to ensure the court has granted approval for the new medication.

VII
57 Are children encourage and assisted in creating and updating a life book/photo album?

Upon placement each resident receives a photo album/life book which is then maintained in South Bay Bright Future's Corporate Offices for safe keeping. However, the resident may keep the photo album/life book with his belongings.

South Bay Bright Future will continue to encourage and assist each resident in creating and updating the photo album/ life book. On May 1, 2010 a monthly review will be implemented to effectively ensure this process.

The above Corrective Action Plan is respectfully submitted for your review. If additional information is required, please contact me at (310) 721-5204, thank you.

Sincerely,

LeVetta D. Hill, Administrator
South Bay Bright Future