



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

Board of Supervisors
GLORIA MOLINA
First District

June 9, 2014

MARK RIDLEY-THOMAS
Second District

TO: Each Supervisor

ZEV YAROSLAVSKY
Third District

FROM: Jerry E. Powers *J.P.*
Chief Probation Officer

DON KNABE
Chairman-Fourth District

MICHAEL D. ANTONOVICH
Fifth District

**SUBJECT: FUTURE STARS GROUP HOME CONTRACT COMPLIANCE
MONITORING REVIEW**

The Department of Probation, Placement Permanency & Quality Assurance (PPQA), Group Home Monitoring (GHM) conducted a review of Future Stars Group Home in January 2013. Future Stars has one site located in the Fifth Supervisorial District of Riverside County and provides services to Los Angeles County Probation and Department of Children and Family Services (DCFS) foster children and youth. According to Future Star's program statement, its purpose is to provide services to girls who are victims of physical abuse, drug and alcohol abuse and are in need of a specialized anger management program.

Future Stars has one six-bed site and is licensed to serve a capacity of six girls, ages 13 - 18. At the time of review, Future Stars served three (3) Probation children, and there were no DCFS placed children. The placed children's overall average length of placement was three (3) months, and their average age was 17 years old. The randomly selected interview sample size was all three (3) Probation youth, and one (1) child in the sample was prescribed psychotropic medication. This case was reviewed to assess for timeliness of Psychotropic Medication Authorizations or sufficient documentation of psychiatric monitoring. Additionally, three (3) discharged children's files, two (2) Probation and one (1) DCFS, were reviewed to assess compliance with permanency efforts, and five (5) staff files were reviewed for compliance with Title 22 Regulations and County Contract Requirements.

SUMMARY

During the PPQA/GHM review, the interviewed children generally reported feeling safe at the Group Home and that they were provided with good care and appropriate services, were comfortable in their environment and treated with respect and dignity. Future Stars was in compliance with seven (7) of the 10 areas of the Contract Compliance Review: Licensure/Contract Requirements; Educational and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; and Discharged Children.

However, deficiencies were noted in the areas of Facility and Environment; Maintenance of Required Documentation and Services Delivery and Personnel Records. Future Stars needed to repair the minor facility deficiencies, develop comprehensive Needs and Services Plans (NSPs) and address the deficiency in the personnel records section. Future Stars Administrative staff were instructed to treat each child as an individual when developing their NSP. An emphasis was placed on ensuring that the goals were specific to each child, measurable, attainable, reachable, and time orientated. Staff was also encouraged to make sure the child/children are present at the NSP meetings to give their input regarding their goals. Future Stars staff agreed to correct the deficiencies that were noted.

REVIEW OF REPORT

On February 20, 2013, Probation PPQA Monitor RaTasha Smith held an Exit Conference with Future Stars staff, Sarah Wright, Administrator and R' Nisha Parker, Facility Manager. Future Stars representatives agreed with the review findings and recommendations were receptive to implementing systemic changes to improve their compliance with regulatory standards and agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this compliance report has been sent to the Auditor-Controller and Community Care Licensing.

Future Stars Administration provided the attached approved CAP addressing the recommendations noted in this compliance report. Assessment for implementation of recommendations will be conducted during the next monitoring review.

If additional information is needed or any questions or concerns arise, please contact Director Lisa Campbell-Motton, Placement Permanency and Quality Assurance, at (323) 240-2435.

JEP:REB:LCM:ed

Attachments (3)

c: William T Fujioka, Chief Executive Officer
Sachi A. Hamai, Executive Officer, Board of Supervisors
Brence Culp, Chief Deputy, Chief Executive Office
Wendy Watanabe, Auditor-Controller
Phillip L. Browning, Director, Department of Children and Family Services
Latasha Howard, Probation Contracts
Rhonda David-Shirley, Out-of-Home-Care Management, DCFS
Diana Flaggs, DCFS Contracts
Audit Committee
Sybil Brand Commission
Community Care Licensing
Sarah Wright, Administrator, Future Stars
Georgia Mattered, Public Safety, Chief Executive Office
Chief Deputies
Justice Deputies

**FUTURE STARS GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY**

406 Myrtlewood Dr.
Calimesa, CA 92320
License # 366408739
Rate Classification Level: 11

	Contract Compliance Monitoring Review	Findings: January 2013
I	<p><u>Licensure/Contract Requirements</u> (9 Elements)</p> <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. Transportation Needs Met 3. Vehicle Maintained In Good Repair 4. Timely, Cross-Reported SIRs 5. Disaster Drills Conducted & Logs Maintained 6. Runaway Procedures 7. Comprehensive Monetary and Clothing Allowance Logs Maintained 8. Detailed Sign In/Out Logs for Placed Children 9. CCL Complaints on Safety/Plant Deficiencies 	<p>Full Compliance (ALL)</p>
II	<p><u>Facility and Environment</u> (5 Elements)</p> <ol style="list-style-type: none"> 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms 4. Sufficient Recreational Equipment/Educational Resources 5. Adequate Perishable and Non-Perishable Foods 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Full Compliance 5. Full Compliance
III	<p><u>Maintenance of Required Documentation and Service Delivery</u> (10 Elements)</p> <ol style="list-style-type: none"> 1. Child Population Consistent with Capacity and Program Statement 2. County Worker's Authorization to Implement NSPs 3. NSPs Implemented and Discussed with Staff 4. Children Progressing Toward Meeting NSP Case Goals 5. Therapeutic Services Received 6. Recommended Assessment/Evaluations Implemented 7. County Workers Monthly Contacts Documented 8. Children Assisted in Maintaining Important Relationships 9. Development of Timely, Comprehensive Initial NSPs with Child's Participation 10. Development of Timely, Comprehensive, Updated NSPs with Child's Participation 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Improvement Needed 8. Full Compliance 9. Improvement Needed 10. Improvement Needed

<p>IV</p>	<p><u>Educational and Workforce Readiness</u> (5 Elements)</p> <ol style="list-style-type: none"> 1. Children Enrolled in School Within Three School Days 2. GH Ensured Children Attended School and Facilitated in Meeting Their Educational Goals 3. Current Report Cards Maintained 4. Children's Academic or Attendance Increased 5. GH Encouraged Children's Participation in YDS/ Vocational Programs 	<p>Full Compliance (ALL)</p>
<p>V</p>	<p><u>Health and Medical Needs</u> (4 Elements)</p> <ol style="list-style-type: none"> 1. Initial Medical Exams Conducted Timely 2. Follow-Up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted Timely 	<p>Full Compliance (ALL)</p>
<p>VI</p>	<p><u>Psychotropic Medication</u> (2 Elements)</p> <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	<p>Full Compliance (ALL)</p>
<p>VII</p>	<p><u>Personal Rights and Social/Emotional Well-Being</u> (13 Elements)</p> <ol style="list-style-type: none"> 1. Children Informed of Group Home's Policies and Procedures 2. Children Feel Safe 3. Appropriate Staffing and Supervision 4. GH's efforts to provide Meals and Snacks 5. Staff Treat Children with Respect and Dignity 6. Appropriate Rewards and Discipline System 7. Children Allowed Private Visits, Calls and Correspondence 8. Children Free to Attend or not Attend Religious Services/Activities 9. Reasonable Chores 10. Children Informed About Their Medication and Right to Refuse Medication 11. Children Free to Receive or Reject Voluntary Medical, Dental and Psychiatric Care 12. Children Given Opportunities to <u>Plan</u> Activities in Extra-Curricular, Enrichment and Social Activities (GH, School, Community) 13. Children Given Opportunities to <u>Participate</u> in Extra-Curricular, Enrichment and Social Activities (GH, School, Community) 	<p>Full Compliance (ALL)</p>

VIII	<p><u>Personal Needs/Survival and Economic Well-Being</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. \$50 Clothing Allowance 2. Adequate Quantity and Quality of Clothing Inventory 3. Children's Involved in Selection of Their Clothing 4. Provision of Clean Towels and Adequate Ethnic Personal Care Items 5. Minimum Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement and Assistance with Life Book 	Full Compliance (ALL)
IX	<p><u>Discharged Children</u> (3 Elements)</p> <ol style="list-style-type: none"> 1. Children Discharged According to Permanency Plan 2. Children Made Progress Toward NSP Goals 3. Attempts to Stabilize Children's Placement 	Full Compliance (ALL)
X	<p><u>Personnel Records</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. DOJ, FBI, and CACIs Submitted Timely 2. Signed Criminal Background Statement Timely 3. Education/Experience Requirement 4. Employee Health Screening/TB Clearances Timely 5. Valid Driver's License 6. Signed Copies of Group Home Policies and Procedures 7. <u>All</u> Required Training 	<ol style="list-style-type: none"> 1. Full Compliance 2. Improvement Needed 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance

**FUTURE STARS YOUTH SERVICES GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2012-2013**

SCOPE OF REVIEW

The purpose of this review was to assess Future Stars Youth Services Group Home's compliance with the County contract and State regulations and include a review of Future Star's program statement, as well as internal administrative policies and procedures. The monitoring review covered the following 10 areas:

- Licensure/Contract Requirements
- Facility and Environment
- Maintenance of Required Documentation and Service Delivery
- Educational and Workforce Readiness
- Health and Medical Needs
- Psychotropic Medication
- Personal Rights and Social Emotional Well-Being
- Personal Needs/Survival and Economic Well-Being
- Discharged Children
- Personnel Records

For the purpose of this review, three (3) placed children were selected for the sample; all three (3) were Probation children. There were no Los Angeles County DCFS children placed at the time of the review. Placement Permanency & Quality Assurance (PPQA), Group Home Monitoring (GHM) interviewed each child and reviewed their case files to assess the care and services they received. Additionally, three (3) discharged children's files were reviewed, two (2) Probation and one (1) DCFS, to assess Future Stars compliance with permanency efforts. At the time of the review, one (1) placed child was prescribed psychotropic medication. PPQA/GHM reviewed their case file to assess for timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm the required documentation of psychiatric monitoring.

PPQA/GHM reviewed five (5) staff files for compliance with Title 22 Regulations and County contract requirements, and conducted a site visit to assess the provision of quality of care and supervision.

CONTRACTUAL COMPLIANCE

The following three (3) areas were out of compliance.

Facility and Environment

During the facility inspection, there were some minor deficiencies in the children's bedrooms. In bedrooms #2 and #3, there were small holes in the walls

Recommendation

1. Future Star's management shall ensure that the aforementioned deficiencies cited will be corrected in a timely fashion.

Maintenance of Required Documentation and Service Delivery

Of the three (3) NSPs reviewed, the first child's file was missing the initial Needs and Service Plan (NSP), and she did not require an updated NSP at the time of the monitoring. The second child's NSP did not indicate that she was on psychotropic medication, and her case plan goals were not child specific or specific to her individual needs. There were generic type goals that could apply to any child. This youth was not placed long enough to require an updated NSP. The third child's file was also missing the initial NSP, and the goal section of her NSP contained another child's name, which indicated cutting and pasting from a previous NSP. This youth's NSP goals were not child specific, and the NSP did not document monthly contact by her county worker. A telephone conference was held with the therapist in an effort to improve the quality of the NSPs. The therapist was reminded that all NSP goals should be specific to each child and relating to the reason as to why they are in placement. The therapist was also informed that the development of the NSP goals should be a collaborative effort with the child.

Recommendation

1. Future Stars management shall ensure that all NSP's are present in the file and that they are comprehensive, and specific to each child so that the reader may be able to determine if the child is making progress towards her goals.
2. Additionally, Future Stars management shall ensure that the child is a part of the collaborative effort with making NSP goals.

Personnel Records

Out of the five (5) Personnel files that were reviewed, one file did not have a criminal background statement in a timely manner. The employee's hire date was 5/9/09 and her criminal background statement was dated 9/16/10. The Group Home reported that the employee was hired long before she actually began to physically work at the Group Home.

Recommendation

1. Future Stars management shall develop some type of documentation to place in the employee's file to indicate why the criminal background statement was not completed timely.

PRIOR YEAR FOLLOW-UP FROM PROBATION'S PPQA GHMU'S GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW

PPQA GHM's last compliance report dated November 5, 2012, identified 10 recommendations.

Results

Based on our follow-up, Future Stars implemented fully implemented nine (9) of the previous recommendations for which they were to ensure that:

Future Stars Compliance Review
January 2013

1. All staff have current CPR cards on file
2. Repair missing knob on closet door in bedroom 1
3. Replace light covers for ceiling fans in all 3 bedrooms
4. Make sure NSP were completed on correct Los Angeles County form
5. Obtain court authorization for administration of psychotropic medication
6. Develop a waiver form giving children option on how to receive their clothing voucher
7. Staff initial, on-going training and child abuse training in files
8. Life Books were purchased
9. First-Aid Training up to date

Future Stars remained out of compliance with the NSP. The initial and updated NSP's were not comprehensive.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Future Stars has not been posted by the Office of the Auditor-Controller, as of the date of this report.

Future Stars, inc.

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March 8, 2013

Los Angeles County Probation Department

11701 S. Alameda St. 2nd Floor

Lynwood, Ca., 90262

RE: Group Home Monitoring Review Corrective Action Plan 2013

Dear Pamela Pease,

Attached is the corrective action plan for deficiencies noted in the review conducted by OHCMD Monitor. You will find a copy of the Contact Sheet Form designed for staff to note detailed communication with client's CSW/DPO.

Sincerely,



Sarah Wright

Administrator

Future Stars, Inc.

406 Myrtlewood St. Calimesa, CA 92320 | 909.795.4713 (o)

Future Stars, inc.

GROUP HOME MONITORING REVIEW CORRECTIVE ACTION PLAN 2013

II. FACILITY AND ENVIRONMENT

12. Are children's bedrooms well maintained? (SAFETY)

The holes in the walls of bedrooms two and three have been repaired. The Facility Manager shall be responsible for the cleanliness, maintenance, and safety of client bedrooms. The Facility manager shall require staff to inspect client bedrooms daily to ensure safety and furniture is maintained in good condition including age-appropriate decorations with full complement of linens and window coverings, good lighting, and adequate storage space for each client. Any deficiency shall be noted on the agency maintenance form for the Facility Manager to submit for repair or replacement.

III. MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

21. Are county workers contacted monthly by the GH and are the contacts appropriately documented in the case file? (WELL-BEING)

Contact between the Facility Manager and county workers shall occur every month and documented in detail on the Contact Sheet Form for each client (Appendix A). All failed attempts to contact the county worker shall be specifically noted in the Contact Sheet Form for the particular client with method and date of contact noted (e.g. phone call, email, or fax).

23. Did the treatment team develop timely, comprehensive, initial Needs and Services Plans (NSP) with the participation of the developmentally age-appropriate child? (WELL-BEING)

The Program Therapist shall develop initial NSPs in a collaborative effort with client and specific input from members/affiliated parties of the treatment team (e.g. staff, healthcare providers, school officials/teachers, other community-based providers, county workers and may include the parents/caretakers) and document on the NSP/QR form (Rev 4/09) 14 days after placement.

X. PERSONNEL RECORDS

60. Did appropriate employees sign a criminal background statement in a timely manner? (SAFETY)

The Administrator shall ensure all newly hired employees sign a criminal background statement along with other personnel documents at the time hire

Future Stars, Inc.

406 Myrtlewood St. Calimesa, CA 92320 | 909.795.4713 (o)

