# County of Los Angeles
# DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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Interim Director



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December 8, 2011

To: Supervisor Zev Yaroslavsky, Chairman of the Board
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Interim Director

**GARCES RESIDENTIAL CARE SERVICES 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.

Garces Residential Care Services Group Home has one site located in the 5th Supervisorial District. The Group Home provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to Garces Residential Care Services Group Home's program statement, its purpose is "to provide services to court dependent developmentally disabled children." Garces Residential Care Services Group Home is licensed to serve a capacity of six boys, ages seven through 18.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Garces Residential Care Services Group Home in March 2011 at which time the agency had one six-bed site and six placed DCFS children. The placed children's overall average length of placement was 14 months, and the average age was 15. For the purpose of this review, four placed children were interviewed and their case files were reviewed. Three staff files were reviewed for compliance with Title 22 regulations and contract requirements.

Two children were on psychotropic medication. We reviewed their case files to assess timeliness of psychotropic medication authorizations.

## SCOPE OF REVIEW

The purpose of this review was to assess Garces Residential Care Services Group Home's compliance with the contract and State regulations. The visit included a review of Garces Residential Care Services 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 the 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

At the time of the review Garces Residential Care Services Group Home was providing good quality care to DCFS placed children 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 said they felt safe at the Group Home. The agency had fully implemented the approved June 2010 CAP as observed in the March 2011 follow-up visit.

However, at the time of the review, the Group Home needed to develop comprehensive initial and updated Needs and Services Plans (NSP). In addition, the Group Home needed to appropriately document its monthly contact with the Children's Social Workers (CSW) and efforts to enroll the placed children in school within three days of placement.

Garces Residential Care Services Group Home was in substantial compliance with the contract program review and regulatory standards reviewed, scoring an overall 92% level of compliance. The March 2011 review of Garces Residential Care Group Home revealed the need for the Group Home to meet all the required elements in accordance with the NSP template, document monthly contact with the DCFS CSW on the NSP and explain why children were not enrolled in school within three days of placement on the NSP.

The Administrator and his staff were accessible, cooperative and willing to make the necessary corrections regarding the findings noted during the review.

## NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the four initial and 16 updated NSPs reviewed, none were comprehensive or met all the required elements in accordance with the NSP template. The Group Home agreed that all the required elements were not on the NSP template.

- In addition, the DCFS CSWs' Group Home contacts were not appropriately documented. The Group Home agreed that it had not documented monthly contacts with the DCFS CSWs on the NSPs.

- The Group Home did not document that some of the children were not enrolled in school within three days of placement. The Group Home agreed that it had not explained why some children were not enrolled in school withing three days of placement on the NSP.

The detailed report of our findings is attached.

## EXIT CONFERENCE

The following are highlights from the Exit Conference held April 1, 2011.

**In attendance:**

David Cuevas, Administrator, Julianna Bowers, Social Worker, Garces Residential Care Services Group Home; and Edward Preer, Monitor, DCFS OHCMD.

**Highlights:**

The Administrator was in agreement with the findings and recommendations presented by the Monitor. During the Exit Conference, he stated that Garces Residential Care Services Group Home planned to follow-up to ensure that the initial and updated NSPs were comprehensive, that DCFS CSWs' monthly contacts were appropriately documented and that children were enrolled in school within three days.

As agreed, Garces Residential Care Services Group Home provided a written Corrective Action Plan (CAP) addressing the recommendations noted in this compliance report. The CAP is attached.

We will conduct a follow-up to assess for full implementation of recommendations during our next monitoring review.

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

PLB:RS:KR
EAH:ep

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Cal Remington, Acting Chief Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
Carlos Garces, Administrator, Garces Residential Care Services Group Home
Jean Chen, Regional Manager, Community Care Licensing
Lenora Scott, Regional Manager, Community Care Licensing

**GARCES RESIDENTIAL CARE SERVICES GROUP HOME**
**CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY**

**2243 N. Mountain Ave.**
**Claremont, CA 91711**
**License #: 197803661**
**Rate Classification Level: 12**
**GROUP HOME**

| | Contract Compliance Monitoring Review | Findings: March 2011 |
|---|---|---|
| I | **Licensure/Contract Requirements** (9 Elements)<br><br>1. Timely Notification for Child's Relocation<br>2. Transportation<br>3. Special Incident Reports<br>4. Compliance with Licensed Capacity<br>5. Disaster Drills Conducted & Logs Maintained<br>6. Runaway Procedures<br>7. Allowance Logs<br>8. CCL Citations/OHCMD Investigation Reports on Safety/Plant Deficiencies<br>9. Detailed Sign In/Out Logs for Placed Children | Full Compliance (ALL) |
| II | **Facility and Environment** (6 Elements)<br><br>1. Exterior Well Maintained<br>2. Common Areas Maintained<br>3. Children's Bedrooms/Interior Maintained<br>4. Sufficient Recreational Equipment<br>5. Sufficient Educational Resources<br>6. Adequate Perishable and Non Perishable Food | Full Compliance (ALL) |
| III | **Maintenance of Required Documentation and Service Delivery** (13 Elements)<br><br>1. Child Population Consistent with Program Statement<br>2. DCFS CSW Authorization to Implement Needs and Services Plans (NSPs)<br>3. Children's Participation in the Development of NSPs<br>4. NSPs Implemented and Discussed with Staff<br>5. Children Progressing Toward Meeting NSP Case Goals<br>6. Development of Timely Initial NSPs<br>7. Development of Comprehensive Initial NSPs<br>8. Therapeutic Services Received<br>9. Recommended Assessment/Evaluations Implemented<br>10. DCFS CSWs Monthly Contacts Documented<br>11. Children Assisted in Maintaining Important Relationship<br>12. Development of Timely Updated NSPs<br>13. Development of Comprehensive Updated NSPs | 1. Full Compliance<br>2. Full Compliance<br>3. Full Compliance<br>4. Full Compliance<br>5. Full Compliance<br>6. Full Compliance<br>7. Improvement Needed<br>8. Full Compliance<br>9. Full Compliance<br>10. Improvement Needed<br>11. Full Compliance<br>12. Full Compliance<br>13. Improvement Needed |

| | | |
|---|---|---|
| IV | **Education and Workforce Readiness** (8 Elements)<br><br>1. Children Enrolled in School Timely<br>2. Children Attending School<br>3. Children Facilitated in Meeting Educational Goals<br>4. Children's Academic or Attendance Increase<br>5. Current IEPs Maintained<br>6. Current Report Cards Maintained<br>7. Youth Development Services (YDS)/Vocational Programs Opportunities Provided<br>8. Group Home Encourage Children's Participation in YDS | 1. Improvement Needed<br>2. Full Compliance<br>3. Full Compliance<br>4. Full Compliance<br>5. Full Compliance<br>6. Full Compliance<br>7. Full Compliance<br>8. Full Compliance |
| V | **Health And Medical Needs** (6 Elements)<br><br>1. Initial Medical Exams Conducted<br>2. Initial Medical Exams Timely<br>3. Follow-Up Medical Exams Timely<br>4. Initial Dental Exams Conducted<br>5. Initial Dental Exams Timely<br>6. Follow-Up Dental Exams Timely | Full Compliance (ALL) |
| VI | **Psychotropic Medication** (2 Elements)<br><br>1. Current Court Authorization for Administration of Psychotropic Medication<br>2. Current Psychiatric Evaluation Review | Full Compliance (ALL) |
| VII | **Personal Rights and Social/Emotional Well-being** (15 Elements)<br><br>1. Children Informed of Group Home's Policies and Procedures<br>2. Children Feel Safe<br>3. Satisfaction with Meals and Snacks<br>4. Staff Treatment of Children with Respect and Dignity<br>5. Appropriate Rewards and Discipline System<br>6. Fair Consequences<br>7. Children Allowed Private Visits, Calls and Correspondence<br>8. Children Free to Attend Religious Services/Activities<br>9. Reasonable Chores<br>10. Children Informed About their Medication<br>11. Children Aware of Right to Refuse Medication<br>12. Children Free to Receive or Reject Voluntary Medical, Dental and Psychiatric Care<br>13. Children Given Opportunities to Plan Activities<br>14. Children Participate in Activities (GH, School, Community)<br>15. Children Given Opportunities to Participate in Extra-Curricular, Enrichment and Social Activities | Full Compliance (ALL) |

| | | |
|---|---|---|
| VIII | **Personal Needs/Survival and Economic Well-being** (8 Elements)<br><br>1. $50 Clothing Allowance<br>2. Adequate Quantity of Clothing Inventory<br>3. Adequate Quality of Clothing Inventory<br>4. Involvement in Selection of Clothing<br>5. Provision of Ethnic Personal Care Items<br>6. Minimum Monetary Allowances<br>7. Management of Allowance/Earnings<br>8. Encouragement and Assistance with Life Book | Full Compliance (ALL) |
| IX | **Discharged Children** (3 Elements)<br><br>1. Children Discharged According to Permanency Plan<br>2. Children Making Progress Toward NSP Goals<br>3. Attempts to Stabilize Children's Placement | Full Compliance (ALL) |
| X | **Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances and Training)** (14 Elements)<br><br>1. DOJ Submitted Timely<br>2. FBI Submitted Timely<br>3. CACIs Timely Submitted<br>4. Signed Criminal Background Statement Timely<br>5. Education/Experience Requirement<br>6. Employee Health Screening Timely<br>7. Valid Driver's License<br>8. Signed Copies of GH Policies and Procedures<br>9. Initial Training Documentation<br>10. One-Hour Child Abuse and Reporting Training<br>11. CPR Training Documentation<br>12. First Aid Training Documentation<br>13. On-going Training Documentation<br>14. Emergency Intervention Training Documentation | Full Compliance (ALL) |

**GARCES RESIDENTIAL CARE SERVICES**
**GROUP HOME PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW**

**2243 N. Mountain Avenue**
**Claremont, CA 91711**
**License Number: 197803661**
**Rate Classification Level 12**

The following report is based on a "point in time" monitoring visit and is only intended to report on the findings noted during the March 2011 monitoring review.

## CONTRACTUAL COMPLIANCE

Based on our review of four children's files, five staff files and/or documentation from the provider, Garces Residential Care Services Group Home was in full compliance with eight of 10 sections of our Contract Compliance review: Licensure/Contract Requirements, Facility and Environment; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social/Emotional Well-being; Personal Needs/Survival and Economic Well-being; Discharged Children; and Personnel Records. The following report details the results of our review.

## MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of four children's files and/or documentation from the provider, Garces Residential Care Services Group Home fully complied with 10 of 13 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

The children were placed in accordance with the Group Home's population criteria, the Group Home obtained the DCFS CSW's authorization to implement the Needs and Services Plans (NSP), the children participated in the development of the NSPs and the NSPs were discussed with Group Home staff. In addition, the children were progressing toward meeting the NSP case goals, the treatment team developed timely initial and updated NSPs, the children received the required therapeutic services, recommended assessments/evaluations were implemented, and the agency assisted the children in maintaining important relationships.

The initial and updated NSPs were not comprehensive. Some of the initial and updated NSPs did not provide the children with realistic goals, a method to achieve the goals and a person responsible for the child achieving the goals. Some of the NSPs did not provide adequate documentation in the following sections: the child's visitation plan, child's telephone contacts, Life Skills, Education, Group Home's monthly contact with the CSW, and recommendations regarding the feasibility of the child returning home. In addition, the Group Home did not document some of the child's psychotropic medications and treatment services; explain why the children needed help with grooming or why the children were not enrolled in school within three days, and document the Group Home's contacts with DCFS Children's Social Workers.

**Recommendations:**

Garces Residential Care Services Group Home management shall ensure that:

1. The Group Home staff develops comprehensive initial and updated NSPs.

2. The DCFS CSW is contacted by the Group Home and that contacts are appropriately documented.

## EDUCATION AND WORKFORCE READINESS

Based on our review of four children's files and/or documentation from the provider, Garces Residential Care Services Group Home fully complied with seven of eight elements reviewed in the area of Education and Workforce Readiness.

The children attend school as required, the agency met the children's educational goals, and the children's academic performance and/or attendance increased. Current IEP, report cards and progress reports were maintained. In addition, the Group Home provided opportunities and encouraged the children to participate in age appropriate Youth Development or equivalent and vocational training. However, some of the children were not enrolled in school within three days of placement. The Group Home reported that some schools refused to accept children without school records and some children's school enrollment was delayed in order to comply with special education needs.

**Recommendation:**

Garces Residential Care Services Group Home Management shall ensure that:

3. The children are enrolled in school within three days of placement.

## PRIOR YEAR FOLLOW-UP FROM DCFS GROUP HOME'S CONTRACT COMPLIANCE MONITORING REVIEW

### Objective

Determine the status of the recommendations reported in the Group Home's last monitoring review.

### Verification

We verified whether the outstanding recommendations from our last Group Home Contract Compliance Monitoring Report dated February 28, 2011, were implemented.

## Results

The Group Home's prior monitoring report contained ten outstanding recommendations. Specifically, Garces Residential Care Services Group Home was to ensure that the Group Home's exterior grounds were well maintained; recreational equipment that was in good condition and age-appropriate were maintained; children were always provided with the minimum monetary allowance; children's population was consistent with the criteria in the Program Statement; children were free to manage their allowance; employees received the required on-going training; and employees received emergency intervention training per the Group Home's Program Statement. Based on our follow-up of these recommendations, Garces Residential Care Services Group Home fully implemented all of the recommendations.

## MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER (A-C)

The A-C conducted a fiscal review of Garces Residential Care Group Home for calendar year January 1, 2008 through December 31, 2008. The fiscal report, dated November 30, 2010, states that the agency had $2,587 in questioned/disallowed costs and $76,042 in unsupported/inadequately supported costs. Garces Residential Care Group Home also needed to strengthen its controls over its fixed assets and bank reconciliations. Garces Residential Care Group Home submitted a timely fiscal CAP which is being monitored by DCFS' Fiscal Monitoring Section.

# GARCES RESIDENTIAL CARE SERVICES

7349 MILLIKEN AVE SUITE 140-223 RANCHO CUCAMONGA, CA 91730

OHCMD

May 15, 2011

CORRRECTIVE ACTION PLAN:

I. School Enrollment and documented efforts.

A. The administrator David Cuevas will ensure that every effort is made to enroll children placed with our agency.

B. Our agency will contact the school district and work together to ensure a prompt enrollment.

C. In addition the DCFS CSW will be notified of enrollment and or issues pertaining to any delay of enrollment.

D. The Administrator will oversee the process and document efforts.

II. Comprehensive initial Needs and Service Plans

A. SW Julianna Bowers will ensure that comprehensive initial NSP are developed.

B. SW Bowers will confer with DCFS CSW for all related information to assist in the initial development.

C. Communication will be established with previous placement and school district as well as any other therapist or wrap around services.

D. Administrator Cuevas will be advised on progress and provide any other information that will aid in the initial development.

E. Initial NSP will be in place within 30 days of placement.

V. CSW Monthly Contact Log

A. Bright Horizons will ensure that CSW for all placed children will be contacted on a monthly basis.

B. The Administrator and /or SW will make contact for updates on status, visits, counseling, etc.

C. The Administrator will maintain a log for such contacts and keep available upon request at the facility.

Respectfully,

Carlos A. Garces