



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

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PATRICIA S. PLOEHN, LCSW
Director

May 26, 2010

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TO: Supervisor Gloria Molina, Chair
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FROM: Patricia S. Ploehn, LCSW
Director

*Patricia S. Ploehn
for
Miss Ploehn*

MARY'S SHELTER 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.

Mary's Shelter is located in Orange County. There are two sites, the Main House and the Transition House. The sites are located next door to each other on the same property. Mary's Shelter provides services to Department of Children and Family Services' (DCFS) foster youth and Probation youth. According to Mary's Shelter's program statement, their stated goal is "to save lives by equipping and empowering homeless and at-risk pregnant teens, and parenting minors with babies, for lives of dignity, hope and self-sufficiency." The Main House is licensed to serve a capacity of 18 children. The Transition House is licensed to serve a capacity of 12 children. Both houses are licensed to serve children ages 12 through 17.

The Out-of-Home Care Management Division conducted a review of Mary's Shelter in January 2010, at which time they had two sites and four placed DCFS children. For the purpose of this review, three currently placed children were interviewed and their case files were reviewed. The fourth child was placed less than 30 days and therefore was not reviewed. The sampled children's overall average length of placement was four months, and the average age was 17. Eight staff files were reviewed for compliance with Title 22 regulations and contract requirements.

There was one child on psychotropic medication. We reviewed her case file to assess timeliness of psychotropic medication authorizations and to confirm the medication logs documented correct dosages were being administered as prescribed.

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SCOPE OF REVIEW

The purpose of this review was to assess Mary's Shelter's compliance with the contract and State regulations. The visit included a review of Mary's Shelter's program statement, administrative internal policies and procedures, three sampled children's case files, and a random sampling of personnel files. A visit was made to the facility 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, Mary's Shelter was providing good quality care to DCFS placed children, and the services were provided as outlined in their program statement. The children interviewed stated that they want to continue residing at the placement and that staff are genuinely concerned about them.

The direct care staff stated that they were pleased with the support they receive from the administrative staff. In fact, the Facility Manager reported that the Group Home administrative staff was attentive to the needs of the children and were open to listening to the direct care staff's suggestions for improvement.

At the time of the review, the Group Home needed to address a minor physical plant deficiency, which did not pose a safety hazard to any placed children. The Group Home also needed to develop comprehensive Needs and Services Plans (NSPs).

Mary's Shelter was receptive to implementing some systemic changes to improve their compliance with regulations and the Foster Care Agreement. Further, the Administrator stated that she welcomed the findings in the review so that their current operating systems could be improved.

NOTABLE FINDING

The following is the notable finding of our review:

- Of the seven initial and updated NSPs reviewed for the three children's case files, none were comprehensive in that they did not complete all the required elements in accordance with the NSP template. The NSPs did not include specific and measureable treatment goals as they relate to permanency and visitation.

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Additionally, there was no documentation regarding progress toward the permanency plans.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held February 24, 2010:

In attendance:

Mary Kerr, Administrator, Mary's Shelter, Inc., and Jui Ling Ho, Monitor, Out-of-Home Care Management Division, DCFS.

Highlights:

The Administrator was in agreement with our findings and recommendations. She stated that obtaining a copy of the review instrument was very helpful because she had information on the scope of what was being reviewed.

As agreed, Mary's Shelter 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 CAP recommendations.

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

PSP:LP:MG:
EAH:BB:jh

Attachments

- c: William T Fujioka, Chief Executive Officer
- Wendy Watanabe, Auditor-Controller
- Donald H. Blevins, Chief Probation Officer
- Public Information Office
- Audit Committee
- Richard Van Meter, President, Board of Mary's Shelter, Inc.
- Barbara Nelson, Executive Director, Mary's Shelter, Inc.
- Sybil Brand Commission
- Jean Chen, Regional Manager, Community Care Licensing
- Lenora Copeland, Regional Manager, Community Care Licensing

MARY'S SHELTER PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

SITE LOCATION

Main House
Santa Ana, CA 92705
License Number: 306000793
Rate Classification Level: 12

Transition House
Santa Ana, CA 92705
License Number: 300613291
Rate Classification Level: 12

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

CONTRACTUAL COMPLIANCE

Based on our review of three children's files and eight staff files, Mary's Shelter was in full compliance with seven out of nine sections of our Contract Compliance review: Licensure/Contract Requirements; Educational and Emancipation Services; Recreation and Activities; Children's Health-Related Services (including Psychotropic Medications); Personal Rights; Children's Clothing and Allowance; and Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances, and Training). The following report details the two areas found to be out of compliance:

PROGRAM SERVICES

Based on our review of three children's case files, Mary's Shelter fully complied with seven (88%) out of eight elements reviewed in the area of Program Services.

Based on our review, we found that the treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. Of the seven required initial and updated NSPs, all (100%) were timely. However, none of the seven required NSPs were comprehensive. The NSPs did not include specific and measurable treatment goals as they relate to permanency and visitation. Additionally, there was no documentation of specific information regarding the progress of permanency plans.

Recommendation:

Mary's Shelter management shall ensure that:

1. NSPs are comprehensive and include all required elements.

FACILITY AND ENVIRONMENT

Based on our review of Mary's Shelter and interviews with the three children, Mary's Shelter fully complied with five (83%) out of six elements in the areas of Facility and Environment.

The Group Home maintained age-appropriate and accessible recreational equipment and on-site educational resources.

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The Group Home maintained a sufficient supply of perishable and non-perishable foods.

Children's bedrooms were fairly well maintained and orderly. The mattresses were comfortable, and all the beds had a full complement of linens. Children's sleeping arrangements were appropriate. Window coverings and window screens were in good repair and all bedrooms had age-appropriate personalized decorations for the placed children.

While the Group Home provided a home-like environment, the exterior had a minor deficiency, which did not pose any safety risks to placed children. Specifically, the back yard fence was broken and missing wooden boards. According to the Administrator, repairs to the fence were started on February 24, 2010 and completed on March 10, 2010.

Recommendation:

Mary's Shelter management shall ensure that:

2. The Group Home site is maintained and in good repair in accordance with Title 22 regulations.

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

Objective

Determine the status of the recommendations reported in the Auditor-Controller's prior monitoring review.

Verification

A review of the Auditor-Controller's most recent monitoring report, issued on June 30, 2009 revealed that there were no recommendations.

Results

The prior monitoring report contained no recommendations and therefore no follow up regarding implementation based on the Auditor-Controller's report was required.

March 23, 2010

Barbara Butler, Out of Home Care Manager
Department of Children and Family Services
425 Shatto Place
Los Angeles, CA 90020



P.O. Box 10433
Santa Ana, CA
92711-0433

Dear Ms. Butler,

Enclosed is the Mary's Shelter CAP for both the Performance Evaluation and the Compliance Evaluation, resulting from the annual visit made by Ms. Jui Ling Ho on 2/24/10, for your review and approval.

714 730-0930 Tel
714 730-3487 Fax
www.teenshelter.org

Mary's Shelter looks forward to another year of partnering with L.A. County Department of Children and Family Services addressing the needs of foster youth placed in our care.

License#
306000793
EIN# 33-0203768

Sincerely,

Mary Kerr, M.S.W.
Program Director and Group Home Administrator

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Compliance CAP- Mary's Shelter

3/23/10

Area One

Program Services

Mary's Shelter will insure that all NSP are comprehensive.

Effective Immediately All NSP's will include:

- specific and measurable treatment goals as it relates to permanency
- progress towards permanency plan
- The Case Plan Goal (Permanency) will be detailed and congruent with the comments field
- The Concurrent Case Plan goal will also be documented
- All NSP's will be comprehensive and address all fields specific to that child including but not limited to GPA, CHASEE, I.E.P.
- Child's file will reflect in Case Management notes all efforts made to insure attendance and appropriate academic progress
- All NSP's will include specific information regarding visits
- All NSP's will include specific reasons if visits did not occur and efforts made to identify significant persons
- All NSP's will reflect specific life skills the child has learned from small building blocks to larger mastery with the goal of preparing them for the future.
- All NSP's will include number of SIRs for the quarter in the SIR section
- Identified Treatment Needs/Outcome section will be will be child specific with measurable and attainable goals. Any unmet goals will be modified and extended to allow the child additional time to meet the goal.

Additional Measures:

- a. At the time of the Annual Visit Ms. Ho met with both Mary's Shelter Social Workers to review and clarify expectations going forward.
- b. Social Work Department Head, Mary Kerr will review each NSP for the next 6 months for approval and compliance review.
- c. Enclosed is an NSP for review.
- d. We ask to submit two additional samples of NSP to Ms. Ho for review.

Area Two

Plant Deficiencies

Fence repair complete

April 2, 2010

Jui Ling Ho
County of Los Angeles
Department of Children and Family Services
Out of Home Care Management Division
9320 Telstar Ave. #206
El Monte, CA 91731

Dear Ms. Ho,

Please be advised that the backyard fence was torn down and replaced with a screen fencing on February 24th, 2010. The project was funded by Red Hill Lutheran Church in Tustin with a shared cost by our adjacent neighbor. Pierre Charles, of General Construction, Laguna Niguel, completed the construction. The fence is 72 inches long made of cedar wood with pressure treated posts. The date of completion was March 10, 2010.

Sincerely,

Mary Kerr, M.S.W., Program Director Group Home Administrator



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