County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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

Antonia Jiménez
Acting Director

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February 28, 2011

To: Supervisor Michael D. Antonovich, Mayor
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

From: Antonia Jiménez
Acting Director

COUNSELING AND RESEARCH ASSOCIATES dba MASADA HOMES 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.

Counseling and Research Associates (Masada Homes) is located in the 4th Supervisorial District and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth and Probation Department youth. According to Masada Homes' program statement, its stated goal is "to prepare children to emancipate or, in some cases, return home." Masada Homes is licensed to serve a capacity of 12 children, ages 13 through 18.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Masada Homes in December 2010, at which time they had two six-bed sites and one placed DCFS child. The placed child was male. For the purpose of this review, the currently placed child was interviewed and his case file was reviewed. This child was 17 years of age and he had been placed with the agency for three months. He was not on psychotropic medication. Five staff files were reviewed for compliance with Title 22 regulations and contract requirements.

SCOPE OF REVIEW

The purpose of this review was to assess Masada Homes' compliance with the contract and State regulations. The visit included a review of Masada Homes' program statement, administrative internal policies and procedures, the placed child's case file and a random sampling of personnel files. A visit was made to the facility to assess the quality of care and supervision provided to the child, and we conducted an interview with the child to assess the care and services he was receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

Generally, Masada Homes was providing good quality care to the DCFS placed child, and the services were provided as outlined in the agency's program statement. The child stated that he was taught daily living skills, his educational needs were being met, and the staff treated him well.

At the time of the review, the Group Home needed to provide its staff members with the required annual trainings as outlined in its program statement and ensure that its staff members were current with their CPR certification.

Masada Homes was receptive to implementing some systemic changes to improve its compliance with regulations and the Foster Care Agreement.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the five staff files reviewed, none had the required forty hours of annual training hours as outlined in the Group Home's program statement.

- One staff member's CPR certification had expired.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held December 20, 2010:

In attendance:

Bernard Smith, Assistant Executive Director, Masada Homes and Scott Song, Monitor, DCFS OHCMD.

Highlights:

The Assistant Executive Director was in agreement with our findings and recommendations. He stated that all of the findings would be corrected and addressed in Masada Homes' Corrective Action Plan (CAP). He further stated that Masada Homes would be requesting a revision of its program statement, reducing the number of annual training hours from 40 to 20 hours per year.

As agreed, Masada Homes provided a timely written CAP addressing each recommendation noted in this compliance report. The 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, please call me or your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

AJ:LP:KR:
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
George Igi, Executive Director, Board of Directors President, Masada Homes
Jean Chen, Regional Manager, Community Care Licensing
Lenora Scott, Regional Manager, Community Care Licensing

MASADA HOMES
CONTRACT COMPLIANCE MONITORING REVIEW - SUMMARY

Ralston House
2312 Ralston Lane
Redondo Beach, CA 90278
License Number: 191601785
Rate Classification Level: 12

Newell House
4740 W. 152nd St.
Lawndale, CA 90260
License Number: 198201957
Rate Classification Level: 12

	Contract Compliance Monitoring Review	**Findings: December 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	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	Full Compliance (ALL)

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	Full Compliance (ALL)
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	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. 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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. N/A 8. N/A 9. Improvement Needed 10. Full Compliance 11. Improvement Needed 12. Full Compliance

MASADA HOMES PROGRAM
CONTRACT COMPLIANCE MONITORING REVIEW

SITE LOCATIONS

Ralston House
2312 Ralston Lane
Redondo Beach, CA 90278
License Number: 191601785
Rate Classification Level: 12

Newell House
4740 W. 152nd St.
Lawndale, CA 90260
License Number: 198201957
Rate Classification Level: 12

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

CONTRACTUAL COMPLIANCE

Based on our review of the one placed child's file and five staff files, Masada Homes was in full compliance with eight of nine sections of our Contract Compliance review: Licensure/Contract Requirements; Facility and Environment; Program Services; Education and Emancipation Services; Children's Health-Related Services, Including Psychotropic Medication; Recreation and Activities; Personal Rights; and Children's Clothing and Allowance. The following report details the results of our review.

PERSONNEL RECORDS

Based on our review of five staff personnel files, Masada Homes fully complied with ten of 12 elements in the area of Personnel Records.

All five staff reviewed met the educational/experience requirements, submitted timely criminal fingerprint cards, Child Abuse Central Index (CACI) clearances and signed criminal background statements in a timely manner. They also had timely health screenings, current driver's licenses, and completed First-Aid training as required per the Group Home's program statement. Two elements in the area of Personnel Records, required initial training and signed copies of the Group Home's policies, were not applicable for the five staff members reviewed because Masada Homes was required to submit a CAP for these two elements during previous monitoring reviews, and none of the five staff members were hired after the CAPs were submitted.

However, one staff member's CPR certification had expired and none of the five staff members had the number of annual training hours as outlined in the Group Home's program statement. The Assistant Executive Director stated that Masada Homes would be requesting a revision of its program statement, reducing the number of annual training hours from 40 to 20 hours per year.

Recommendations:

Masada Homes' management shall ensure that:

2. All staff have current CPR certification.

3. All staff receive the required number of annual training as outlined in the Group Home's program statement.

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

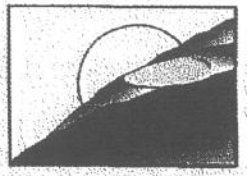
We verified whether the outstanding recommendations from the last monitoring review report issued July 15, 2009 were implemented.

Results

The A-C's prior monitoring report contained three outstanding recommendations. Specifically, Masada Homes was to properly maintain medication distribution logs and current court authorizations for all of the children taking psychotropic medication. Additionally, Masada Homes was to maintain the Group Home in good repair in accordance with Title 22 regulations. OHCMD was unable to determine whether Masada Homes implemented the two recommendations regarding medication distribution logs and current psychotropic medication authorizations because the one DCFS placed child was not taking psychotropic medication at the time of the monitoring review. Masada Homes fully implemented the recommendation regarding maintaining the Group Home in good repair.

Recommendation:

None.



MASADA HOMES

... building a foundation

A Division of Counseling & Research Associates

December 22, 2010

Barbara Butler, Manager
Department of Children and Family Services
Out of Home Care Management Division
9320 Telestar Avenue, Suite #216
El Monte, CA 91731

RE: Group Home Evaluation Review

Dear Ms. Butler,

The following corrections will be made in response to your group home evaluation visit on 12/8/10:

Group Home Contract Compliance Review (Personnel Records)

Our Human Resources Department oversees and reviews a report listing when items (certifications, trainings, TB Tests, etc) need to be updated. This report is updated and distributed one (1) time per month to all agency Directors, Coordinators and Supervisors. The one (1) staff's CPR certification had just expired on 12/7/10 (a day before the audit). Our next agency-wide CPR class is scheduled for 1/25/11 and that particular staff (who has over 20 yrs. childcare worker experience) is scheduled (mandated) to attend that class. The agency's Chief Operations Officer will ensure that the staff attends the CPR Training.

For the deficiency of lack of on-going annual staff training, Masada Homes will be submitting an amendment of our program statement in January 2011 for approval to the Department of Children and Family Services and Los Angeles County Probation Department to reduce our annual staff training hours from forty (40) hours to twenty (20) hours annually. Once our program statement amendment has been approved, the residential shift supervisors, residential social worker/case manager and residential therapist will be responsible for providing training topics ranging from Title XXII, behavioral interventions and clinical interventions. Staff trainings will begin effective January 2011, at least one time a month throughout the calendar year to ensure that our agency meets its contractual agreement with the Department of Children and Family Services and Los Angeles County Probation Department. The agency's Chief Operations Officer will meet monthly with Human Resources to ensure that all child care staff receive the required monthly trainings.

Corrective Action Plan

We hope that this Corrective Action Plan meets with your approval. If I can be of further assistance, please do not hesitate to contact me at (310) 715 – 2020.

Sincerely,

Bernard Smith

Bernard Smith, MSW
Chief Operations Officer
Masada Homes