County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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July 14, 2011

To: Supervisor Michael D. Antonovich, Mayor
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From: Jackie Contreras, Ph.D.
Acting Director

T & T 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.

T & T Group Home is located in the 2nd Supervisorial District and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to T & T Group Home's program statement, its goal is "to provide treatment for the specific disturbances and behavioral problems of residents, enabling them to return to a lower level of care and supervision." T & T Group Home is licensed to serve a capacity of six males, ages 12 to 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of T & T Group Home in November 2010, at which time the agency had one six-bed site and five DCFS placed children. The children's overall average length of placement was six months, and their average age was 17. For purposes of this review, four DCFS children were interviewed and their case files were reviewed. One child was not included in the review as he had resided in the Group Home for less than 30 days. Four staff files were reviewed for compliance with Title 22 regulations and contract requirements.

None of the placed children were on psychotropic medication.

SCOPE OF REVIEW

The purpose of this review was to assess T & T Group Home's compliance with the contract and State regulations. The visit included a review of the agency's program statement, administrative internal policies and procedures, four placed 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 the 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, T & T Group Home was providing services as outlined in its program statement. The children interviewed stated that they liked the staff and they felt safe in the home. It should be noted that two youth had been placed for longer than one year and many of the young men found stable employment prior to discharge.

At the time of the review, we noted some physical plant deficiencies in the bathrooms, none of which posed a safety hazard. We also noted findings in the area of Needs and Services Plans (NSP) and timeliness of initial medical and dental examinations.

T & T Group Home was receptive to implementing some systemic changes to improve its compliance with regulations and the Foster Care Agreement. Further, the Director stated that he welcomed the review findings so that current operating systems could be improved.

NOTABLE FINDINGS

The following are notable findings of our review:

- Both bathrooms needed painting. The shower tile and bathtub needed re-glazing in bathroom number one. The sink and flooring needed to be replaced in bathroom number two. Also, in bathroom number two, holes where towel bars were no longer attached to the wall need to be patched. The agency reported that it would make the necessary improvements.

- Three of the four initial NSPs were reviewed and eight updated NSPs were reviewed. None of the NSPs were comprehensive nor did they contain all of the required elements in accordance with the NSP template. Specifically, the NSPs were missing educational/visitation information, and some of the psychological goals sections were unclear as to who was to provide services. The NSPs were also missing life skills information. None of the NSPs had all required signatures from the children, agency and Children's Social Worker (CSW). The agency stated that it would meet with the Licensed Clinical Social Worker to ensure that future NSPs were comprehensive.

- One initial dental exam was not found, and the youth eventually had the initial exam on November 4, 2008. In addition, one initial medical exam and one initial dental exam were late. The agency reported that it would hire a staff to be solely responsible for ensuring that all medical and dental exams were conducted timely.

- Serious Incident Reports (SIR) were not submitted timely, and the agency was placed on an investigative hold on July 21, 2010 due to this failure.

- There was an insufficient supply of perishable and non-perishable food items on the day of the review. Staff members indicated that they planned to purchase food that day. It should be noted that a sufficient supply of food was found at the facility during subsequent unannounced visits on April 12, 2011 and May 26, 2011.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held on April 29, 2011.

In attendance:

Jimmie Theragood, Executive Director, Curtis Theragood, Child Care Worker, Zachary Williams, Facility Manager, and Delorese Daniel, LCSW, T & T Group Home; and Sonya Noil, Monitor, DCFS OHCMD.

Highlights:

The Director and his staff understood our findings and recommendations, the Director stated that the exit conference was helpful. He assured the DCFS Monitor that all necessary corrections would be immediately implemented, and it should be noted that the agency made noteworthy improvements in the Group Home. The agency did not have adequate outdoor recreational equipment at the time of the review, but since purchased an indoor/outdoor foosball game and small table tennis game for recreational purposes. The agency did not have adequate food on the day of the review, but during follow-up visits in April and May, 2011, the agency had adequate food.

As agreed, T & T Group Home provided a timely written Corrective Action Plan (CAP) addressing each recommendation noted in the 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 assessed 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.

JC:RS:KR
EAH:DC:sn

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
Joyce Frazier, President, Board of Directors, T & T Group Home
Jimmy Theragood, Executive Director, T & T Group Home
Jean Chen, Regional Manager, Community Care Licensing
Lenora Scott, Regional Manager, Community Care Licensing

T & T GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW - SUMMARY

19504 Tillman Ave.
Carson, California 90746
License Number: 191600883
Rate Classification Level: 9

	Contract Compliance Monitoring Review	**Findings: February 2010**
I	**Licensure/Contract Requirements** (9 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Stabilization to Prevent Removal of Child	2. Full Compliance
	3. Transportation	3. Full Compliance
	4. SIRs	4. Improvement Needed
	5. Compliance with Licensed Capacity	5. Full Compliance
	6. Disaster Drills Conducted	6. Full Compliance
	7. Disaster Drill Logs Maintenance	7. Full Compliance
	8. Runaway Procedures	8. Full Compliance
	9. Allowance Logs	9. Full Compliance
II	**Facility And Environment** (6 Elements)	
	1. Exterior Well Maintained	1. Full Compliance
	2. Common Areas Maintained	2. Improvement Needed
	3. Children's Bedrooms / Interior Maintained	3. Improvement Needed
	4. Sufficient Recreational Equipment	4. Improvement Needed
	5. Sufficient Educational Resources	5. Full Compliance
	6. Adequate Perishable and Non Perishable Food	6. Improvement Needed
III	**Program Services** (8 Elements)	
	1. Child Population Consistent with Program Statement	1. Full Compliance
	2. DCFS CSW Authorization to Implement NSPs	2. Improvement Needed
	3. Children's Participation in the Development of NSPs	3. Full Compliance
	4. NSPs Implemented and Discussed with Staff	4. Full Compliance
	5. Therapeutic Services Received	5. Full Compliance
	6. Recommended Assessments/Evaluations Implemented	6. Full Compliance
	7. DCFS CSWs Monthly Contacts Documented	7. Full Compliance
	8. Comprehensive NSPs	8. Improvement Needed
IV	**Educational and Emancipation Services** (4 Elements)	
	1. Emancipation/Vocational Programs Provided	1. Full Compliance
	2. ILP Emancipation Planning	2. Full Compliance

	3. Current IEPs Maintained 4. Current Report Cards Maintained	3. Full Compliance 4. Improvement Needed
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. N/A 2. N/A 3. N/A 4. Full Compliance 5. Improvement Needed 6. Full Compliance 7. Improvement Needed 8. Improvement Needed 9. Improvement Needed
VII	**Personal Rights** (11 Elements) 1. Children Informed of Group 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	1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance
VIII	**Children's Clothing and Allowance** (8 Elements) 1. $50 Clothing Allowance 2. Adequate Quantity of Clothing Inventory	1. Full Compliance 2. Full Compliance

	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	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. Signed Copies of GH Policies and Procedures 8. Initial Training Documentation 9. CPR Training Documentation 10. First Aid Training Documentation 11. On-going Training Documentation 12. Emergency Intervention Training Documentation	Full Compliance (ALL)

T & T GROUP HOME PROGRAM
CONTRACT COMPLIANCE MONITORING REVIEW

19504 Tillman
Carson, California 90746
License Number 191600883
Rate Classification Level: 9

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

CONTRACTUAL COMPLIANCE

Based on our review of four children's files, four staff files, and/or documentation from the provider, T & T Group Home was in full compliance with two of nine sections of our Contract Compliance review: Recreation and Activities, and Personnel. The following report details the results of our review.

LICENSURE/CONTRACT REQUIREMENTS

Based on our review of four children's files, four staff files and/or documentation from the provider, T & T Group Home fully complied with seven of eight elements reviewed in the area of Licensure/Contract Requirements. It should be noted that the agency has only one six-bed site; therefore, DCFS notification of a child's relocation to a new Group Home site is not applicable.

The agency generally used all available resources to stabilize placements prior to removing a child. The agency provided transportation for the children to and from school, as well as to medical/dental appointments and outings. The agency was in compliance with its licensed capacity. The Group Home conducted disaster drills at least every six months and maintained completed disaster drill logs. However, Serious Incident Reports (SIR) were not submitted timely and the agency was placed on Hold from July 21, 2010 to September 16, 2010 to address this.

Recommendation:

T & T Group Home Management shall ensure that:

1. All SIRs are submitted timely.

FACILITY AND ENVIRONMENT

Based on our review of four children's files and/or documentation from the provider, T & T Group Home fully complied with two of six elements reviewed in the area of Facility and Environment.

The exterior of the Group Home was well maintained. The front and back yards were clean and adequately landscaped. The Group Home had an appropriate quantity and quality of

reading materials, educational resources and supplies, including a computer which was readily available to the children.

While the Group Home provided a home-like environment, the common quarters were not well maintained; the bathrooms needed painting, the shower tile and bathtub needed re-glazing, the sinks needed replacement, and the flooring in one bathroom needed replacement. In addition, the children's bedrooms required painting, and no outdoor recreation equipment was available. The Group Home also had inadequate perishable and non-perishable foods. The agency was very receptive to all of the concerns, and the DCFS Monitor observed corrections to all of the above findings prior to the exit conference.

Recommendations:

T & T Group Home Management shall ensure that:

2. Common quarters are well maintained.

3. Children's bedrooms are well maintained.

4. The Group Home has sufficient outdoor recreational equipment.

5. The Group Home maintains perishable and non-perishable foods at all times.

PROGRAM SERVICES

Based on our review of four children's files and/or documentation from the provider, T & T Group Home fully complied with six of eight elements reviewed in the area of Program Services.

We noted that placed children met the Group Home's population criteria as outlined in the program statement. Children received individual and group therapeutic services, and recommendations on required and/or recommended assessments/evaluations were implemented.

Three of the four initial NSPs were reviewed and eight updated NSPs were reviewed. None were comprehensive; nor did they meet all of the required elements in accordance with the NSP template. Specifically, the NSPs were missing educational/visitation information. Some of the psychological goals sections were unclear as to who was to provide services. The NSPs were missing life skills information. Also, none of the NSPs had all required signatures from the children, agency and Children's Social Workers (CSW); therefore the CSW's Authorization to implement the NSPs could not be determined. Although the children did not sign the required NSPs, each child was able to articulate their goals during the interviews, which led the monitor to determine that they had participated in the implementation of their respective NSPs. Although the staff did not sign the required NSPs, they were able to relate the current status of each child to the Monitor, which led the Monitor to determine that NSPs were discussed with staff.

Recommendations:

T & T Group Home Management shall ensure that:

6. DCFS CSWs authorize the implementation of NSPs.

7. NSPs are comprehensive.

EDUCATIONAL AND EMANCIPATION SERVICES

Based on our review of four children's files, interviews with all four children, and/or documentation from the provider, T & T Group Home fully complied with three of four elements reviewed in the area of Educational and Emancipation Services.

The Group Home provided children with opportunities to participate in emancipation and vocational training programs. Independent Living and Youth Development Services were provided in accordance with the developmental expectations of the child and when applicable, IEPs were maintained. However, of the four files reviewed, current copies of children's report cards were not maintained for two files. The Director reported that the agency would possibly hire a secretary to help keep the files and necessary paperwork in order.

Recommendation:

T & T Group Home Management shall ensure that:

8. Current copies of children's report cards or progress reports are maintained.

CHILDREN'S HEALTH-RELATED SERVICES, INCLUDING PSYCHOTROPIC MEDICATION

Based on our review of four children's files, interviews with the four children, and/or documentation from the provider, T & T Group Home fully complied with five of nine elements reviewed in the area of Children's Health-Related Services, including Psychotropic Medication.

The agency had no children on psychotropic medications. All medical exams were conducted, however, one initial medical and one initial dental exam were not timely, and one follow-up dental exam was not found. This monitor reminded the agency that timely examinations and proper documentation must be maintained at all times. The agency agreed that proper documentation and timeliness of examinations are essential and that, effective immediately, they would do a better job of obtaining and maintaining vital information.

Recommendations:

T & T Group Home Management shall ensure that:

9. Initial dental and medical exams are timely.

10. Follow-up dental exams are conducted as required and documentation maintained.

PERSONAL RIGHTS

Based on our review of four children's files, interviews with the four children, and/or documentation from the provider, T & T Group Home fully complied with 10 of 11 elements reviewed in the area of Personal Rights.

Children were informed of the Group Home's policies and procedures. Children reported that they felt safe in the Group Home. There was an appropriate rewards and discipline system in place. Children were free to receive or reject voluntary medical, dental and psychiatric care and allowed private visits, to make and receive phone calls, and to send and receive unopened correspondence/mail. Children were allowed to attend religious services and activities of their choice. The children reported that chores were reasonable. However, the children reported not being satisfied with their meals as they go out to eat often. The children requested that they have more home-cooked meals. When the agency was informed about this complaint, the Facility Manager admitted that they did eat out a lot, but they would begin preparing more home-cooked meals.

Recommendation:

T & T Group Home Management shall ensure that:

11. Children are provided with more frequent, palatable home-cooked meals.

CLOTHING AND ALLOWANCE

Based on our review of four children's files, interviews with four children, and/or documentation from the provider, T & T Group Home fully complied with seven of eight elements reviewed in the area of Clothing and Allowance.

All interviewed children reported that they received their $50 monthly clothing allowance and that they had the opportunity to select their own clothes when they shop. All interviewed children reported that the Group Home provided them with the required minimum weekly monetary allowance and all children reported that they spent their allowances as they chose. Also, the Group Home provided children with adequate personal care items. However, some of the children were not encouraged or assisted in creating and maintaining their photo albums/life books.

Recommendation:

T & T Group Home Management shall ensure that:

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

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S (A-C) REPORT

Objective

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

Verification

We verified whether the outstanding recommendations from the last A-C's report issued October 2, 2008 were implemented.

Results

The A-C's prior monitoring report contained two outstanding recommendations. Specifically, T & T Group Home needed to maintain comprehensive NSPs that included input from all members of the treatment team and encourage and assist children in creating and maintaining photo albums/lifebooks. Based on our follow-up of these recommendations, T & T Group Home has not complied with these recommendations.

Recommendation:

T & T Group Home Management shall ensure that:

13. It fully implements the outstanding recommendations from the A-C's Fiscal Year 2008-2009 monitoring report, which are noted in this report as Recommendations 7 and 12.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE A-C

The A-C conducted a fiscal review of T & T Group Home for fiscal year 2003-2004. The fiscal report, dated May 27, 2008, indicated that T & T Group Home had $15,467 in questioned costs, including $1,631 in allowable costs, $9,649 in unsupported/inadequately supported expenditures and $4,187 in unaccounted costs for clothing payments. T & T Group Home submitted a timely fiscal CAP which is being monitored by DCFS' Fiscal Monitoring Section.

T + T Home For Boys
19504 Tillman Avenue
Carson, CA 90746
310-635-2469 (Box)
310-537-8797 (Fax)

June 28, 2011

Out of Home Care Management Division

Attention: Dorothy Channel

GROUP HOME CONTRACT COMPLIANCE REVIEW

I. LICENSURE/CONTRACT REQUIREMENTS

4. Are Special Incident Reports (SIR) appropriately documented and cross-reported?

T & T Home for Boys have addressed and will ensure that all requirements are met according to plan. The administrator, Jimmie Theragood and the facility manager William Zachary are the responsible parties to make certain that the plan is implemented. In addition, all staff receives training in specific incident reporting requirements during their orientation training and receives periodic ongoing training as related to improving program effectiveness through an analysis of special incidents.

Special incidents will be completed with the following information, which includes but not limited to:

- Specific information about the incident, behaviors and/or, events, which lead up to the reportable incident, complete names and affiliations of every person involved in the incident and the hierarchy of interventions, and how staff intervened
- Time date and methods of all reporting agencies will be notified of the incident adhering to the SIR reporting time frames
- Jimmie Theragood is responsible for ensuring that adherence to this policy is followed and that the agency will follow the reporting requirements via I-track.

II. FACILITY AND ENVIRONMENT

11. Are common quarters well maintained?

T & T Home for Boys have addressed and corrected these concerns. T & T administrator will ensure that all living quarters are well maintained.

12. Are children's bedrooms well maintained?

All bedrooms have been painted and the doors have been replaced.

13. Does the group home maintain sufficient recreational equipment in good condition and age appropriate?

T & T have purchased age appropriate games and equipment. Items purchased: Hockey, Billiards & sports craft fosse-ball games for the minors

15. Does the group home maintain adequate perishable and non-perishable foods?
The group home will maintain a two-day supply of perishable foods per group home agreement. The group home administrator is responsible, as is the facility manager for ensuring this agreement is followed.

III. PROGRAM SERVICES

17. Did the group home obtain the DCFS CSW authorization to implement the *Needs and Services Plan*?
Group Home Administrator, Jimmie Theragood and Group Home Social Worker Delorese Daniel will ensure that all procedures are followed.

T & T Home for Boys LCSW, Delorese Daniel shall assess the program's ability to provide the required Services to meet the referred child's needs based upon the information received form the referred child's County Social Worker; and (2) facility family participation in treatment, as appropriate, based upon the information received from the child's County Worker.

The procedures for getting the DCFS County's Social Worker authorization to implement the needs and service plan will be to contact the Social Worker as soon as the plan is completed. T & T facility manager William Zachary will walk the copy to the Social Worker's office so they may sign it immediately. If that plan is not successful then T & T will immediately contact the Social Worker's supervisor. A copy will also be faxed to the Social Worker. This information will also be forwarded to Out-of Care Home Management Division for further review.

IV. EUCATIONAL AND EMANCIPATION SERVICES

26. Are current copies of the children's report cards or progress reports maintained?
GH Administrator and LAUSD Tutor will ensure that all children's report cards are kept in their Educational Folder.

VI. CHILDREN'S HEALTH RELATED – SERVICES, INCLUDING PSYCHOTROPIC MEDICATION

34. Are initial medical examinations timely?
T & T Home for Boys Intake Coordinator, William Zachary, will obtain the Health and Education Passport is a black binder, or equivalent that consist of placement documents, medical, dental and immunization documents. The facility manager William Zachary will ensure that medical examinations are within the required thirty days.

36. Are initial dental examinations conducted?
The agency will ensure each minor dental examination is within thirty days. Jimmie Theragood will review the minor's record to ensure that the procedures are completed within the thirty days.

37. Are initial dental examinations timely?
The GH facility manager William Zachary will ensure that all dental examinations are timely.
Additionally, Jimmie Theragood will facilitate the coordination of ensuring that all dental and medical agreement program plans are completed and documented for the various agencies that we are contracted with.

VII. PERSONAL RIGHTS

41. Do children report satisfaction with meals and snacks?
GH Administrator and facility manager will ensure that the children receive a variety of foods. On Mondays, the Facility Manager will discuss with the minors the menu options for the week. The Facility Manager at this time will take suggestions and requests from each resident regarding the food selection. Each resident will have the right to make a special food request. In addition, resident's can participate in the weekly grocery shopping.

VIII. CLOTHING AND ALLOWANCES

57. Are children encouraged and assisted in creating and updating a life book/photo album?
Upon intake, T & T Group Home shall provide a photo album for each minor. T & T have created a document for each minor to sign upon intake. T & T shall have the Placed Child sign an acknowledgement that he has received a copy of the photo album.

Respectfully submitted,

Jimmie Theragood

Jimmie Theragood,
Administrator