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

September 3, 2010

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To: Supervisor Gloria Molina, Chair
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From: Patricia S. Ploehn, LCSW
Director

TEENS HAPPY 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.

Teens Happy 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 its program statement, its stated goal is "to provide a positive environment for those males aged twelve (12) to seventeen (17) with emotional and adjustment problems and for those who because of family problems are unable to cope in the traditional family setting," and the agency is licensed to serve a capacity of six children, ages 12 through 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Teens Happy Home in November 2009 at which time it had one six-bed site and five DCFS placed children. All five children were males. For the purpose of this review, all placed children were interviewed and their case files were reviewed. The children's average overall length of placement was three months and average age was 16. Six staff files were reviewed for compliance with Title 22 regulations and contract requirements.

There were no children on psychotropic medication.

SCOPE OF REVIEW

The purpose of this review was to assess Teens Happy Home 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, all 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 interviews were conducted 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, Teens Happy Home was providing adequate care to DCFS placed children, and most of the services were provided as outlined in its program statement. The children interviewed stated that the staff treated them with respect and dignity and services were made available to them.

The direct care staff stated that the needs of the children were met in a timely fashion by the administrative staff.

At the time of the review, the Group Home needed to address a few physical plant deficiencies, none of which posed a safety hazard to any placed children. The Group Home also needed to develop comprehensive Needs and Services Plans (NSP), ensure that there was documentation that the DCFS CSWs approved implementation of the NSPs and that monthly contacts with the DCFS CSWs were adequately documented. Further, the Group Home needed to encourage and assist children in creating and maintaining photo albums/lifebooks.

The Executive Director and Administrator expressed an understanding of each of the findings.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the four NSPs reviewed, 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 measurable goals related to permanency and life skills. The A-C's prior review report also noted that Teens Happy Home did not always ensure that NSPs/Quarterly Reports were comprehensive. One of the NSPs was not approved by the DCFS CSW for implementation, and none of the NSPs included monthly contact with DCFS CSWs.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held January 13, 2010:

In attendance:

Beautina Robinson, CEO, Teens Happy Home; Olga Ruiz, Administrator, Teens Happy Home; and Greta F. Walters, Monitor, DCFS OHCMD.

Highlights:

The CEO and Administrator expressed an understanding of the findings and recommendations. The Administrator reported that the Group Home had begun correcting the findings reflected in the report. The Group Home was provided a draft copy of the report. Comments by Olga Ruiz, Administrator, are reflected within the body of this report.

As agreed, Teens Happy Home provided a timely written Corrective Action Plan (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 further questions, please call me or your staff may contact Armand Montiel, Board Relations Manager, at (213) 351-5530

PP:LP:MG

EAH:BB:gfw

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Donald Blevins, Chief Probation Officer
Sybil Brand Commission
Maurice Mitchell, President, Board of Directors, Teens Happy Home
Beautina Robinson, CEO, Teens Happy Home
Jean Chen, Regional Manager, Community Care Licensing
Lenora Copeland, Regional Manager, Community Care Licensing

TEENS HAPPY HOME
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

Teens Happy Home
3936 S. Dalton Avenue
Los Angeles, California 90062
License Number: 198203038
Rate Classification: 7

The following report is based on a "point in time" monitoring visit and addresses findings noted during the November 2009 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of five children's files and six staff files, Teens Happy Home was in full compliance with six 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 Medication; Personal Rights; and Personnel Records. The following report details the results of our review:

FACILITY AND ENVIRONMENT

Based on our review of Teens Happy Home and interviews with the five children, Teens Happy Home fully complied with three of six elements in the area of Facility and Environment.

The Group Home maintained age-appropriate and accessible recreational equipment and on-site educational resources. The Group Home maintained a sufficient supply of perishable and non perishable foods.

Generally, the exterior of the Group Home was adequately maintained. The front yard was clean and adequately landscaped. However, there were large cracks in the driveway and patio area. There was gang writing on the rear exterior of the Group Home as well as a large splatter of paint. The cover to the hot water heater was damaged, and there was a large amount of debris in the backyard.

While the Group Home provided a home-like environment, the interior had several deficiencies, none of which posed any safety risks to placed children. Specifically, in the common areas, the walls and ceilings were dirty and cracked. In the kitchen, the paint was peeling and the cabinets and closet were dirty. The bathrooms were dirty and the window screen in bathroom #1 was torn.

Generally, the children's bedrooms were moderately maintained. The mattresses were comfortable, and all the beds had a full complement of linens. Children's sleeping arrangements were appropriate. However, the bedrooms were messy. The bedroom walls were dirty, and the walls in bedroom #2 were damaged with cracks. Window coverings and window screens were in good repair.

The A-C's prior year review also noted that Teens Happy Home did not always ensure that the Group Home's facility was maintained in accordance with CDSS Title 22 regulations.

The Group Home Administrator reported that the Group Home had corrected most of the site deficiencies that were found during the review and that she had met with the facility maintenance crew to ensure that the Group Home site was maintained and in good repair in accordance with Title 22 regulations.

Recommendation:

Teens Happy Home management shall ensure that:

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

PROGRAM SERVICES

Based on our review of five children's case files, Teens Happy Home fully complied with five 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 and were assessed for needed services within thirty days of placement.

Based on our review, we found that the treatment team developed and implemented the Needs and Services Plans (NSP) with input from the child. While the NSPs were current, they were not comprehensive. The NSPs did not include specific and measurable goals related to permanency and life skills. One of four reviewed NSPs was not approved by the DCFS Children's Social Worker (CSW) for implementation. Additionally, none of the NSPs included monthly contacts with the DCFS CSWs. According to the Group Home Administrator, documentation will now be kept on file to verify that the DCFS CSWs have approved implementation of the NSPs. The CEO and the Administrator met with the Group Home therapist to resolve the issue of documenting monthly contacts with DCFS CSWs. The A-C's prior review report also noted that Teens Happy Home Group Home did not always ensure that NSPs/Quarterly Reports were comprehensive and included input from treatment team.

Recommendations:

Teens Happy Home management shall ensure that:

2. NSPs are comprehensive including all required elements.

3. Documentation is maintained as verification that DCFS CSWs approve the implementation of the NSPs.

4. Monthly contacts with DCFS CSWs are adequately documented.

CLOTHING AND ALLOWANCE

Based on our review of five children's case files and interviews with the five children, Teens Happy Home fully complied with seven of eight elements in the area of Clothing and Allowance.

Based on our review, all five children reported that they received the required $50 monthly clothing allowance. Children were provided with opportunities to select their own clothes. Clothing provided to the children was of good quality and sufficient quantity. The clothing allowance logs and inventories confirmed that the requirements were being met.

All five children reported that the Group Home provided them with the required minimum weekly allowance, and all children reported that they spent their allowances as they chose.

The Group Home provided children with adequate personal care items. It was noted that the children were not encouraged or assisted in creating and maintaining their photo albums/lifebooks. The Group Home administrator reported that the CEO had purchased photo albums to encourage the children to create and maintain lifebooks.

Recommendation:

Teens Happy Home management shall ensure that:

5. All children are encouraged and assisted in creating and maintaining photo albums/lifebooks.

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 monitoring review were implemented. The A-C report was issued on November 2, 2009.

Results

The A-C's prior monitoring report contained two outstanding recommendations. Specifically, Teens Happy Home Group Home was to ensure that the Group Home was maintained in good repair in accordance with Title 22 regulations, and that they developed comprehensive NSPs with measurable and time-limited goals and input from all members of the treatment team. Based on our follow up of these recommendations, the recommendations regarding facility maintenance and repair and the development of comprehensive NSPs with measurable and time limited goals and all team member

input were not implemented. As noted, two of the recommendations were partially implemented; corrective action was requested of Teens Happy Home Group Home to further address these findings.

Recommendation:

Teens Happy Home management shall ensure that:

6. It fully implements the outstanding recommendations from the November 2, 2009 monitoring report, which are noted in this report as Recommendations 1 (physical plant issues), 2 and 3 (NSP).

Teens Happy Home Group Home
CONTRACT COMPLIANCE MONITORING REVIEW - SUMMARY

3936 S. Dalton Avenue
Los Angeles, CA 90062
License Number: 198203038
Rate Classification Level: 7

	Contract Compliance Monitoring Review	**Findings: November 2009**
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 Log 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	1. Improvement Needed 2. Improvement Needed 3. Improvement Needed 4. Full Compliance 5. Full Compliance 6. Full Compliance
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	1. Full Compliance 2. Improvement Needed 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed 8. Improvement Needed

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 Psychotropic 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	**<u>Children's Clothing and Allowance</u>** (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 Allowances 8. Encouragement and Assistance with Life Book	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Improvement Needed
IX	**<u>Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances and Training)</u>** (12 Elements) 1. Education/Experience Requirement 2. Criminal Fingerprint Cards Timely Submitted 3. CAIs 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)

Teens Happy Homes Group Home
3936 S. Dalton Avenue
Los Angeles, CA 90062

Out of Home Care Management Division
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

ATTN: Greta Walters, CSA

RE: Corrective Action Plan 9/2009

July 26, 2010

Teens Happy Homes Group Home is submitting a correction to the original Corrective Action Plan as requested from the monitoring unit for the period of September 2009.

I. Facility and Environment

a. Maintain home in good repair per Title 22 regulations.

1. Teens Happy Homes Group Home will ensure that the facility is in good care at all times. Daily checks will be noted by each respective Child Care Worker and reported to Administrator immediately. All repairs will be completed by the facility maintenance person within 48 hours.
2. It should be noted that the following items have been repaired at the facility:

    a. Hot water heater cover has been replaced.
    b. Debris to the rear of the backyard has been cleaned up.
    c. Gang writing on the exterior of the facility and the large splatter of paint has been cleaned up.
    d. The interior of the facility has been newly painted.
    e. The torn bathroom window screen has been replaced.
    f. New mattresses and dresser drawers have been purchased.

Start date: 9/26/09

PENDING: Notification from the owner of the property, regarding the repair of the cracks in the driveway and patio area.

II. Program Services

a. **Include all elements into Needs and Services Plans and ensure that documentation is obtained as verification that DCFS CSWs approve the implementation of recommended goals.**

1. Teens Happy Homes will implement a comprehensive check and balances system to ensure that all resident's Needs and Services Plans (NSP's) are submitted to CSWs in a timely manner. Once an NSP is completed and checked by the Facility Administrator, the NSP will be faxed and/or mailed to DCFS. A facsimile verification with CSW signature will be filed and kept in each respective child's file.

Start date: 9/26/09

III. Clothing and Allowance

a. **Teens Happy Homes management shall ensure that all children are encouraged and assisted in creating and maintaining photo albums/life books.**

1. Photo albums/life books have been purchased and resident's have been encouraged by staff to participate in group activities to begin creating their personalized life books. Various materials (ie., markers, construction paper, glue, etc.), have been purchased to allow individual creativity.

Start date: 9/26/09

IV. Prior Year Follow-Up From The Auditor Controller's Report

a. **Teens Happy Home management shall ensure that the A-C's outstanding recommendations from the November 2, 2009 monitoring report are implemented.**

1. The GH Therapist along with the treatment team are providing all children with comprehensive NSPs that are developed and implemented with their input. In addition, the facility maintenance crew has been maintaining the facility in good repair in accordance with Title 22 regulations.

Respectfully,

Olga L. Ruiz
GH Administrator