County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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

PHILIP L. BROWNING
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May 4, 2012

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
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Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

TEENS HAPPY HOME GROUP HOME PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

The Los Angeles County Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a review of Teens Happy Home Group Home (GH) in December 2010, at which time they had one six-bed site with six male placed children. Teens Happy Home is licensed to serve a capacity of six children, ages 12 through 17. At the time of the review the children's average length of placement was six months and the average age was 15.

Teens Happy Home is located in the 2nd Supervisorial District and provides services to DCFS foster youth. According to Teen's Happy Home's program statement, its goal is "to provide a positive environment for those males aged 12 to 17 with emotional and adjustment problems and for those who because of family problems are unable to cope in the traditional family setting."

For the purpose of this review, all six placed children were interviewed. Five of six children's case files were reviewed as one child had been placed less than 30 days. Five 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's compliance with the contract and State regulations. The visit included a review of Teens Happy Home's program statement, administrative internal policies and procedures, all placed children 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. 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

Teens Happy Home was providing adequate care to DCFS placed children and services were provided as outlined in its program statement. Most of the children interviewed stated that services were made available to them and the staff treated them with respect and dignity. One child reported that a staff member was not respectful to him.

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 staff needed to address a few deficiencies, none of which posed a safety hazard to any of the placed children. The Group Home staff also needed to develop comprehensive Needs and Services Plans (NSPs) and ensure documentation of the DCFS Children Social Worker (CSW) approval for the implementation of the NSPs. Further, the Group Home needed to train staff to ensure all children were treated with respect and dignity.

The Executive Director and Administrator expressed an understanding of each finding.

NOTABLE FINDINGS

The following are the notable findings of our review:

- The NSPs did not include all elements; many of the goals were not updated and/or modified.

- Two of five reviewed NSPs were not approved by the CSW for implementation.

- One child stated that a staff member did not leave her problems outside the Group Home doors and as a result, the child did not feel treated with respect and dignity. The Administrator and CEO have addressed this concern with staff and will include discussions of mutual respect in their monthly staff/residents meetings.

The detailed report of our findings is attached.

EXIT CONFERENCE
The following are highlights from the exit conference held March 9, 2011:

In attendance:

Olga Ruiz, Administrator, Teens Happy Home and Greta F. Walters, Monitor, OHCMD, DCFS.

Highlights:

The Administrator expressed an understanding of the findings and recommendations and indicated that she would bring the findings reflected in the report to the attention of the CEO.

Teens Happy Home provided an approved written Corrective Action Plan (CAP) addressing each recommendation noted in this compliance report. The approved CAP is attached.

We will assess for full implementation of recommendations during our next monitoring review scheduled for May 2012.

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

PLB:RRS:KR:EAH
PBG:GFW:kkg

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy L. Watanabe, Auditor-Controller
Jerry E. Powers, Chief Probation Officer
Public Information Office
Audit Committee
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 GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

9651 S. Hobart Boulevard
Los Angeles, CA 90047
License Number: 198207171
Rate Classification Level: 7

	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. Special Incident Reports 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	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. NSPs Comprehensive	1. Full Compliance 2. Improvement Needed 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Improvement Needed
IV	**Educational and Emancipation Service** (4 Elements) 1. Emancipation/Vocational Programs Provided 2. ILP and 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 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. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. N/A 11. N/A

VIII	**Children's Clothing and Allowance** (8 Elements) 1. $50 Clothing Allowance 2. Adequate Quantity Clothing Inventory 3. Adequate Quality Clothing Inventory 4. Involvement 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. Child Abuse Central Index Timely Submitted 4. Signed Criminal Background Statement Timely 5. Employee Health Screening Timely 6. Valid Driver's Licenses 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 HOME PROGRAM
CONTRACT COMPLIANCE MONITORING REVIEW

9651 S. Hobart Boulevard
Los Angeles, CA 90047
License Number: 198207171
Rate Classification Level: 7

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

CONTRACTUAL COMPLIANCE

Based on our review of five children's files and five staff files, Teens Happy Home GH was in full compliance with six of nine sections of our contract compliance review: Licensure/Contract Requirements; Educational and Emancipation; Recreation and Activities Requirements; Children's Health-Related Services, including Psychotropic Medication; Clothing and Allowance; and Personnel Records. The following report details the results of our review.

FACILITY AND ENVIRONMENT

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

We noted that there were broken cinder blocks in the fence, large cracks in the driveway and patio area. There was a large repair patch on the front of the house, cracks in the stucco and peeling paint. The crawlspace cover was damaged, allowing easy access to pests and rodents. There was no cover for the dryer vent, again allowing easy access to pests and rodents.

While the GH provided a home-like environment, the interior had several deficiencies, none of which posed any safety risks to placed children. In the common areas, the walls and ceilings were cracked; in the kitchen, the paint was peeling, the cabinets were dirty, and there was a tear in the kitchen floor and telephone area. In bathroom #2, the window was broken, the sink was dirty and there were paint splatters on the floor. The wood paneling in the telephone area was loose and damaged and there was an iron burn mark on the living room carpet.

Children's sleeping arrangements were appropriate, but the linens and bed pillows were worn and in bedroom #1, there was a crack in the wall. In bedroom #2, there were cracks in the walls and ceiling.

The GH Administrator provided documentation to OHCMD that the GH had corrected the site deficiencies that were found during the review.

Teens Happy Home GH relocated and has been approved by Community Care Licensing as meeting their standards.

Recommendation:

Teens Happy Home management shall ensure:

1. The Group Home site is maintained and in good repair in accordance with Title 22 Regulations (exterior, common areas and bedrooms).

PROGRAM SERVICES

Based on our review of five children's case files, Teens Happy Home fully complied with six of eight elements reviewed in the area of Program Services.

We found that the treatment team developed and implemented the Needs and Services Plans (NSPs) with input from the child, but NSPs were not comprehensive and did not include all elements as many of the goals were not updated and/or modified. Two of five reviewed NSPs were not approved by the DCFS Children's Social Worker (CSW) for implementation. The Administrator met with the Group Home LCSW and explained the changes that were required, and reported that all future NSPs will be written in a more comprehensive manner and according to the child's needs. Teens Happy Home representatives attended the NSP training conducted by OHCMD in January 2012.

Recommendations:

Teens Happy Home management shall ensure:

2. NSPs are comprehensive including all required elements.

3. The DCFS CSWs authorize the implementation of the NSPs.

PERSONAL RIGHTS

Based on our review of five children's case files and interviews with six children, Teens Happy Home fully complied with nine of ten elements in the area of Personal Rights. One element was not applicable as there were no children on psychotropic medication.

We noted one child stated that one of the staff members did not leave her problems outside of the Group Home's door and felt that staff did not treat him with respect and dignity. The Administrator stated that she would bring this to the attention of the CEO and they would conference with the reported staff member.

Recommendation:

Teens Happy Home management shall ensure:

4. All staff members treat all children with respect and dignity.

FOLLOW-UP FROM THE PRIOR OHCMD MONITORING REPORT

Objective

Determine the status of the recommendations reported in the prior DCFS monitoring review.

Verification

We verified whether the outstanding recommendations from the DCFS monitoring review report dated September 3, 2010 were implemented.

Results

The DCFS prior monitoring report contained four outstanding recommendations. Specifically, Teens Happy Home Group Home was to ensure that the GH was maintained in good repair in accordance with Title 22 Regulations; that the NSPs were comprehensive and included all required elements; that documentation was maintained as verification; DCFS CSWs approved the implementation of the NSPs; and that all children were encouraged and assisted in creating and maintaining photo album/life books. Based on our follow-up of these recommendations, one has been fully implemented as it related to life books. Corrective action was requested of Teens Happy Home Group Home to further address these findings.

Recommendation:

Teens Happy Home management shall ensure:

5. Full implementation of the outstanding recommendations from the September 3, 2010 monitoring report, which are noted in this report as Recommendations 1, 2, and 3.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

The Auditor-Controller did not conduct a fiscal review of Teens Happy Home Group Home.

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: Dorothy Channel, OHC Manager

RE: **Corrective Action Plan- GH CONTRACT COMPLIANCE REVIEW**

May 26, 2011

Teens Happy Homes Group Home is submitting a Corrective Action Plan as requested from the monitoring unit.

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 the 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, replaced and/or cleaned at the facility:

a. Broken cinder blocks- ***replaced***
b. Cracks in stucco, kitchen and bathroom#1- ***repaired***
c. Peeling paint on kitchen ceiling- ***repaired***
d. Large repair patch in front of house- ***repaired***
e. Crawlspace cover- ***replaced***
f. Dryer vent cover- ***replaced***
g. Dirty cabinets in kitchen- ***cleaned***
h. Iron burn mark on dining room carpet- ***repaired***
i. Broken window in bathroom #1- ***repaired***
j. Tears in flooring in kitchen and telephone room- ***replaced***
k. Wood paneling in telephone room- ***replaced***
l. Paint on the floor in bathroom #2- ***repaired***
m. Worn pillows and bedding- ***replaced***
n. Patchwork throughout the facility- ***repaired***

Start date: 3/12/11

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

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 continue to implement a comprehensive check and balances system to ensure that all resident's Needs and Services Plans (NSPs) obtain the DCFS CSWs' authorization. Administrator is currently faxing the NSPs three times for CSW authorization.

b. **The NSPs for four of the children were not comprehensive.**

1. Administrator has met with Robert Matirko, LCSW and has explained the changes that have been implemented by DCFS in regards to NSPs. All future NSPs will be written in a more comprehensive manner and changed according to individual resident needs. Feedback from the GH monitor will be greatly appreciated in this area to fully implement what is required according to DCFS-OHC standards. Administrator will be responsible to see that respective actions be implemented accordingly.

Start date: 3/12/11

III. Personal Rights:

a. **Is staff treating children with respect and dignity?**

1. CEO and Administrator held a staff meeting to discuss the importance of respect and dignity amongst each other and the effect of their actions towards residents. In addition, the subject of mutual respect and dignity will be an ongoing topic of conversation during future monthly staff/resident meetings held by Administrator. ***Administrator will be responsible for the overall implementation of plan of correction.***

Respectfully,

Olga L. Ruiz
GH Administrator

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: Dorothy Channel, OHC Manager

RE: **Corrective Action Plan- GH CONTRACT COMPLIANCE REVIEW ADDENDUM**

May 26, 2011

Teens Happy Homes Group Home is submitting an addendum to the original Corrective Action Plan dated April 11, 2011.

I. **Personal Rights:**

a. Is staff treating children with respect and dignity?

1. CEO and Administrator held a staff meeting to discuss the importance of respect and dignity amongst each other and the effect of their actions towards the residents. In addition, the subject of mutual respect and dignity will be an ongoing topic of conversation during future monthly staff/resident meetings held by GH Administrator.

II. **Program Services:**

a. The NSPs for four of the children were not comprehensive.

1. Administrator has met with Robert Matirko, LCSW and has explained the changes that have been implemented by DCFS in regards to NSPs. All future NSPs will be written in a more comprehensive manner and changed according to individual resident needs. Feedback from the GH monitor will be greatly appreciated in this area to fully implement what is required. GH Administrator will continue to provide as much guidance and assistance on an as needed basis.

Olga L. Ruiz
GH Administrator

Tony Brown
3200 Baltic Avenue
Long Beach, CA 90810

Invoice No.:	Date
Mar., 2011 – inv 03	3/23/2011

Teens Happy Home
3936 S. Dalton Ave.
Los Angeles, CA 90062

Descrpition	TOTAL
Services performed	
3/7/2011	
Went to Home Depot to purchase supplies for repairs at group home	
prep'd kitchen for painting	
3/8/2011	
Sanded and prime coated kitchen (current color dark, had to be primed before painting)	
3/9/2011	
Went to Home Depot to purchase additional primer	
painted kitchen, painted bedroom door, Rm 3	
3/10/2011	
Repaired cracks in acoustic ceilings in dining room and hallway	
repaired holes, patched, sanded and prep'd then spot painted Rm 2	
3/21/2011	
Patch cracks in ceiling, sanded and prep'd bathroom 1 for painting	
Glued wood paneling back to wall in hallway	
Repaired broken cinder blocks in front of house	
painted over grafitti on side of house	
3/22/2011	
Went to group home to remove old carpeting and disposed of	
painted hallway, repainted bathroom due to water damage after first painting	
painted exterior front of house	
3/23/2011	
Went to group home to pick up left over carpet from new carpet installation	
Repaired crawl space damaged cover	
Total Labor	$ 600.00
8 receipts for Home Depot	$ 380.16
	$ 980.16
Check received 3/7/11 #1570	($350.00)
Total:	$630.16

Tony Brown
3200 Baltic Avenue
Long Beach, CA 90810

Invoice No.	Date
Feb., 2011 - Inv 04	2/28/2011

Teens Happy Home
3936 S. Dalton Ave.
Los Angeles, CA 90062

Descrpition	TOTAL
Services performed	
2/25/2011 Went to Home Depot to purchase supplies Patched holes in kitchen, bedroom 2, bedroom 3 and living room prepared and painted areas that were patched repaired toilet innards, bathroom 3 changed out broken bed frame in bedroom 3	
2/27/2011 touched up paint in dining room and hallway removed broken patio furniture from back yard and disposed of	
Total Labor	$ 200.00
2 receipts for Home Depot	$ 77.55
Total:	$277.55

Tony Brown
3200 Baltic Avenue
Long Beach, CA 90810

Invoice No.	Date
Apr., 2011 -- inv 01	4/6/2011

Teens Happy Home
3936 S. Dalton Ave
Los Angeles, CA 90062

Descrpition	TOTAL
Services performed	
3/25/2011	
Went to Home Depot to purchase new dryer vent to replace missing vent	
Removed dryer, attached new vent, replaced dryer	
4/6/2011	
Tightened toilet seat on toilet	
Removed damaged screens for replacement, took to shop to be repaired	
Repaired loose hinges on cabinets in offie	
Removed broken lounge chair from backyard	
Replaced screens on kitchen window, bedroom windows Rm 3	
Total Labor	$ 75.00
1 receipt for Quality Screens	$ 25.00
1 receipts for Home Depot	$ 8.38
	$ 33.38
Total:	$108.38

3/3/11

TOP FLIGHT CONSTRUCTION
4700 8th Ave.
LOS ANGELES, CA 90043
RICKY NEWELS (323)595-3482

REPLACE BATHROOM WINDOW: REMOVE OLD WINDOWAND REPLACE NEW WINDOW.....$225.00

3/19/11

Total.....$225.00

X _____

RICKY NEWELS

115-01 Labor
1099 Supplies

3/18/11

TOP FLIGHT CONSTRUCTION
4700 8th Ave.
LOS ANGELES, CA 90043
RICKY NEWELS (323)595-3482

REPLACE TILE: REPLACE TILE FLOORING IN THE KITCHEN, THE HALL WAY AND THE BATHROOM. ALSO FOR MATERIAL AND LABOR.....$400.00

3/12 & 13/11

Total.....$400.00

X _____

RICKY NEWELS

applies
LABOR

Quest Construction Inc.
2200 Jefferson Blvd.
Los Angeles,CA 90018
(323)537-8635

Take up old floor----------$200.00
Remove and disposal of old material ----------$125.00
Recondition the floors----------$125.00
Replace new flooring, labor,and material----------$325.00
Sub Total----------$775.00
Tax----------$77.50

Grand Total-----$852.50