County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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May 23, 2011

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

WASHINGTON-HANCOCK HOME FOR GIRLS, INC. GROUP HOME 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.

Washington-Hancock Home for Girls, Inc. 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 the agency's program statement, its goal is "to meet the needs of neglected, abused and delinquent-oriented youths who are dependent wards of the court by rehabilitating, re-socializing and providing them with support systems." Washington-Hancock Home for Girls, Inc. Group Home is licensed to serve a capacity of six females ages six through 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Washington-Hancock Home for Girls, Inc. Group Home in November 2010, at which time it had one six-bed site with four DCFS placed children. All four children were females. For purposes of this review, three children were interviewed, and four files were reviewed. One child was not available for interview due to her busy schedule of extra-curricular activities. The children's overall average length of placement was eight months, and their average age was 16. Five staff files were reviewed for compliance with Title 22 regulations and the contract requirements.

One child was receiving psychotropic medication. We reviewed her case file to assess for timeliness of psychotropic medication authorizations and to confirm that medication logs documented correct dosages were being administered as prescribed.

SCOPE OF REVIEW

The purpose of this review was to assess Washington-Hancock Home for Girls, Inc. 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 the 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, Washington-Hancock Home for Girls, Inc. Group Home was providing the services as outlined in its program statement.

However, the common quarters were not well maintained and evidence of water damage was observed on the living room ceiling. Additionally, one child had no access to the internet and could not access her homework assignments when she missed class. The agency did not adhere to the population served listed in its program statement. While the program statement provides for service to girls ages 6-17 years, the agency did not have an approved age waiver on file from Community Care Licensing (CCL) for a 19-year old youth in its care. In addition, the Group Home needed to develop comprehensive Needs and Services Plans (NSP), and finally, some children expressed dissatisfaction with the meals served.

During the exit conference, the Group Home's Executive Director indicated that management would make corrections to improve its compliance with regulations and the Foster Care Agreement.

NOTABLE FINDINGS

The following are the notable findings of our review:

- The common quarters were not well maintained and evidence of water damage was observed on the living room ceiling. This was brought to the attention of the Executive Director who stated that she was aware of the water damage, which had happened as a result of residents leaving the water facet running in the bathroom directly above the living room, and that the necessary repairs would be made.

- One child expressed that she was unable to access the internet to obtain her homework assignments on days when she was absent from class. This was brought to the Administrator's attention who expressed that she was in agreement and that she would instruct staff to take children to the local library to access the internet to obtain their homework assignments as necessary.

- Washington-Hancock's Home for Girls, Inc. Group Home did not adhere to its program statement's population served. While the listed population is girls, ages 6–17, the Group Home did not have an approved age waiver on file from CCL for a 19-year old youth in its care. The Group Home Administrator was instructed to follow-up with the Children's Social Worker (CSW) and local CCL agency regarding the age waiver.

- Of the four NSPs reviewed, three were not comprehensive. Two initial NSPs had inaccurate time frames for the period reviewed. Further, the plans did not include information such as the family's visitation plan or restrictions, based on the DCFS 709 form or input from the CSW and/or court order. An updated NSP for one child included inaccurate information about an age waiver/exemption and was missing information about the child's physical health, telephone calls, progress with a mentor, and the Group Home's efforts to assist the child in the transition to a Regional Center placement.

- Some children expressed dissatisfaction with meals indicating that the food was edible, but did not taste good. None of the children interviewed expressed being hungry or being denied food. This was discussed with the Group Home's Administration who stated that, due to the children's expressed concerns about the food, changes would be implemented to improve the quality of meals served.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held November 6, 2010.

In attendance:

Jacqueline L. Washington, Executive Director, Washington-Hancock Home for Girls, Inc. Group Home, and Lilia Gonzalez, Monitor, DCFS OHCMD.

Highlights:

The Executive Director was in agreement with our findings and recommendations. She stated that she would meet with the Group Home's Licensed Clinical Social Worker to address the identified deficiencies in the NSPs. Mrs. Washington further stated that she would speak with each of the residents to find out meal preferences and to determine how to best improve the quality of the food. She also stated that her staff would make modifications to the type of food served and method of cooking and that the Group Home would ensure that all of the identified findings are addressed.

As agreed, Washington-Hancock Home for Girls, Inc. Group Home submitted a timely approved written Corrective Action Plan (CAP), which addressed 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 the recommendations. If you have any questions, your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

JC:RS:KR
EAH:DC:lg

Attachment

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
Jacqueline L. Washington, Executive Director
Washington-Hancock Home for Girls, Inc. Group Home
Jean Chen, Regional Manager, Community Care Licensing
Leonora Scott, Regional Manager, Community Care Licensing

WASHINGTON-HANCOCK HOME FOR GIRLS, INC. GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW-SUMMARY

4919 West Blvd
Los Angeles, CA 90043
License Number: 191871149
Rate Classification Level: 7

	Contract Compliance Monitoring Review	**Findings: November 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	1. Full Compliance 2. Needs Improvement 3. Full Compliance 4. Full Compliance 5. Needs Improvement 6. Full Compliance
III	**Program Services** (7 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 Needs and Services Plans	1. Needs Improvement 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Needs Improvement
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 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. Needs Improvement 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 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. 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)

WASHINGTON-HANCOCK HOME FOR GIRLS, INC. GROUP HOME PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

4919 West Blvd.
Los Angeles, CA 90043
License Number: 191871149
Rate Classification Level: 7

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

CONTRACTUAL COMPLIANCE

Based on our review of four children's files, five staff files and/or documentation from the provider, Washington-Hancock Home for Girls, Inc. Group 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; Clothing and Allowance; and Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances, and Training). The following report details the results of our review.

FACILITY AND ENVIRONMENT

Based on our review of Washington-Hancock Home for Girls, Inc. Group Home, four children's case files and/or documentation from the provider, the Group Home fully complied with four of six elements reviewed in the area of the Facility and Environment.

During our review, we observed that the Group Home had sufficient perishable and non-perishable foods as well as age-appropriate recreational equipment. We noted that the children's bedrooms were well maintained as were the exteriors of the Group Home. However, the common quarters were not well maintained and evidence of water damage was observed on the living room ceiling. This was brought to the attention of the Executive Director, who stated she was aware of the damage, which had happened as a result of the residents leaving the water facet running in the bathroom directly above the living room, and that the necessary repairs would be made.

During our interview with one child who was excelling academically, she expressed that while the Group Home has a computer, it did not have internet access. She explained that she needed internet access to obtain homework assignments on days when she was absent from class. This was brought to the Administrator's attention who expressed agreement that children should be able to access their homework assignments in a timely manner. She stated that she would instruct staff to take children to the local library to access the internet to obtain their homework assignments as necessary.

Recommendations:

Washington-Hancock Home for Girls, Inc. Group Home's management shall ensure that:

1. The common quarters are well maintained.

2. Children have access to appropriate educational resources such as computers with internet service.

PROGRAM SERVICES

Based on our review of four children's files and/or documentation from the provider, Washington-Hancock Home for Girls, Inc. Group Home fully complied with six of eight elements reviewed in the area of Program Services.

Children expressed that they received required therapeutic services. We noted that the Group Home obtained CSWs' authorization to implement the Needs and Services Plans (NSP) and that children participated in the development of the Plans. However, we noted that NSPs were not comprehensive. Two initial NSPs had inaccurate time frames for the period reviewed. Further, the plans did not include information such as the family's visitation plan or restrictions based on the DCFS 709 form or input from the CSW and/or court order. An updated NSP for one child included inaccurate information as it indicated that the agency had an approved age exemption on her behalf when it did not. Further, the updated NSP was also missing information about the child's physical health, telephone calls, progress with her assigned mentor and the Group Home's efforts to assist her in the transition to a Regional Center placement.

We also found that this youth did not meet the Group Home's population criteria as outlined in the Group Home's program statement. Washington-Hancock Home for Girls, Inc. Group Home's program statement indicates that it serves females ages 6-17 years old; however, there was no valid waiver on file for this 19-year old DCFS dependent youth. A request for an exemption was made in December 2009, but the Group Home had not obtained a final approved exemption. The Executive Director stated that the agency would again request the exemption from Community Care Licensing (CCL) and would contact the DCFS CSW to request assistance with this matter.

Recommendations:

Washington-Hancock Home for Girls, Inc. Group Home's management shall ensure that:

3. NSPs are comprehensive and include the required information.

4. All placed children meet the criteria as per the Program Statement and CCL requirements.

PERSONAL RIGHTS

Based on our review of four children's files and/or documentation from the provider, Washington-Hancock Home for Girls, Inc. Group Home fully complied with ten of eleven elements reviewed in the area of Personal Rights.

Children expressed that they were informed of the Group Home's policies and procedures and that chores were reasonable. Moreover, they reported feeling safe in the Group Home and that they were treated with respect and dignity. Children also reported that the system for rewards and discipline was appropriate and that they had privacy for phone calls and visits. Further, they expressed that they were free to attend religious services and activities of their choice. Children also expressed that they were free to receive or reject voluntary medical, dental and psychiatric care and refuse psychotropic medication.

However, three children expressed dissatisfaction with meals, indicating that the food was edible, but did not taste good. None of the children interviewed expressed being hungry or being denied of food. This was discussed with the Group Home's management who stated that, due to the children's concerns with the meals, staff would be instructed to implement changes to improve the quality of meals served.

Recommendation:

Washington-Hancock Home for Girls, Inc. Group Home management shall ensure that:

5. Children are served more palatable meals and snacks.

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

Objective

Determine the status of the recommendations reported in the prior compliance review.

Verification

We verified whether the outstanding recommendations from the May 26, 2010 compliance report were implemented.

Results

The prior compliance report contained one outstanding recommendation. Washington-Hancock Home for Girls, Inc. Group Home's management was to ensure that all NSPs were comprehensive and accurate and included required information.

Recommendation:

Washington-Hancock Home for Girls, Inc. Group Home management shall ensure that:

6. The outstanding recommendation from the previous compliance report dated May 26, 2010, which is noted in this report as recommendation 3, is implemented.

Washington-Hancock Home For Girls
517 W. 48th Street
Los Angeles, CA 90057
(323) 291-6435

February 20, 2011

To: Department of Children and Family Services
Out of Home Care Management Division
Attn: Dorothy Channel, Manager, CSA II

From: Washington-Hancock Home For Girls

Group Home Contract Compliance 11/16/2010
(Washington-Hancock Home For Girls)

Facility and Environment

Recommendation #1
Ensure that common quarters are well maintained.

Corrective Action Plan
J. Washington, Adm., will ensure that immediately all common quarters will be well maintained. J. Washington, Adm., will do a weekly check to see if any repairs are needed to be done. The house parents, under the direction of J. Washington Adm., will have been instructed to inform J. Washington immediately of any problems that need to be taken care of. J. Washington will get the appropriate repairman to take care of repairs needed on an emergency basis and scheduled basis.

Recommendation #2
Ensure that children have appropriate educational resources for school projects and homework.

Corrective Action Plan
J. Washington, Adm. ensures that immediately the children will have appropriate educational resources for school projects and homework.

When internet access is needed the child will be taken to the neighborhood public library, by a houseparent.

A tutor is available twice a week to assist the children with homework. Available are encyclopedias, dictionaries, resource books, educational games, educational materials, and television.

Recommendation #3
Ensure that all placed children meet the criteria as per the program and Community Care License requirement.

Corrective Action Plan
J. Washington, Adm., ensures that she will immediately be persistent in ensuring that all children meet the criteria as per the program statement and license requirement. J. Washington, Adm., ensures that she will be persistent in obtaining approved age exemptions when necessary.

Recommendation #4
Ensure that Needs and Services Plans are comprehensive and include the required information.

Corrective Action Plan
J. Washington, Adm., ensures that immediately the Needs and Services Plans will be comprehensive and will include the required information. The Needs and Services Plans will have child specific goals reflecting individual needs including the child's personal goals and input.

J. Washington, Adm., will arrange a meeting of the treatment team, including the CSW, within 30 days of the initial placement of each child to develop a comprehensive individualized Needs and Services Plan. Long-term and short-term goals for treating the identified needs will be outcome-based, specific, measurable, attainable and will have a specific time frame for each goal. Included will be plans for health and education, visitation, types of services necessary including treatment, strengths of the placed child and the child's family and incorporation of the child's culture. The contents of the 709 will be incorporated into the plans.

J. Washington, Adm., will monitor and have meetings on an on-going basis to ensure that everyone as part of the treatment team is fulfilling their role and that the group as a whole is working together to implement and ensure the success of each child's case plan goals, ensuring that updated Needs and Services Plans are comprehensive, including all required information.

Recommendation #5
Ensure that children are satisfied with the quality of meals.

Corrective Action Plan
J. Washington, Adm., will ensure that immediately all children are satisfied with the quality of meals. Under the direction of J. Washington, Adm., the children will have the opportunity to request that their favorite foods be incorporated into the menu.

The children will have the opportunity to participate in the shopping for food.

Under the direction of J. Washington, Adm., the children will get assistance from the houseparent in participation in meal preparation.

J. Washington, Adm., will communicate with the children, on an on-going basis, to ascertain that they are satisfied with the meals.

Submitted By:

Jacqueline L. Washington

Jacqueline L. Washington
Administrator