County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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August 4, 2011

To: Supervisor Michael D. Antonovich, Mayor
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Supervisor Zev Yaroslavsky
Supervisor Don Knabe

From: Jackie Contreras, Ph.D.
Acting Director

CHILDHELP USA 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.

Childhelp USA Group Home is located in both Riverside and Orange County 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 provide quality, individualized treatment services delivered via a multi-disciplinary Treatment Team model, to each child admitted to the program." Childhelp USA Group Home is licensed to serve a capacity of 102 children, both males and females, ages 6 through 16.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Childhelp USA Group Home in November 2010, at which time the agency had three six-bed sites and one 84-bed site. There were 39 placed Los Angeles County DCFS children. Of the 39 children, 18 were males and 21 were females. The placed children's overall average length of placement was 10 months, and their average age was 12. For purpose of this review, 15 currently placed children were interviewed and their case files were reviewed. Fifteen staff files were reviewed for compliance with Title 22 regulations and contract requirements.

Fifteen children were on psychotropic medication. We reviewed their case files to assess 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 Childhelp USA 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, 15 children's case files, and a random sampling of personnel files. Visits were made to the sites to assess the quality of care and supervision provided to children and we conducted interviews with the placed 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, Childhelp USA Group Home was providing services as outlined in its program statement. The children's case files and personnel files were well-organized and professionally maintained. All four sites were clean and adequately landscaped. One child stated that she was not treated with respect and dignity by the staff at the Group Home. All other children interviewed reported that the staff at Childhelp USA Group Home treated them with respect and dignity. The Program Director said that all staff members are trained and repeatedly reminded to treat the children with respect and dignity and that the child who made the disclosure was continually disrespectful and confrontational with staff.

At the time of the review, the Group Home needed to develop comprehensive Needs and Services Plans (NSP) and appropriate documentation of Group Home contacts with DCFS CSWs.

The Director and her management staff were cooperative and willing to make the necessary corrections regarding the deficiencies highlighted during the review.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Twelve of 15 initial NSPs, and 35 updated NSPs were reviewed. Seven initial and 25 updated NSPs were comprehensive and met all the required elements in accordance with the NSP template. Five initial and 10 updated NSPs were not comprehensive and did not meet the required elements in accordance with the NSP template. Of those deficient NSPs, a school enrollment date was not found for one child, court authorization dates for psychotropic medication were missing for three children, and the signatures of Group Home representatives were missing. Some NSPs did not have details on children's visits with significant parties, sufficient details on children's contacts with relatives, or sufficient details on the Group Home contacts with DCFS CSWs. Childhelp staff stated that improvement in NSP documentation would continue to be a top priority within their Clinical Department.

- While current psychotropic medication logs were properly maintained for all 15 children on psychotropic medication and psychiatric evaluations were conducted, a current court

authorization was not on file for three children prescribed psychotropic medication. This was brought to the attention of the Group Home during the review. The Program Director stated that they submitted the requests for court authorization, however, case files showed only one attempt was made for each child. Subsequent to the completion of our review, the Group Home had obtained the court authorization for two of the three children and contacted the CSW again to obtain the court authorization for the third child as quickly as possible.

- Thirteen of the 15 children's files reviewed had timely initial medical examinations. However, an initial medical exam was nine days late for one child and 18 days late for another. Twelve of the 15 children's files reviewed had timely initial dental exams. Of the three late dental exams, one was 84 days late, another was 76 days late and the third was 33 days late. Two children required follow-up dental exams that were not conducted timely. The Group Home Program Director reported that when children had dental exams, it was difficult for them to get another exam that same year. Childhelp USA Group Home was not able to provide sufficient documentation to support this claim.

- Fourteen of the 15 children said that staff treated them with respect and dignity. One child said that he was not treated with respect and dignity by the staff. He reported that staff was always screaming at him and he felt that the discipline was not fair and that staff did not use appropriate discipline. The same child said that he was not given opportunities to select his own clothes when they went shopping for clothes. The Group Home Program Manager stated that the child had never complained to the Group Home management that he was not treated with respect and dignity by staff. She also stated that all the children were involved in picking their own clothes when they went clothes shopping. The Program Director said that staff members are trained and repeatedly reminded to treat the children with respect and dignity and that the child who made the disclosure was continually disrespectful and confrontational with staff.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held on November 4, 2010.

In attendance:

Diana Correa, Program Director, Kurt Kozma, Acting Director of Clinical Treatment, Gloria Dominguez, Administrative Secretary, Susan Abou-Hebeish, Program Manager, and Jose Gonzalez, Program Manager, Childhelp USA; and Kirk Barrow, Monitor, DCFS OHCMD.

Highlights:

The Director indicated that the review was very helpful for Childhelp USA Group Home. The review provided the opportunity to improve on NSP documentation and ensure that NSPs were comprehensive. It also provided opportunity to assure that court authorizations for psychotropic medication, initial medical exams, and initial and follow-up dental exams are timely. In response to the finding that two medical exams were late, the Program Director

reported that when the children had a medical examination within the year, the medical plan would not approve another visit.

The draft report was sent to the Group Home Administration for comments, however, OHCMD did not receive a response in the allotted timeframe and proceeded with finalizing the report.

As agreed, Childhelp USA Group 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 any questions, please call me or your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

JC:RS:KR
EAH:DC:kb

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
Yvonne Pedderson, President Board of Directors, Childhelp USA Group Home
Diana Correa, Director of Operations, Childhelp USA Group Home
Linda Calhoun, Program Manager, CCL
Jean Chen, Regional Manager, Community Care Learning
Leonora Scott, Regional Manager, Community Care Licensing

CHILDHELP USA GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW-SUMMARY

4700 Manzanita Park Road
Beaumont, CA 92223
License Number: 330902361
Rate Classification Level: 12

250 Joann Street
Costa Mesa, CA 92626
License Number: 306000902
Rate Classification Level: 12

1597 Baker Street
Costa Mesa, CA 92626
License Number: 306000509
Rate Classification Level: 12

3068 Johnson Street
Costa Mesa, CA 92626
License Number: 3060009011
Rate Classification Level: 12

	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	Full Compliance (ALL)
III	**Program Services** (8 Elements) 1. Child Population Consistent with Program Statement 2. DCFS CSW Authorization to Implement NSPs 3. Children's Participation in the Development of NSPs 4. NSPs Implemented and Discussed with Staff 5. Therapeutic Services Received 6. Recommended Assessments/Evaluations Implemented 7. DCFS CSWs Monthly Contacts Documented 8. Comprehensive NSPs	1. Full Compliance 2. Full Compliance 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 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 Conducted 8. Initial Dental Exams Timely 9. Follow-Up Dental Exams Timely	1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Improvement Needed 6. Full Compliance 7. Full Compliance 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. Improvement Needed 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	 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 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)

CHILDHELP USA GROUP HOME PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

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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 15 children's files, 15 staff files, and/or documentation from the provider, Childhelp USA Group Home was in full compliance with five of nine sections of our Contract Compliance Review: Licensure/Contract Requirements, Facility and Environment, Educational and Emancipation Services, Recreation and Activities, and Personnel Records. The following report details the results of our review.

PROGRAM SERVICES

Based on our review of 15 children's case files and/or documentation from the provider, Childhelp USA Group Home fully complied with six of eight elements reviewed in the area of Program Services.

We noted that the placed children met the Group Home's population criteria as outlined in its program statement and were assessed for needed services within 30 days of placement. Children were receiving required therapeutic services. Recommendations on required and/or recommended assessments/evaluations were implemented.

Based on our review, we found that the Group Home obtained the DCFS CSW's authorization to implement the Needs and Services Plan (NSP) and the treatment team developed and implemented the NSPs with the participation of age-appropriate children and discussed them with the Group Home staff. Twelve of 15 initial NSPs and 35 updated NSPs were reviewed. Seven initial and 25 updated NSPs were comprehensive and met all the required elements in accordance with the NSP template. Five initial and 10 updated NSPs were not comprehensive and did not meet all the required elements in accordance with the NSP template. Of those deficient NSPs, no school enrollment date was found for one child, no court authorization date for psychotropic medication was found for three children, and the signature of Group Home representatives were not found. Other NSPs did not have details on children's visits with significant parties or children's contacts with relatives. There was insufficient documentation of monthly contacts with Children's Social Workers (CSW) in some NSPs. The Program Director stated that the improvement of NSP documentation would continue to be a top priority within the Clinical Department.

Recommendations:

Childhelp USA Group Home Management shall ensure that:

1. It develops comprehensive NSPs.

2. DCFS CSWs are contacted monthly and contacts are appropriately documented.

CHILDREN'S HEALTH-RELATED-SERVICES, INCLUDING PSYCHOTROPIC MEDICATION

Based on our review of 15 children's case files and/or documentation from the provider, Childhelp USA Group Home fully complied with five of nine elements in the area of Children's Health-Related Services, including Psychotropic Medication.

Twelve of the 15 children whose files were reviewed were on psychotropic medication; all had current psychiatric evaluations/reviews with their psychiatrist, and medication logs were properly maintained for each child; however, three children on psychotropic medication did not have a court-approved authorization. The Program Director said that requests were made, but a review of the files indicated that only one request was made for each child prior to the review date. Subsequent to the completion of our review, the Group Home had obtained the court authorization for two of the three children and had contacted the CSW again to obtain the court authorization for the third. Initial medical and dental exams were conducted; however, two initial medical exams were not timely, three initial dental exams were not timely, and two required follow-up dental exams were not timely. The Program Director stated that medical exams were usually not approved by the insurance carrier if a child already had a medical exam within the year he was placed at the Group Home.

Recommendations:

Childhelp USA Group Home Management shall ensure that:

3. All children must have a current court-authorization for psychotropic medication.

4. All children's initial medical and dental examinations are timely.

5. All children's follow-up dental examinations are conducted timely.

PERSONAL RIGHTS

Based on our review of 15 children's case files and/or documentation from the provider, Childhelp USA Group Home fully complied with nine of 11 elements in the area of Personal Rights.

All the children interviewed reported that they were informed of the Group Home's policies and procedures and an appropriate reward and discipline system was in place. They were allowed to make and receive personal telephone calls, send and receive unopened mail, and have private visits. The children reported that they attended the religious services of their choice. They also reported that chores were reasonable and they had the right to receive or reject

voluntary medical, dental, and psychiatric care, as well as the right to refuse psychotropic medication.

While we noted sufficient food during our review and 13 of 15 children stated that they were satisfied with the food and the snacks, two children said that they were not satisfied with the food. The Group Home staff stated that they tried to make the food satisfactory to all children, but felt some children were never satisfied with the menu. They felt that the food was good and 13 other children who were interviewed felt the same. One child stated that the staff did not treat him with respect and dignity. The Program Director said that all the staff members are trained and repeatedly reminded to treat the children with respect and dignity and that the child who made the disclosure was continually disrespectful and confrontational with staff.

Recommendations:

Childhelp USA Group Home Management shall ensure that:

6. All children are served food that is satisfactory to them.

7. All children are treated with respect and dignity.

CLOTHING AND ALLOWANCE

Based on our review of 15 children's files and/or documentation from the provider, Childhelp USA Group Home fully complied with six of eight elements reviewed in the area of Clothing and Allowance.

The children reported that they received the required $50 per month for clothing, and the clothing provided to children was observed to be of good quality and sufficient quantity. Also, the clothing allowance logs and inventories confirmed that the requirements were being met.

All 15 children interviewed reported that the Group Home provided them with the required minimum weekly allowance and that they spent their allowance as they chose. The Group Home provided children with adequate personal care items. However, one child said that he was not provided with opportunities to select his own clothes. The Group Home said that they always allowed the children to pick their own clothes and they would ensure that the child got the opportunity to do so. Twelve of the 15 children whose files were reviewed said that they had a life book/photo album, however three children did not have a life book/photo album. The Group Home Administrator said that the children are encouraged to have a life book/photo album and the three children may have misplaced their life books/photo albums. Childhelp USA provided no documentation to support that life books/photo albums were made available to all the children.

Recommendations:

Childhelp USA Group Home management shall ensure that:

8. All children are involved in the selection of their clothing.

9. All children are encouraged and assisted with maintaining life books/photo albums.

FOLLOW-UP FROM THE 2009 MONITORING REVIEW

Objective

Determine the status of the recommendations reported in the 2009 monitoring review.

Verification

We verified whether the outstanding recommendations from the 2009 review issued May 26, 2010 were implemented.

Results

OHCMD's prior monitoring report contained nine outstanding recommendations. Specifically, Childhelp USA was to develop comprehensive NSPs, ensure that the homes were well maintained and that all computers worked properly at the Baker site. All children were to have an opportunity to participate in planning activities, all children's initial medical and dental exams were to be timely and late exams documented in the children's case files. Children's medication logs were to be consistent with court authorizations for psychotropic medication, all children with a current court authorization for psychotropic medications were to continue with monthly psychiatric visits, and all children were to receive sufficient snacks. Based on our follow-up of these recommendations, Childhelp USA Group Home fully implemented seven of the nine 2009 monitoring review's recommendations. All computers were working, initial medical and dental exams were timely and documented in the children's case files. Medication logs were consistent with court authorization for psychotropic medication, monthly psychiatric visits were completed for children with current court authorizations for psychotropic medications, and children were receiving sufficient snacks. However, Childhelp USA Group Home did not fully implement the recommendation regarding development of comprehensive NSPs including permanency plans and details on how visits with family were going, and the recommendation from the A-C's monitoring report dated March 1, 2007, that Childhelp USA Group Home develop comprehensive NSPs with measurable and attainable goals. As noted, corrective action was requested of Childhelp USA Group Home to further address the recommendations that were not implemented.

Recommendation:

Childhelp USA Group Home management shall ensure that:

10. It fully implements the one outstanding recommendation from the 2009 monitoring report, which was noted in this report as recommendation 1.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Childhelp USA Group Home has not been posted by the A-C.

Childhelp
Founded in 1959
by Sara O'Meara and Yvonne Fedderson
PREVENTION and TREATMENT of CHILD ABUSE

THE VILLAGE OF CHILDHELP WEST
P.O. Box 247
Beaumont, California 92223
T 951-845-3155
F 951-845-8412

To: Dorothy Channel- Manager
Date: March 8, 2011
Subject: **Corrective Action Plan in Response to Group Home Contract Compliance Review Field Exit Summary**
Facility Name: Childhelp Inc. - Village and Costa Mesa Group Homes
From: License Numbers: 330902381, 306000901, 306000902, and 306000509
Diana Correa, Director of Program Operations – CA.
Kurt L. Kozma, Interim Clinical Director
Suzan Abouhebeish, Program Manager- Costa Mesa Group Homes

Dear Ms. Channel:

A. **Attached is our Plan of Correction addressing the Group Home Contract Compliance Review Field Exit Summary dated November 15, 2010.**

III. **Program Services**

22. **"Are DCFS CSWs contacted monthly and are the contacts appropriately documented?"**

Initial and Updated NSPs were not comprehensive for the following children. The findings noted here are indicative of deficiencies found in the NSPs:

Plan of Correction: All Childhelp Therapists will be trained to provide detailed information to include dates, purpose and outcomes of all of the child's visits with family and significant others as well as all CSW contacts.

c. **"More details needed on visits with Victoria E. and mother and her special friend in NSP 3/2/10 and NSP 11/2/10. Also more details needed on Group Home contact with Victoria's CSW in 11/2/10 NSP."**

From this point forward, Victoria's NSP will show dates and details of her contacts with her mother, her Special Friend and the Childhelp Therapist's contacts with Victoria's CSW.

d. **"More details needed on Group Home contacts with Stephanie C.'s CSW in NSP 10/1/10"**

NATIONAL HEADQUARTERS
15757 North 78th Street, Scottsdale, Arizona 85260 T 480-922-8212 F 480-922-7061

Manuel's visitation section was corrected to include more details regarding the dates and outcomes of his visits with his mother. Also included is information regarding Childhelp's efforts to schedule regular contacts between the child and his mother as well as our efforts to foster other special relationships between the child and Childhelp volunteers.

d. **"No Group Home contacts with Manuel's CSW found in NSPs dated 2/16/10, 5/16/10 and 8/16/10."**

From this point forward, Manuel's visitation sections will show dates and details of all contacts between the Childhelp Therapist and the CSW.

f. **"More details on Latosha A.'s contact with her mentor in NSP dated 9/16/10."**

From this point forward, Latosha's visitation section will include dates and details of her contacts with her mentor.

f. **"More details needed on phone calls between Tiffany C. and her four-year-old sister in NSPs dated 5/21/10 and 10/21/10. Also more details needed on Group Home contact with Tiffany's CSW in NSP 10/21/10. Also no signature found for Group Home Representative/Therapist in NSP 10/21/10."**

Tiffany's visitation section will include dates and details on all contacts between Tiffany and her sister as well as the Childhelp Therapist and Tiffany's CSW. Childhelp Therapist has signed the report.

i. **"More details needed on Matthew K.'s contact with his special friend and phone contact with mother in NSP 11/4/10.**

Matthew's visitation section will include dates and details on his contacts with his mother and his Special Friend.

j. **"No details on Group Home contacts with CSW in NSP 10/16/10 for Jayme Trotter."**

Jayme's visitation section will include dates and details on all contacts between the Childhelp Therapist and Jayme's CSW.

i. "No Psychotropic Medication Authorization date in Initial NSP dated 8/30/10 and updated NSP dated 10/30/10 for Abraham Cabrera."

Plan of Correction: The Childhelp Therapist will be trained to include the current date for all Psychotropic Medication Authorizations in the client's NSP.

Abraham's NSP has been corrected to contain the date of his PMA.

k. **"No school enrollment date in NSPs dated 8/07/10 and 10/07/10 for Jasmine Diaz"**

Plan of Correction: All Childhelp Therapists will be trained to include the date of school enrollment in the client's NSP. Childhelp will enroll all new children within three days of their placement or, if they are enrolled during the school's break, the first day that the school resumes.

Jasmine's NSP has been corrected to show the date in which she was initially enrolled.

Plan of Correction: In the future all NSPs will be written in a comprehensive manner in compliance with our Los Angeles County contract..

Timeline: On 2/23/11 and 2/25/11, all Childhelp Therapists were trained on the above CAP and are expected to immediately comply with the stated expectations (see attached Sign-In Sheets).

Assurance Strategies: All NSPs will be reviewed by the Clinical Director before they are submitted to the CSW. The Clinical Director will be responsible to ensure that all NSPs meet Los Angeles County standards as stated in the Group Home Contract. No NSP will be approved for submission to the CSW until it meets all standards. Quality Assurance measures are in place to internally audit NSPs for compliance.

VI. Children's Health-Related Services, Including Psychotropic Medications

30. "Are there current court approved authorizations for the administration of psychotropic medications?"

Plan of Correction: The Childhelp Medical Department has instituted a system to keep track of all Psychotropic Medication Authorizations in order to request initial authorizations and renewals in a timely manner.

Timeline: This system is currently being implemented

Assurance Strategies: The Medical Director will be responsible for monitoring and ensuring that the Medical staff are utilizing the tracking system effectively. Quality Assurance measures are in place to internally monitor the timeliness of PMAs.

34. "Are initial medical examinations timely?"
37. "Are initial dental examinations timely?"
38."Are required follow-up dental examinations conducted timely?"

Plan of Correction: The Medical Department has implemented a calendar system to keep track of all required medical and dental examinations. In addition, a staff has been assigned to track all Medi-Cal eligibility on a bi-monthly basis to ensure the child's eligibility.

Timeline: This system is currently being implemented

Assurance Strategies: The Medical Director will be responsible for monitoring and ensuring that the Medical staff are utilizing the tracking system effectively. Quality Assurance measures are in place to internally audit the timeliness of medical and dental appointments.

VII. Personal Rights

42. Is staff treating children with respect and dignity?"

Plan of Correction: During their initial orientation training, all Childhelp staff receives a copy of the child's personal rights. Each of the child's rights is discussed in detail to ensure that each staff member is aware of them. On an annual basis, all Childhelp staff are retrained on the personal rights of the children in order to stress the importance of treating every child with respect and dignity. Each cottage is monitored by a Cottage Supervisor and each group home by the Group Home Manager whose responsibility is to ensure each child's personal rights are maintained.

Timeline: These trainings are currently being implemented

Assurance Strategies: The Residential Coordinator and the Group Home Manager will be responsible for monitoring and ensuring that the Residential Care staff are treating each child with respect and dignity and maintaining their personal rights. Children are informed of the grievance process upon intake and a grievance box is placed in each cottage. Along with the grievance procedures, children will receive a satisfaction survey on a regular basis to obtain feedback which will be used to address any concerns on a timely basis. Quality Assurance measures are in place to audit client satisfaction with the program and staff.

VII. Clothing and Allowance

53. "Are children involved in the selection of their clothing?"

Plan of Correction: Upon intake, every child's possessions, including clothing, are inventoried. In the event that the child did not have the minimum requirement of clothing, arrangements are made for the child to be taken shopping. The child participates in choosing their own clothing. Each child's clothing will be inventoried on a monthly basis to ensure that they have the required amount of clothing. Staff will monitor that the clothing fit well and are age appropriate.

Timeline: These procedures are currently being implemented

Assurance Strategies: The Cottage Supervisor and Group Home Manager will be responsible for monitoring and ensuring that the Residential Care staff are inventorying each child's clothing at intake and on a monthly basis and taking the children clothing shopping as needed. An inventory form is completed for each child. Quality Assurance measures are in place to internally audit the appropriateness of each child's clothing as well as the completion and timeliness of monthly clothing inventories.

57. "Are children encouraged and assisted in creating and updating a life book/photo album?"

Plan of Correction: At placement each child is given a life-book to begin placing personal photos of themselves and friends and family as well as any special certifications/awards they may want for keepsake. All Cottage and Group Home Supervisors/staff have a camera available to capture our children's participation in the many activities and events that Childhelp has to offer. In addition, our Recreation Department schedules on-going scrapbooking activities to ensure that the children have individual time to work on their life-books.

Timeline: These procedures are currently being implemented

Assurance Strategies: The Cottage Supervisor and Group Home Manager will be responsible for monitoring and ensuring that the Residential Care staff are encouraging and assisting the children in creating and updating their life-books.