



**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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

BOBBY D. CAGLE
Director

GINGER PRYOR
Chief Deputy Director

Board of Supervisors

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July 9, 2020

To: Supervisor Kathryn Barger, Chair
Supervisor Hilda L. Solis
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Supervisor Sheila Kuehl
Supervisor Janice Hahn

From: 
Bobby D. Cagle
Director

**MARYVALE
SHORT-TERM RESIDENTIAL THERAPEUTIC PROGRAM
CONTRACT COMPLIANCE REVIEW**

REVIEW OF REPORT

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of the Maryvale Short-Term Residential Therapeutic Program (the Contractor) in September 2019. The Contractor has one office located in the First Supervisorial District. The office provides services to the County of Los Angeles DCFS placed children, Probation foster youth, children placed by other counties and Non-Minor Dependents (NMD).

Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 2
PRIORITY 2 17
PRIORITY 3 2

CAD conducted an on-site Contract Compliance Assessment review of the Contractor's compliance within the following applicable areas: General Contract Requirements; Facility and Environment; Engagement and Teamwork; Needs and Services Plans; Permanency and Transition Services; Education and Independent Living Program Services; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; and Personnel Files.

The Contractor was in full compliance with 4 of 10 applicable areas of CAD's Contract Compliance Review: General Contract Requirements; Engagement and Teamwork; Health and Medical Needs; and Personnel Files.

"To Enrich Lives Through Effective and Caring Service"

For the purpose of this review, five DCFS placed children, one NMD and one Probation foster youth were selected for the sample. CAD reviewed the seven children's files and interviewed the children to assess the level of care and services they received. Additionally, three discharged children's files were reviewed to assess the Contractor's compliance with permanency efforts.

CAD reviewed five staff files for compliance with Title 22 Regulations and County contract requirements. To assess the quality of care and supervision provided to the placed children and foster youth, DCFS conducted site visits at the Contractor's location.

CAD noted findings in the areas of:

Priority 1

- Personal Rights and Social/Emotional Well-Being
 - Children reported not feeling safe in the home.
- Personal Needs/Survival and Economic Well-Being
 - Child reported not being provided with medical care when needed.

Priority 2

- Facility & Environment
 - Vehicles used to transport children were not well maintained and in good repair.
- Needs and Services Plans (NSPs)
 - NSPs not developed timely.
 - NSPs not comprehensive and accurate.
 - NSPs not signed by child/NMD.
 - NSPs not signed by STRTP representative.
 - Individualized plan for services to address child needs not documented.
- Permanency and Transition Services
 - Children concurrent case plan goals not documented.
- Education and Independent Living Program Services
 - Children not enrolled in school immediately.
 - Efforts to maintain children at school of origin not documented.
- Personal Rights and Social/Emotional Well-Being
 - Child reported not being treated with respect.
 - Children reported feeling harassed or discriminated against.
 - Child reported not having an adult they can talk to privately.
- Personal Needs/Survival and Economic Well-Being
 - Children reported not being provided with transportation when needed.
 - Children reported not being provided personal hygiene items that meet their needs.
 - Children reported not receiving the required weekly allowance amount.
 - Children reported not receiving required monthly clothing allowance amount.
 - Children reported not being allowed to select/purchase their own clothing.

Priority 3

- Needs and Services Plans (NSPs)
 - NSPs not signed by Children's Social Worker/Deputy Probation Officer.
- Personal Rights and Social/Emotional Well-Being
 - Child reported not being allowed to have private phone calls.

On December 6, 2019, DCFS CAD Children Services Administrator I, Out-of-Home Care Management Division Quality Assurance Manager, Probation Department Deputy Probation Officer II with Department of Mental Health Program Manager I and II held an exit conference with the Contractor's representatives.

The Contractor's representatives agreed with the review findings and recommendations, and were receptive to implementing systemic changes to improve the Contractor's compliance with regulatory standards.

The Contractor provided the attached approved Corrective Action Plan addressing the noted findings in this compliance report.

On June 3, 2020, the Maryvale Executive Director notified DCFS of their intent to close this STRTP on or around August 5, 2020.

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

BDC:KR
LTI:ra

Attachments

c: Sachi A. Hamai, Chief Executive Officer
Arlene Barrera, Auditor-Controller
Raymond Leyva, Interim Chief Probation Officer
Sheila Mitchell, Chief Deputy Probation Officer, Juvenile Services
Public Information Office
Audit Committee
Sybil Brand Commission
Steven Gunther, Executive Vice President, Maryvale
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



04/10/2020

Rosalind Arrington
Children's Services Administrator
Department of Children and Family Services
213.351.0237
arrinr@dcfs.lacounty.gov

Ms. Arrington,

Attached please find the Maryvale Corrective Action Plan- Addendum for the STRTP updated Exit Summary dated 12/23/19. We look forward to our continued collaboration with the DCFS, and please don't hesitate to contact us with any questions.

Sincerely,

Eric Murillo-Angelo
Vice President, Residential and Community Based Services



Maryvale Corrective Action Plan- Addendum

6. Vehicles used to transport children are maintained in good repair

- Due to human error, Van #63 brake light was not checked in a timely manner.
- On 7/8/19, there was a Safety check performed, Mechanic replaced front Brake pads and resurfaced front brake rotors.
- On 9/9/19, Safety check performed. Mechanic performed an oil and oil filter change and replaced battery.
- On 11/7/19, A safety check was performed
- All agency vehicles undergo maintenance and safety checks that are scheduled bi-monthly and work is completed by a licensed mechanic. This will continue to ensure vehicles are in good repair.
- In addition to this, vehicles are used with sign in and sign out sheets depicting vehicle assessments. Residential staff will perform a safety check of the vehicle prior to leaving the facility to look for any maintenance issues that will affect the health and safety of the residents and ensure they are reported to the Director of Facilities
- Facilities staff will address any/all concerns on vehicle assessments in a timely manner, everything done to or work performed, including recalls, is kept in a vehicle maintenance tracking log.
- Associates will be re-trained by the Director of Facilities on drivers safety including vehicle maintenance sign in and sign out log depicting vehicle assessment and safety by March 18th, 2020
- Facilities Department will conduct bi-weekly checks on vehicle sign in sheets to observe if residential staff have been completing them.

#16. The NSP's were completed accurately and on time.

- Due to staff turnover the NSPs were not done in a timely manner.
- A tracking system has been put in place since November 4th 2019 to address this deficiency as well as a Clinical Supervisor dedicated solely to the tracking, supervising and approving of NSPs.
- Maryvale continues to hire staff that will be able to work on NSPs and provide the care to the clients that is needed.
- Those staff that are out of compliance in submitting NSPs timely, will be given a verbal and written write up with a corrective action plan to ensure proper submission of the documentation needed.
- A tracking system has been developed since November 4th 2019 where two different individuals will be tracking the submission of the documents. The Clinical Supervisor will be approving, tracking and submitting NSPs. The program specialist will ensure that a copy of the NSP is in the chart as required.

#19. If child is CSEC or has a history of running away, the STRTP & CFT developed an individualized plan for services to address this need.

- Lack of proper training and human error led to not documenting a high risk goal in the CFT and CTP.
- Additional training was provided in September of 2019 to address the deficiency and ensure that a high risk goal was done for every minor that has a history of running away and history of CSEC. This is also addressed during the CFT process and is documented on the CFT form.
- Training on high risk goals will be addressed during individual supervision as well as during formal refresher trainings quarterly and/or as needed.



- Clinical Supervisors will ensure that a high risk goal is developed with the minor and discussed at the CFT meeting to ensure proper support is being given.
- Clinical Supervisors are tasked with ensuring that a high risk goal is develop when there is history of CSEC or running away identified with a minor. When a staff fails to create a goal with the minor, the supervisor will address the staff and take measures to ensure the goal is done with the minor.
- QI department will review the charts monthly and notify staff and supervisor when a goal is needed and one has not been created. The Clinical Supervisor will then work with the supervisee to address the deficit and ensure a goal is created.

#20. The NSP Permanency section documented the child's case plan goals (i.e. concurrent plan, progress made, barriers)

- Due to staff turnover the NSP permanency section was not being completed as the NSP was not being done timely.
- A tracking system has been put in place since November 4th 2019 to address this deficiency as well as a Clinical Supervisor dedicated solely to the tracking, supervising and approving NSPs. This includes ensuring that a goal is developed under the permanency section.
- Maryvale continues to hire staff that will be able to work on NSPs and provide the care to the clients that is needed.
- The assigned Clinical Supervisor is tasked with ensuring that a goal is completed under the permanency section and address next steps on how to support the minor with the aforementioned goal. When a staff fails to create a goal with the minor, the supervisor will address the staff and take measures to ensure the goal is done with the minor.
- QI department will review the charts monthly and notify staff and supervisor when a goal is needed and one has not been created. The clinical supervisor will then work with the supervisee to address the deficit and ensure a goal is created.

#27. Children are enrolled in school immediately upon placement.

- Staff always attempts to enroll the minors in school upon arrival; however, if the minor arrives after 5 PM, the staff are unable to enroll the minor and start the process until the next business day.
- Education Coordinators will continue to attempt to enroll minors upon arrival at the facility contingent they arrive at a time when school district is open.
- If school district is closed, the staff will document the attempt date and document the date and time the phone call was done.
- The Education Coordinator will resume the enrollment with the school district at the next business day and will document the interaction. The Education Coordinator will await instructions from the school district to complete enrollment.
- The Education Coordinator will work with the Head of Service and the assigned Group Supervisor to ensure that everyone is informed of the upcoming enrollment.
- If the Education Coordinator is out compliance, the Head of Service will meet with staff and take appropriate and needed measures to ensure compliance with the enrollment timeframe. This may include warnings, write ups, and possible termination.



28. Efforts to maintain children at school of origin are documented.

- Upon admission to Maryvale's STRTP, the intake department addresses with CSW and minor the desire to continue to attend the school of origin.
- The intake department shares the acquired information with the Education Coordinator who communicates with the Education Rights Holder to follow up on what is the desired outcome for school placement.
- The Education Coordinators work closely with the minor, minor's assigned CSW and Education Rights Holder to create a plan to have the minor continue to attend their school of origin or to start the process for a new school.
- School of origin will also be discussed at the CFT meeting to further address the educational needs of the minor and documented in the CFT form
- The Education Coordinator will work with the Head of Service and the assigned Group Supervisor to ensure that everyone is informed of the upcoming enrollment.
- If the Education Coordinator is out of compliance, the Head of Service will meet with staff and take appropriate and needed measures to ensure compliance with the enrollment timeframe. This may include warnings, write ups, and possible termination.

#44. Children report being treated with respect by personnel

- The associate that was involved with incident #46 was involved in an incident with resident #1. Due to the concern of substance on campus, employee assumed that resident was bringing in contraband. The associate did not follow Maryvale protocol by treating our resident with respect. The associate was placed on immediate administrative leave, during our internal investigation. Maryvale's findings concluded that employee violated client rights and she was terminated.
- Maryvale respects the rights of the clients we serve and ensure our policies and practices regarding service accessibility and delivery are non-discriminatory.
- No residents at Maryvale shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any program or activity available at Maryvale on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, marital status, national origin, citizenship, veteran status, ancestry, age, physical/mental disability or medical condition (except to the extent clinically appropriate), or any other consideration made unlawful by state, federal, or local law.
- Maryvale's initial training, onboarding and on ongoing training for new and seasoned staff members promotes respect for the strengths and diversity of the children and families that receive services from our agency. This will continue with emphasized focus by the Training Manager.
- The purpose of addressing client rights during training is to adhere to ethical standards of care to ensure that clients served by Maryvale are provided with appropriate care that:
 - Does not discriminate based on race, religion, gender, sexual orientation, ethnicity, age, disability or financial status;
 - Protects the individual's right to personal dignity;
 - Respects the personal values and beliefs of others;
 - Allows clients to make informed decisions regarding their own treatment, as provided by law; and
 - Addresses client individual needs, such as language barriers or hearing



- Staff shall be trained on and held accountable for the delivery of services consistent with those rights. Accountability will take place during staff core meetings, individual supervision and group supervision. This will be monitored by the Director of Residential
- Associates will be re-trained by the Training Manager on California Code of Regulations, Title 22 licensing standards of Client Rights and Cultural Competency by March 18th, 2020
- Maryvale's Q.I Department will conduct quarterly resident surveys to address any concerns our residents may have so Senior Leadership can address the concerns.
- Maryvale's Director of Residential will conduct monthly survey's to address any client complaints and grievances to ensure that resident's rights are not violated. If any areas of concern are mention in the survey, the Director of Residential will meet with residents individually to address any areas of concern. The Director of Residential will communicate the results of the survey to staff during staff core meetings, individual supervision and group supervision and develop plans to ensure areas of concern are addressed immediately.

#45. Children report they do not feel harassed or discriminated against for any reason

- Associates followed Maryvale's procedure of providing appropriate supervision, due to the increase in substance abuse. Associates were consistently conducting contraband safety checks and using Prudent Parenting standards and crisis intervention techniques in order to address substance abuse issues.
- Maryvale prohibits any unlawful discrimination with respect to the provision of services, including, but not limited to: treating a resident seeking service differently from others when determining eligibility, admission, enrollment, or any other requirement or condition which residents must meet in order to be provided any services.
- Maryvale's Q.I Department will conduct quarterly resident surveys to address any concerns our residents may have so Senior Leadership can address any concerns.
- Maryvale's Director of Residential will conduct monthly survey's to address any client complaints and grievances to adhere that resident's rights are not violated. If any areas of concern are mention in the survey, Director of Residential will meet with residents individually to address any areas of concern. Director of Residential will communicate the results of the survey to staff during staff core meetings, individual supervision and group supervision. Staff who do not follow Maryvale protocols in ensuring residents do not feel harassed or discriminated against will receive appropriate and immediate discipline.
- Associates will be re-trained by the Training Manager on California Code of Regulations, Title 22 licensing standards Client Rights and Non-Discrimination policy by March 18th, 2020

#46-1. Children report feeling safe in the home

- The employee involved with resident #1 did not follow Maryvale protocol by not creating a safe and therapeutic environment for our residents. The staff was placed on immediate administrative leave, during our internal investigation. Maryvale's findings concluded that employee violated client rights and she was terminated.
- Staff shall be trained on and held accountable for the delivery of services consistent with client rights. Accountability will take place during staff core meetings, individual supervision and group supervision. This will be monitored by the Director of Residential Services.
- Maryvale has established appropriate disciplinary action for employees who fail to comply with the Agency training requirements.



- The Director of Residential will review staffing weekly in supervision with group supervisors, identify staffing concerns early and address in weekly group supervision meetings, discuss any staffing challenges residents have voiced to their therapists and any other support department.
- Maryvale's Q.I Department will conduct quarterly resident surveys to address any concerns our residents may have so Senior Leadership can address any concerns.
- Maryvale's Director of Residential will conduct monthly survey's to address any client complaints and grievances to ensure that resident's rights are not violated. If any areas of concern are mentioned in the survey, the Director of Residential will immediately meet with residents individually to address any areas of concern. The Director of Residential will communicate the results of the survey to staff during staff core meetings, individual supervision and group supervision.
- Associates will be re-trained by the Training Manager on California Code of Regulations, Title 22 licensing standards of Client Rights and Professionalism by March 18th, 2020

#46-7.

- Associates followed Maryvale's procedure of performing contraband checks
- For the safety and well-being of all children/youth and employees, drugs, alcohol, weapons and tobacco are defined as contraband. In order to ensure safety of our residents, Maryvale conducts contrabands checks of our residents when they return from school and returning from a runaway.
- Residential staff will conduct random contraband checks 3 times a week, which consist of resident's room and personal belongings. Contraband checks are documented on a contraband check form and monitored by the Director of Residential Services.
- In order to provide appropriate individualized treatment to our residents, staff are able to communicate any concerns of presenting problems and risk factors related to trauma and/or abuse to Group Supervisors, Assistant Group Supervisors and Therapist.
- Maryvale ensures the physical safety of all residents, physical safety is addressed through efforts such as resident place outs, mediation, weekly core meetings, individual resident meetings, and possible psychiatric hospitalizations, CFT's and communications with CSW's and Probation officers.
- In order to support our residents, Maryvale provides our residents with a Youth Support Plan that identifies current goals they are working towards. This plan also addresses who is their support system, coping skills and ways staff can or cannot be helpful during stressful situations. Safety planning will occur immediately and be assessed on an on-going basis in the CFT meetings. This will be overseen by the Director of Residential Services and the Senior Director of Behavioral Health.
- Maryvale conducts weekly core meetings with Group Supervisors, Assistant Group Supervisors, Therapists and residential staff to exchange information regarding the resident's psychological, emotional, behavioral, educational, health, medical, social, and/or independent living needs in order for our resident's to be successful upon discharge.
- Maryvale will continue to support our residents that have chemical dependency concerns. Maryvale has a program called G.R.A.S.S. Chemical Dependency Manager facilitates the bi-weekly substance abuse group, G.R.A.S.S. (Girls/Guys Recovery and Sober Support), as another means to aid in the decrease of high risk behaviors. Through this program there are a multitude of activities tied in to promote not only sober support, but also to implement daily skills to address high risk behaviors including both substance abuse and runaway incidents.
- G.R.A.S.S. provides 3 difference 'levels' of group based on the need of the client. This is in an effort to provide more individualized treatment needs for our youth working towards sobriety and to aid in also diminishing run away behavior that may be driven due to substance abuse. Additionally, our Chemical Dependency Manager meets with all new intakes upon placement in order to do initial assessment. This is done to expedite the start of their substance abuse program engagement and to make it much more individualized based on the level of support and treated needed upon intake.



- Maryvale's Q.I Department will conduct quarterly resident surveys to address any concerns our residents may have so Senior Leadership can address any concerns.
- Maryvale's Director of Residential will conduct monthly survey's to address any client complaints and grievances to adhere that resident's rights are not violated. If any areas of concern are mentioned in the survey, the Director of Residential will meet with residents individually to address any areas of concern. The Director of Residential will communicate the results of the survey to staff during staff core meetings,
- Individual supervision and group supervision. Concerns will be addressed and monitored conjointly by the Director of Residential and the Senior Director of Behavioral Health.
- Associates will be re-trained by Training Manager on California Code of Regulations, Title 22 licensing standards of Client Rights, Supervision, and Contraband Checks by March 18th, 2020

#47. Children report there is an adult they can talk with privately

- Associates followed Maryvale's procedure of communicating any treatment concerns to the treatment team.
- In order to provide appropriate individualized treatment to our residents, staff are able to communicate any concerns of presenting problems and risk factors related to trauma and/or abuse to Group Supervisors, Assistant Group Supervisors and Therapists.
- Maryvale conducts weekly core meetings with Group Supervisors, Assistant Group Supervisors, Therapist and residential staff to exchange information regarding the resident's psychological, emotional, behavioral, educational, health, medical, social, and/or independent living needs in order for our resident's to be successful upon discharge. Confidentiality will be maintained under limits of confidentiality. This will be further monitored by the Director of Residential Services, and Senior Director of Behavioral Health.
- Any further issues will be addressed in a Child and Family Team Meeting. This will be overseen by the Director of Residential and the Senior Director of Behavioral Health.
- Maryvale's Q.I Department will conduct quarterly resident surveys to address any concerns our residents may have so Senior Leadership can address any concerns.
- Associates will be re-trained by the Training Manager on California Code of Regulations, Title 22 licensing standards of Confidentiality by March 18th, 2020.

#48. Children report they are allowed to have private phone calls and to send and receive unopened mail

- Associates followed Maryvale's phone policy and procedure.
- Prior to this incident, Resident #1's mother was arrested on-grounds due to displaying aggressive and inappropriate behaviors towards staff and other residents. For safety measures for all staff and residents, Resident #1's treatment team decided to hold all calls from mother pending contact with CSW to inform her of the situation and how she would want to proceed with this situation.
- Cottage staff on duty checks the youth's approved contact list. If a client has monitored phone calls, staff will identify themselves as staff and monitor the phone call.
- If client does not have monitored phone calls, staff have the ability to utilize prudent parenting standards and redirect resident to have an appropriate conversation which includes excessive foul language, aggressive or disruptive behaviors.
- If caller is not on the approved contact list, he/she will be told that the caller is not on the approved caller list for any place youth and Maryvale will contact the placed youth's county placement worker (CSW) to place the individual on the approved contact list.
- In order to provide appropriate individualized treatment to our residents, staff are able to communicate any concerns of presenting problems and risk factors related to trauma and/or abuse to Group Supervisors, Assistant Group Supervisors and Therapist. Confidentiality will be maintained within the limits of



confidentiality and will be monitored by the Director of Residential and the Senior Director of Behavioral Health.

- Maryvale conducts weekly core meetings with Group Supervisors, Assistant Group Supervisors, Therapists and residential staff to exchange information regarding the resident's psychological, emotional, behavioral, educational, health, medical, social, and/or independent living needs in order for our resident's to be successful upon discharge.
- Associates will be re-trained by the Training Manager on Maryvale's visitation/phone procedure by March 18th, 2020.

#61. Children reported to be provided with medical care when needed.

- Human error led to minor not being given the proper medical care needed to address the minor's illness. Due to the lack of professionalism on behalf of the staff, the staff has been terminated and is no longer employed with Maryvale.
- The Health Services Department received additional training to address when to send a minor for further care that cannot be addressed on site, in October of 2019. A secondary training was provided on December 18th, 2019. Additional training will be provided on a quarterly basis or as needed to ensure all personnel abide by the expectations of timely medical care.
- When in doubt, health services staff is to work closely with their supervisor and the Head of Service for a second opinion.
- The Head of Service will follow up and audit the services weekly to ensure the proper care is being given to the minors.

#63-1,7. Children report being provided with transportation when needed

- Associates did not follow protocol in regards to transporting residents to school.
- Resident #1, on a consistent bases, was not ready on time for school transportation runs.
- Due to various challenges with school, residents refuse school or wake up late, they do miss their transportation to school but when residents are ready for school when other residents are not, they will be transported to the local school.
- Maryvale provides transportation to local schools and schools of origin as far as Valencia, Ca
- Since December 2, 2019, Maryvale has created and implemented a transportation schedule due to the multiple schools (school or origin) that our residents attend, with multiple school runs in order to accommodate residents who are struggling to attend school on time. When residents initially refuse or miss first school transportation runs between 7:15am- 8:30am, there is a second school transportation run that is provided between 8:30-9:00am. At the time a resident is ready to attend school, transportation may not be immediately available, however transportation is coordinated and they are transported to school as quickly as possible.
- Each cottage on Maryvale's campus is in charge of the various school runs that they are required to complete with various residents from different cottages.
- When residents do not follow school transportation schedules; The Residential Director, Group Supervisor, Assistant Group Supervisor, residential staff and education department will always provide residents with reasonable transportation.
- The Education department will work with the resident and bolster their ability to attend school by creating and implementing a school-based incentive program to help improves school attendance, utilizing their Youth Support Plan, therapeutic plan, and CFT.
- Residents are required to sign a school refusal form when they refuse school.



#63-5

- Staff did not followed protocol in regards to providing transportation to the resident for appointments.
- Resident #5 has not missed any medical appointments, when any medical appointment is scheduled staff always ensure that there is a plan in place to make sure residents leave from Maryvale/School and arrive to their appointment in a timely manner. Resident #5 has an outside worker that provides her with transportation to non-medical appointments such as meetings with probation officer or interviews for potential independent housing placements. Resident #5 received her bus pass on Friday 1/3/2020 by her outside worker to provide her with becoming an independent and self-sufficient adult by transporting herself to various appointments.
- Director, Group Supervisor, Assistant Group Supervisor and residential staff will always provide residents with transportation.
- In order to prevent any missed or late appointments, On December 2nd, 2019, Health Services office sends out a weekly medical appointment schedule for staff to make arrangements for transportation and has created a reminder form for residents to be aware of their appointments. Residents and staff are informed a week prior to any medical appointments that have been scheduled for our residents. Once informed staff will begin the process of explaining the importance of medical appointments
- Associates will be re-trained by the Training Manager on Maryvale's transportation procedure by March 18th, 2020.

#69-4. Children report being provided with a sufficient supply of personal hygiene items that meet their needs.

- Associates did not provide residents with timely adequate hair care services.
- Maryvale requires that all clients demonstrate the ability to remain safely in the community when accessing any level/type of services and/or support; specifically, a client is required to be free from high risk behaviors (AWOL/ Suicidal or Homicidal Ideation/ Physical Aggression toward others) for the 72 hours prior to a scheduled outing.
- The client is also not to attend off-campus activities for the 48 hours subsequent to return from a hospitalization.
- The two aforementioned safety issues being absent and financial planning process being completed, the clients at Maryvale will have access to the following:
- A monthly allowance up to \$60.00 for hair maintenance/grooming services provided by a licensed beautician/barber; services can be provided on campus for the clients who do not meet the above referenced safety standards, or, for those who do, services can be provided in a Department of Consumer Affairs approved setting of a licensed beautician/barber. ILS STRTP Standards and Guidelines Section 87068.2(b)(3)(4)(5)
- In the event that client requires/requests specialized hair care needs such as care provided by licensed beautician/barber with a frequency of more than every four to six weeks; client will be provided access to this service given the above mentioned safety requirements are met. In the event the need supersedes safety standards and financial planning standards, a CFTM will be attempted and the decision reviewed/made amongst the team. In the event a team meeting is unable to occur within 48 hours of identified specialized



hair/hygiene care needs, the decision will rest with the Senior Director of Behavior Health Services. ILS STRTP Standards and Guidelines Section 87068.2(b)(3)(4)(5) and 87079 (a)(5) and 87079(b) and 87079(c)(1)

- Maryvale has conducted research involving input from area salons, diverse multi-ethnic staff and residents. Maryvale has received 4 estimates from local salons and a local beauty school to address the needs of the residents. These are the estimates of some of the services that are provided.
 - Escape Salon
626 – 441- 9633
185 E. Glenarm Ave. Pasadena Ca.
Haircut: \$30
Estimate individual Braids: \$175
Functional Braided style: \$100 - \$150
Estimate for Blow Dry *Press: \$75
 - Dzyns by Miko Hair SANCTURARY
404 -447-4765
455 S. Lake Ave Pasadena Ca.
Haircut: \$30
Estimate individual Braids: \$250
Functional Braided Style: \$55
Estimate for Blow Dry *Press: \$75
 - Simply Devine Hair Salon Hair Salon
319. Huntington Drive. Monrovia, Ca.
626-357-1515
Haircuts: \$25
Blowout: \$55.00
Braids Services (various types) \$35 - \$200
Weaving: \$50 - \$100
Twists: \$60-\$150
 - Alhambra Beauty College
200 W. Main Street, Alhambra, CA
626-282-7765
Haircut: \$4.00
Curl/Flat Iron Styling: \$14.00
French Braiding: \$6.00
Permanent Wave: \$20.00
Braiding Extension with Hair: \$6.00
 - Maryvale is in search of contracting services with a license beautician to come on campus to provide hair care services.
- Maryvale has created a monthly hair schedule for all residents which has been implemented on December 2nd, 2019



- Maryvale will provide residents with a \$60 monthly hair allowance which would provide them with basic hair care consisting of:

Basic Hair Care Styling

Basic hair care

Specialized / Basic Hair Care Styling

- Maryvale understands the importance of individual needs and ethnic diversity because some ethnic clients cannot straighten their hair to a matter that is both manageable and lasting, so at times our resident will prefer a type of protective braided style for ease and longevity. The protective braided style would consist of a braided ponytail, braided bun, French braids and/or corn rolls.
- Maryvale will provide the option to our residents to receive exclusively specialized hair care (braid extensions, extensions, weave, etc.) Residents who wish to receive exclusively specialized hair care will have this opportunity as part of their behavioral plan as decided by the CFT and will received basic hair care while working towards their goal. Maryvale will implement Prudent Parenting standards with respect to Exclusively Specialized Hair Care.
- Maryvale will document all matters in regards to residents receiving or refusing hair care.
- Maryvale staff will assist residents with their hair on a daily basis as needed.

#69-7.

- Associates did not follow Maryvale protocol in regards to providing residents to basic hygiene products, however Maryvale has revisited the specific needs for multi-ethnic residents and different hair types.
- Maryvale will listen to the residents and discuss special needs in the Child and Family Team meetings and provide the residents with the hair and personal care products they identify as needing to meet their needs and without any written advance.
- Maryvale will arrange for the residents to have their hair washed, conditioned and dried and combed and styled regularly.
- Maryvale has conducted a survey and research involving input from hair product suppliers, diverse multi-ethnic staff, and residents in order to develop a list of products that residents need to maintain their individual hair care for specific textures and hair types. Maryvale will provide diverse basic hygiene supplies to our resident's based on their individual's needs.
- Prior to CFT, resident's treatment team will listen to the needs of the residents for specialized products that is urgent and Maryvale will make accommodations to purchase the products for the resident. During the CFT, the team will listen and discuss the need for specialized products for the resident.
- Maryvale provides our residents basic personal hygiene items needs such as toothbrushes, toothpaste, combs, brushes, shampoo, cream, gel, deodorant, and soap and provided as needed to the children. Resident's will not receive their monthly hygiene allowance since agency is providing all hygiene needs.
- Within the cottage, toothbrushes and toothpaste are maintained in a centrally convenient location. Hair brushes and combs may be kept with a child's personal belongings, or in a central area for organizing individual items to prevent loss or personal harm.
- The children are encouraged to let staff know their preferred hygiene products in order for them to be purchased either by our Facilities Department or by Residential Treatment Counselors.
- Re-stocking of personal items is done on a weekly requisition basis by Residential Treatment Counselors in the cottage.
- Maryvale will implement a daily personal hygiene item checklist which will include the basic items such as toothbrushes, toothpaste, combs, brushes, shampoo, cream rinses, gel, deodorant, and soap.



- Personal Hygiene Item Checklist will be fill out daily by residential staff and signed weekly by residents.

#72. Children report receiving the required basic weekly allowance amount

- Residents were not provided with the required basic weekly allowance amount effective the new STRTP contract.
- Maryvale began working with DCFS CAD to ensure currently placed and discharged residents received their full and appropriate allowance, including involvement by the Maryvale fiscal department to develop an accounting of allowance monies owed current and discharged residents.
- Maryvale has created a plan to safeguard residents retroactive allowance by having each group supervisor contact the resident's Children's Social Worker (CSW) to make them aware of the retroactive payment due them and discuss with the CSW to approve the resident to receive the entire retroactive payment in cash or explore other alternatives (savings, smaller payments over time, etc.), and savings plan with be discussed through the CFT process given any risk factors that may be exacerbated by a large lump-sum payment (substance abuse, CSEC, ability to manage cash resources).
- Resident's payments/savings will be documented in the resident's allowance log and signed by the resident, which is kept in their group and included in their DCFS file.
- Maryvale requires all residents to sign a weekly allowance log to adhere that residents are receiving their allowance.
- Associates will be re-trained by the Group Supervisors on Maryvale's safeguarding resident cash procedure by March 18th, 2020

#74. Children report receiving the required basic monthly clothing allowance amount

- Residents were not provided with the required monthly clothing allowance amount effective the new STRTP contract
- Maryvale began working with DCFS CAD to ensure currently placed and discharged residents received their full and appropriate allowance, including involvement by the Maryvale fiscal department to develop an accounting of allowance monies owed current and discharged residents.
- Maryvale has created a plan to retroactive residents monthly clothing allowance by having each group supervisor contact the resident's Children's Social Worker (CSW) to make them aware of the retroactive payment due them and discuss with the CSW during the CFT process to distribute their clothing allowance funds.
- Maryvale will continue to work with DCFS CAD to ensure all current and discharged residents receive the accurate monthly clothing allowance owed to them. This will be monitored by the Director of Residential Services.
- Maryvale requires all residents and staff to sign a monthly clothing allowance log to adhere that residents are receiving their clothing allowance. This will be monitored by the Director of Residential Services.

#75. Children report being allowed to make their own clothing purchase selections, within Prudent Parent standards

- Staff followed protocol in regards to providing Prudent Parent standards in regards to purchasing appropriate clothing attire for our residents
- On December 2, 2019, Maryvale has created a monthly clothing shopping scheduled for residents where residents will go shopping bi-weekly. (2nd week and 4th week of the month)
- Maryvale has a dress code policy that is enforced to create a safe and therapeutic environment.



- Residents that are displaying any inappropriate clothing such as gang colors or gang related clothing or accessories, or anything which can identify you as part of a “clique” or gang, t-shirts with drug, alcohol or profane themes, and any provocative clothing which is too tight, too short, too big or too revealing will be discussed during a CFT with CSW.
- Maryvale staff will implement Prudent Parenting standards when assisting residents with purchasing there undergarments.