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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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July 14, 2004

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – FRANCES
FOUNDATION, INC., KINGSLEY DRIVE AND VENICE BOULEVARD
GROUP HOMES**

We have completed a review of Kingsley Drive and Venice Boulevard Group Homes (Group Home or Agency) operated by the Frances Foundation, Inc. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Kingsley Drive and Venice Boulevard Group Homes are six-bed facilities, which provide care for girls ages 12-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Kingsley Drive Group Home was providing services for six Los Angeles County DCFS children and Venice Boulevard Group Home was providing services for four Los Angeles County DCFS children. Both Group Homes are located in the Second District.

Scope of Review

The purpose of the review was to determine whether the Agency was providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues, and included an evaluation of each Agency Program Statement, internal policies and procedures, child case records, facility inspection, and interviews with two children placed in each Group Home at the time of the review. Interviews with the residents were designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

"To Enrich Lives Through Effective and Caring Service"

Summary of Findings

Generally, both Group Homes were providing the services outlined in their Program Statements. However, we did note areas where improvements are needed.

Kingsley Drive

Kingsley Drive Group Home needs to make repairs to its facility; provide outside recreational equipment and activities; provide documentation to show that the residents and their authorized representatives participate in the development and update of the Needs and Services Plans; and offer residents the opportunity to participate in independent living skills, emancipation, and vocational training programs.

Venice Boulevard

Venice Boulevard Group Home needs to provide residents with a sufficient amount of on grounds recreational equipment; provide documentation to show that the residents and their authorized representatives participate in the development and update of the Needs and Services Plans; and offer residents the opportunity to participate in the independent living skills, emancipation and vocational training programs.

Attached are detailed reports of the review findings.

Review of Report

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children's Services Group Home Ombudsman within 15 business days from the receipt of this report. We thank the management and staff for their cooperation during our reviews.

If you have any questions, please contact me, or have your staff contact DeWitt Roberts at (626) 293-1101.

JTM:DR:CC:jh

c: David E. Janssen, Chief Administrative Officer
David Sanders, Ph.D., Director, DCFS
Richard Shumsky, Chief Probation Officer
John Meschach, Executive Director, Frances Foundation, Inc.
Violet Varona-Lukens, Executive Officer
Public Information Office
Audit Committee

**Frances Foundation, Inc.
Kingsley Drive
1721 Kingsley Drive
Los Angeles, CA 90006
(323) 735-3937
License No.: 191800778
Rate Classification Level: 8**

I. Facility and Environment

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

Kingsley Drive Group Home (Group Home or Agency) is a large two-story house located in a residential community. The exterior of the Group Home is in need of maintenance. The window sills need to be cleaned and painted. In addition, there are damaged shingles.

The interior of the home is generally neat and clean. The décor provides a home-like atmosphere. The common areas are nicely decorated and maintained. The resident bedrooms are spacious, comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks. However, some of the floor tiles in the resident bathroom are cracked and some tiles on the sink countertop are broken.

The Agency maintains age appropriate play equipment in the home including table games, a TV, a VCR, and a DVD player. However, there is no outdoor recreational equipment or activities for the residents.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food was accessible, appropriately dated, and properly stored.

Recommendations

- 1. Frances Foundation Group Home management:**
 - a. Clean and paint the exterior of the Group Home, including the window sills.**
 - b. Repair or replace damaged shingles.**
 - c. Repair or replace cracked and broken tiles in the residents' bathroom.**

- d. **Provide outdoor recreational equipment and activities for the residents.**

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents meet the Agency's population criteria as described in the Program Statement. The residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are specific, measurable, attainable, realistic, and time-limited. However, there is no documentation to support that the residents or their authorized representatives participate in the development or update of the NSPs.

The quarterly reports are comprehensive, timely, and focused on the goals noted in the NSPs.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Case files reflect adequate documentation to show evidence of residents receiving regular weekly individual and/or group therapy.

Recommendations

- 2. **Frances Foundation Group Home management provide documentation to show that the residents and their authorized representatives participate in the development and update of the Needs and Services Plans.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents are attending public school. One resident requires and has a current Individualized Education Plan. Both records contain current semester report cards and/or progress reports for the residents. Residents reported that they are provided

with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are not offered the opportunity to participate in emancipation and vocational programs as appropriate. The Agency's administrator reported that information was recently obtained and will be utilized to provide residents with a broad range of emancipation services.

Residents have the opportunity to work and manage their own money.

Recommendations

- 3. Frances Foundation Group Home provide residents with the opportunity to participate in emancipation, and vocational training programs.**

IV. Recreation and Activities

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities.

The Group Home utilized local community organizations for recreational and program resources. Residents participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are no residents prescribed psychotropic medications. This information was appropriately documented.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

Residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The Agency provides its residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. The residents are permitted to spend their allowances as they choose. The residents are also given an additional \$25 per month for their hair.

The Agency provides residents with adequate personal care items and adequate storage space.

Residents have the opportunity to maintain life books/photo albums.

Recommendations

There are no recommendations for this section.

**Frances Foundation, Inc.
Venice Boulevard Group Home
5212 Venice Blvd
Los Angeles, CA 90019
(323) 857-1773
License No.: 191801102
Rate Classification Level: 8**

I. Facility and Environment

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

Venice Boulevard Group Home (Group Home or Agency) is located in a semi-residential community. The exterior of the facility is fairly well maintained and blends well with other structures in the area.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. The resident bedrooms are comfortable and personalized to each child's desire with posters, pictures, and knick-knacks.

The Group Home maintains age appropriate play equipment in the home including table games, a TV, a VCR, and a DVD player. There is current reading and resource material available to the residents. However, the recreational equipment is extremely limited. Residents expressed an interest and desire to have workout equipment such as an exercise bike and a treadmill.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated and properly stored.

Recommendations

- 1. Frances Foundation Group Home management provide residents with a sufficient amount of age appropriate recreational equipment.**

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents meet the Agency's population criteria as described in the Program Statement. The residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are specific, measurable, attainable, realistic, and time-limited. However, there is no documentation to support that the residents or their authorized representatives participate in the development or update of the NSPs.

The quarterly reports are comprehensive, timely, and focused on the goals noted in the NSPs.

Recommendations

2. **Frances Foundation Group Home provide documentation to show that the residents and their authorized representatives participate in the development and update of the Needs and Services Plans.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents are attending public school. One resident requires and has a current Individualized Education Plan. Both records contain current semester report cards and/or progress reports for the residents. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are not offered the opportunity to participate in emancipation and vocational programs as appropriate. The Agency's administrator reported that information was

recently obtained and will be utilized to provide residents with a broad range of emancipation services.

Recommendations

3. Frances Foundation Group Home provide residents with the opportunity to participate in emancipation, and vocational training programs.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

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Method of assessment – Review of relevant documents

Comments:

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Recommendations

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Sample size for resident interviews: Two

Comments:

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Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

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Recommendations

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Comments:

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The Agency provides residents with adequate personal care items and adequate storage.

Both residents have the opportunity to maintain life books/photo albums.

Recommendations

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