



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

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AUDITOR-CONTROLLER

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CHIEF DEPUTY

July 5, 2007

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

FROM: J. Tyler McCauley *JTM*
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – GREATER HOPE
SOCIETY, INCORPORATED GROUP HOME - SITES 2 AND 3**

We have completed a review of Greater Hope Society Site 2 and Site 3 Group Homes (Group Home or Agency) operated by Greater Hope Society, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Greater Hope Society Site 2 and Site 3 Group Homes are each six-bed facilities, which provide care for boys ages 10-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Greater Hope Society Site 2 and Site 3 Group Homes were each providing services for six DCFS children.

Greater Hope Society Site 2 and Site 3 Group Homes are located in the Fourth District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program

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services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

Both Group Homes need to clean the kitchen stove and oven. Additionally, the Group Home needs to include the treatment team in the development and implementation of the Needs and Services Plans, develop comprehensive Needs and Services Plans that include short and long term goals, and provide documentation to show that children are receiving treatment services. The Group Home also needs to encourage and assist children in creating and maintaining photo albums/life books.

Greater Hope Society Site 2 Group Home needs to remove all writing from the bedroom furniture and paint the bedroom walls.

Greater Hope Society Site 3 Group Home needs to clean the wall heater covers and paint the walls in the TV room and bedrooms.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:bg

Attachments

c: David E. Janssen, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Robert B. Taylor, Chief Probation Officer
Eva Ford, Executive Director, Greater Hope Society
Public Information Office
Audit Committee

**Greater Hope Society
Site 2 Group Home
26610 Via Marquette
Lomita, California 90717
Phone: (310) 530-9916
License Number: 198203468
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

Greater Hope Society Site 2 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Generally, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the kitchen oven and the stove hood are dirty.

Overall, children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. However, there is writing on the furniture and the walls have patch repairs that need painting in the bedrooms. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

- 1. Greater Hope Society management:**
 - a. Clean the oven and the stove hood in the kitchen.**
 - b. Remove all writing from the furniture in the bedrooms.**
 - c. Paint the walls in the bedrooms.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home’s population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current. However, the treatment team does not develop or implement the NSPs. Additionally, the NSPs are not comprehensive and do not include short and long term goals.

Case files do not reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. Greater Hope Society management:

- a. Include the treatment team in the development and implementation of the Needs and Services Plans.**
- b. Develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, and include short and long term goals.**
- c. Maintain adequate documentation to show that children are receiving treatment services.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home’s program includes the development of children’s daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation 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 currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

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

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. However, children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendations

3. Greater Hope Society management encourage and assist children in creating and maintaining photo albums/life books.

**Greater Hope Society
Site 3 Group Home
1412 West 255th Street
Harbor City, California 90710
Phone: (310) 835-1976
License Number: 191601573
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

Greater Hope Society Site 3 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Generally, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the kitchen stove and oven, the wall heater covers, and the walls in the TV room are dirty.

Overall, children's bedrooms are well maintained. The rooms are orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. However, the walls in the bedrooms are dirty and there is writing on the walls in bedroom one. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

- 1. Greater Hope Society management:**
 - a. Clean the stove and oven in the kitchen.**
 - b. Clean the wall heater covers.**
 - c. Paint the walls in the TV room and bedrooms.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home’s population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current. However, the treatment team does not develop or implement the NSPs. Additionally, the NSPs are not comprehensive and do not include short and long term goals.

Case files do not reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. Greater Hope Society management:

- a. Include the treatment team in the development and implementation of the Needs and Services Plans.**
- b. Develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, and include short and long term goals.**
- c. Maintain adequate documentation to show that children are receiving treatment services.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home’s program includes the development of children’s daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

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

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. However, children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendations

3. Greater Hope Society management encourage and assist children in creating and maintaining photo albums/life books.

Greater Hope Society
1412 W. 255th Street, Main Office
Harbor City, CA 90710
310-835-1976 Office
310-257-1985 Fax

May 22, 2007

Department of Auditor-Controller,
Kenneth Hahn Hall of Administration
500 W. Temple St., Room 515-A
Los Angeles, CA 90012
Attn: Ms. Candice Rhue, Group Home Audit Supervisor

RE: Corrective Action Plan for Greater Hope Society Site 3 Group Home

Recommendations:

1.
 - a. Greater Hope Society Group Home Management will ensure that the oven and stove remain clean at all times. We have already cleaned both appliances. The Administrator will conduct weekly facility inspections to ensure that the staff is maintaining these appliances.
 - b. Greater Hope Society Group Home Management will ensure that the wall heater cover is kept clean and dusted. It has already been cleaned and vacuumed. The Facility Manager will ensure that these covers remain clean and in good repair. This will be item will be added to the facility check list that is performed by all staff upon starting their shift. The Facility Manager will conduct a weekly inspection to ensure that the covers are clean and vacuumed.
 - c. Greater Hope Society Group Home Management will ensure that all walls remain painted and clean. The walls have already been painted. The Executive Director will ensure that the walls will be painted once every year or when needed to ensure that the home is clean and neat at all times.
2.
 - a. Greater Hope Society Group Home Management will ensure that the treatment team will be included in the development and implementation of the Needs and Services Plans for all children. The Administrator will ensure that the, agency social worker, agency psychologist, child's county social workers, and all other authorized representatives will be informed of the meetings via fax and/or e-mail.

The invitation will be filed in each child's case file. The minutes from the meetings will be filed in child's case file.

- b. Greater Hope Society Group Home Management will ensure that comprehensive Needs and Services Plans are developed that are specific, measurable, attainable, realistic, and include short and long term goals. The Administrator will ensure that the Needs and Services Plans are adequate for each child in the facility. We have implemented a new format to ensure that the Service Plan has all of the correct components in them. We will continue to monitor and update the Plans according to the needs of each child.
 - c. Greater Hope Society Group Home Management will ensure that adequate documentation will be available to show that children are receiving treatment services. The Administrator will ensure that documentation will be available in a locked file cabinet to be viewed only by those authorized to view each child's personal therapy notes.
3. Greater Hope Society Group Home Management will ensure that every child has a life book. The Facility Manager will ensure that all staff participates in encouraging each child to create and maintain photo albums/life books. If they do not want to maintain life books, the Administrator will ensure that a life book will be on file for each child maintained by the Direct Care Staff.

Sincerely,



Jacquelyn Smith
Program Manager