



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

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J. TYLER McCAULEY
AUDITOR-CONTROLLER

WENDY L. WATANABE
CHIEF DEPUTY

July 30, 2007

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

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

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – HERITAGE
GROUP HOMES, INCORPORATED - LA VERNE, PHILLIPS RANCH,
VALINDA, WEST COVINA AND WHITTIER GROUP HOMES**

We have completed a review of La Verne, Phillips Ranch, Valinda, West Covina and Whittier Group Homes (Group Home or Agency) operated by Heritage Group Homes, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

La Verne, Phillips Ranch, Valinda and West Covina Group Homes are each six-bed facilities, which provide care for boys ages 11-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, La Verne, Phillips Ranch, Valinda and West Covina Group Homes were each providing services for six DCFS children.

Whittier Group Home is a six-bed facility, which provides care for girls ages 13-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Whittier Group Home was providing services for six DCFS children.

Phillips Ranch and Valinda Group Homes are located in the First District.

Whittier Group Home is located in the Fourth District.

"To Enrich Lives Through Effective and Caring Service"

La Verne and West Covina Group Homes are located in the Fifth 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 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 a few deficient areas.

All five Group Homes need to develop comprehensive Needs and Services Plans.

La Verne Group Home needs to obtain current court authorizations for all children taking psychotropic medications.

Phillips Ranch Group Home needs to repair or replace the weight bench upholstery.

Valinda Group Home needs to include the placement workers as part of the treatment team in the development and implementation of the Needs and Services Plans.

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.

Board of Supervisors
July 30, 2007
Page 3

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

JTM:DC:CC:bg

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Susan Kerr, Chief Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Narinder Heyer, Executive Director, Heritage Group Homes, Incorporated
Public Information Office
Audit Committee

**Heritage Group Homes, Incorporated
La Verne Group Home
1940 Baseline Road
La Verne, California 91750
Phone: (909) 623-3400
License Number: 197804065
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

La Verne 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.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

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. 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

There are no recommendations for this section.

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 treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child and the NSPs are current. However, the NSPs are not comprehensive and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

1. Heritage Group Home management develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited, and include short and long term goals.

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:

Documentation confirms that children are routinely seen by the prescribing psychiatrist. However, one child does not have a current court authorization for the psychotropic medication that he is taking.

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

Recommendation

2. Heritage Group Home management maintain current court authorizations for all children taking psychotropic medications.

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. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

**Heritage Group Homes, Incorporated
Phillips Ranch Group Home
30 Country Wood Drive
Phillips Ranch, California 91766
Phone: (909) 623-3400
License Number: 191592917
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Phillips Ranch 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.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

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. 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. However, the weight bench upholstery is torn.

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

Recommendation

1. Heritage Group Home management repair or replace the weight bench upholstery.

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 treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child and the NSPs are current. However, the NSPs are not comprehensive and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

2. Heritage Group Home management develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited, and include short and long term goals.

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. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

**Heritage Group Homes, Incorporated
Valinda Group Home
16226 East Benwick Street
Valinda, California 91744
Phone: (626) 917-0857
License Number: 191500101
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Valinda 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.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

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. 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

There are no recommendations for this section.

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, all members of the treatment team are not included in the development or implementation of the NSPs and the NSPs are not comprehensive and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

1. Heritage Group Home management:

- a. **Include all members of 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, time limited, and include short and long term goals.**

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. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

**Heritage Group Homes, Incorporated
West Covina Group Home
1923 East Eckerman Avenue
West Covina, CA 91791
Phone: (626) 332-4600
License Number: 197801967
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

West Covina 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.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

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. 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

There are no recommendations for this section.

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 treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child and the NSPs are current. However, the NSPs are not comprehensive and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

1. **Heritage Group Home management develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited, and include short and long term goals.**

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. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

**Heritage Group Homes, Incorporated
Whittier Group Home
8814 Santa Fe Springs Road
Whittier, California 90606
Phone: (562) 698-1062
License Number: 197802215
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Whittier 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.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

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. 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

There are no recommendations for this section.

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 treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child and the NSPs are current. However, the NSPs are not comprehensive and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

1. Heritage Group Home management develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited, and include short and long term goals.

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. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

Heritage Group Homes, Inc.

P.O Box 8400, La Verne, CA 91750
(626) 653-1000 Ph. (626) 653-1005 FAX

06/27/2007

Attn: Candace Rhue, Group Home Audit Supervisor
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple Street., Room 515-A
Los Angeles, Ca 90012-2766

Re: Heritage Group Home V
1940 Baseline Road
La Verne, CA 91750

Corrective Action Plan

Pursuant to your review, this letter is in response to the contact audit results of Heritage Group Home V. Generally, we are in agreement with the finds and have put in place the following Corrective Action Plan.

Recommendation 1:

- a) Develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited and include short and long term goals.

Current Status/CAP

The Treatment Team met on 5/30/2007 to discuss the audit report and incorporate recommendations in compliance with our DCFS Contract. The NSP's will now include the long term and short term goals for each client in the various categories. Effective immediately, the Case Manager will assume responsibility for ensuring that NSP's are comprehensive, specific, measurable, realistic time limited and include short and long term goals. The program Administrator is responsible for monitoring this corrective action plan and ensuring it meets the standards as indicated in the audit report and DCFS contract and that it remains implemented.

Recommendation 2:

- b) Heritage Group Home management maintain current court authorizations for all children taking psychotropic medications.

Current Status/CAP

Effective immediately, the CCW Supervisor will make certain that all psychotropic court authorizations are current for children taking psychotropic authorizations. This will be evidenced by documentation in the child's file of the court authorization with current date, log number, medication and other pertinent information listed. The program administrator is responsible for monitoring this CAP and ensuring that it remains implemented. The facility administrator will conduct client file inspections at least monthly to ensure on-going compliance.

Please feel free to contact me should you have any further questions or comments regarding this Corrective Action Plan.

Sincerely,



Sandi Heyer
Asst. Director

Heritage Group Homes, Inc.

P.O Box 8400, La Verne, CA 91750
(626) 653-1000 Ph. (626) 653-1005 FAX

06/27/2007

Attn: Candace Rhue, Group Home Audit Supervisor
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple Street., Room 515-A
Los Angeles, Ca 90012-2766

Re: Heritage Group Home I
30 Country Wood Dr.
Phillips Ranch, CA 91766

Corrective Action Plan

Pursuant to your review, this letter is in response to the contact audit results of Heritage Group Home I. Generally, we are in agreement with the finds and have put in place the following Corrective Action Plan.

Recommendation 1:

- a) Develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited and include short and long term goals.

Current Status/CAP:

The Treatment Team met on 5/30/2007 to discuss the audit report and incorporate recommendations in compliance with our DCFS Contract. The NSP's will now include the long term and short term goals for each client in the various categories. Effective immediately, the Case Manager will assume responsibility for ensuring that NSP's are comprehensive, specific, measurable, realistic time limited and include short and long term goals. The program Administrator is responsible for monitoring this corrective action plan and ensuring it meets the standards as indicated in the audit report and DCFS contract and that it remains implemented.

Recommendation 2:

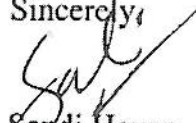
- b) Heritage Group Home management repair or replace weight equipment bench cover.

Current Status/CAP

The weight equipment bench cover was repaired on 06/01/07. The program supervisor will make certain that the weight equipment is free of rips and tears and this will be evidenced by documented facility equipment inspections at least monthly kept on file at the facility. The program administrator will monitor this CAP and ensure that it remains implemented.

Please feel free to contact me should you have any further questions or comments regarding this Corrective Action Plan.

Sincerely,



Sandi Heyer
Asst. Director

Heritage Group Homes, Inc.

P.O Box 8400, La Verne, CA 91750
(626) 653-1000 Ph. (626) 653-1005 FAX

06/27/07

Attn: Candace Rhue, Group Home Audit Supervisor
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple Street., Room 515-A
Los Angeles, Ca 90012-2766

Re: Heritage Group Home II
16226 E. Benwick Street.
Valinda, CA 91744

Corrective Action Plan

Pursuant to your review, this letter is in response to the contact audit results of Heritage Group Home I. Generally, we are in agreement with the finds and have put in place the following Corrective Action Plan.

RECOMMENDATION 1

1. Heritage Group Homes Management:
 - a. Include all members of the treatment team in the development and implementation of the Needs and Services Plan.
 - b. Develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited, and includes short and long term goals.

Current Status/CAP:

a) Effective immediately, all members of the treatment team including the social worker, case manager, program administrator, facility supervisor, direct child care staff, psychologist and psychiatrist will be included in the implementation and development of the Needs and Service Plans. This will be evidenced by documentation of their input on a NSP development form that was created on 6/27/07 and the case manager will be responsible for ensuring that all members of the treatment team are included. The program administrator is responsible for monitoring this corrective action plan and ensuring that it remains implemented and working as intended.

b) The Treatment Team met on 5/30/2007 to discuss the audit report and incorporate recommendations in compliance with our DCFS Contract. The NSP's will now include the long term and short term goals for each client in the various categories. Effective immediately, the Case Manager will assume responsibility for ensuring that NSP's are comprehensive, specific, measurable, realistic time limited and include short and long term goals. The program Administrator is responsible for monitoring this corrective action plan and ensuring it meets the standards as indicated in the audit report and DCFS contract and that it remains implemented.

Please feel free to contact me should you have any further questions or comments regarding this Corrective Action Plan.

Sincerely,



Sandi Heyer
Asst. Director

Heritage Group Homes, Inc.

P.O Box 8400, La Verne, CA 91750
(626) 653-1000 Ph. (626) 653-1005 FAX

06/27/2007

Attn: Candace Rhue, Group Home Audit Supervisor
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple Street., Room 515-A
Los Angeles, Ca 90012-2766

Re: Heritage Group Home III
1923 E. Eckerman Ave
West Covina, CA 91791

Corrective Action Plan

Pursuant to your review, this letter is in response to the contact audit results of Heritage Group Home I. Generally, we are in agreement with the finds and have put in place the following Corrective Action Plan.

Recommendation 1:

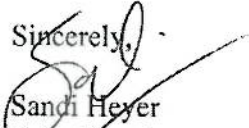
- a) Develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited and include short and long term goals.

Current Status/CAP:

The Treatment Team met on 5/30/2007 to discuss the audit report and incorporate recommendations in compliance with our DCFS Contract. The NSP's will now include the long term and short term goals for each client in the various categories. Effective immediately, the Case Manager will assume responsibility for ensuring that NSP's are comprehensive, specific, measurable, realistic time limited and include short and long term goals. The program Administrator is responsible for monitoring this corrective action plan and ensuring it meets the standards as indicated in the audit report and DCFS contract.

Please feel free to contact me should you have any further questions or comments regarding this Corrective Action Plan.

Sincerely,


Sandi Heyer
Asst. Director

Heritage Group Homes, Inc.

P.O Box 8400, La Verne, CA 91750
(626) 653-1000 Ph. (626) 653-1005 FAX

06/27/2007

Attn: Candace Rhue, Group Home Audit Supervisor
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple Street., Room 515-A
Los Angeles, Ca 90012-2766

Re: Heritage Group Home IV
8814 Santa Fe Springs Rd
Whittier, CA 90606

Corrective Action Plan

Pursuant to your review, this letter is in response to the contact audit results of Heritage Group Home IV. Generally, we are in agreement with the finds and have put in place the following Corrective Action Plan.

Recommendation 1:

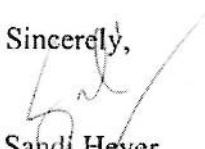
- a) Develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited and include short and long term goals.

Current Status/CAP:

The Treatment Team met on 5/30/2007 to discuss the audit report and incorporate recommendations in compliance with our DCFS Contract. The NSP's will now include the long term and short term goals for each client in the various categories. Effective immediately, the Case Manager will assume responsibility for ensuring that NSP's are comprehensive, specific, measurable, realistic time limited and include short and long term goals. The program Administrator is responsible for monitoring this corrective action plan and ensuring it meets the standards as indicated in the audit report and DCFS contract.

Please feel free to contact me should you have any further questions or comments regarding this Corrective Action Plan.

Sincerely,


Sandi Heyer
Asst. Director