



J. TYLER McCauley
AUDITOR-CONTROLLER

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

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December 11, 2003

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

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **HUNTINGTON SENIOR CARE NETWORK CONTRACT REVIEW**

We have completed a contract compliance review of Huntington Senior Care Network (SCN), an Integrated Care Management Program (ICM) service provider. The review was conducted as part of the Auditor-Controller's Centralized Contract Monitoring Pilot Project.

Background

The Department of Community and Senior Services (DCSS) contracts with SCN, a private, non-profit, community-based organization, to provide services to seniors age 60 or older, their spouses and the disabled located in Service Planning Areas (SPAs) Two and Three. The types of services provided by SCN include interviewing program participants and assessing their cognitive, social, emotional, and medical needs and developing a care plan. In addition, SCN connects their clients to the appropriate service providers to arrange for services identified in the participants' care plans. The contractor also meets with the participants on a monthly basis to ensure that their needs are met. SCN is located in the Fifth District.

DCSS pays SCN a negotiated hourly rate. The negotiated hourly rate is based on the program costs and service hours that SCN estimated in their proposal. SCN is paid \$22 per hour for Intake Screening and \$40 per hour for all other services provided. For Fiscal Year 2002-03, DCSS paid SCN approximately \$458,000.

Purpose/Methodology

The purpose of the review was to determine whether SCN was providing the services outlined in their Program Statement and County contract. We also evaluated SCN's ability to achieve planned levels of service and staffing. The monitoring visit included a review of SCN's Annual Service Level Assessment report, billing statements, participant case files, personnel and payroll records, and interviews with the agency's staff and

program participants.

Results of Review

Overall, SCN is providing the services outlined in its County contract. SCN maintains documentation to support the services billed to DCSS and employs qualified staff to perform those services. In addition, the program participants stated that the services they receive from SCN meet their expectations. Their assigned social worker visits them at least once a month, and telephones them once a week.

Our review of the case files of a selected sample of program participants disclosed that they all qualified for care management services. Also, SCN's Care Managers' case loads (35) do not exceed the maximum allowed by the County contract (40).

Attached is a detailed report of the monitoring review.

Review of Report

On November 25, 2003, we discussed our report with SCN, who agreed with the outcome of our review. In addition, we notified DCSS of the results of our review of SCN.

We thank SCN for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1122.

JTM:PM:DC

Attachment

- c: David E. Janssen, Chief Administrative Officer
Department of Community and Senior Services
 - Robert Ryans, Director
 - Cynthia Banks, Chief Deputy Director
 - Denise Traboulsi, Acting Program Manager
 - Eileen Koons, Director, Huntington Memorial Hospital
 - Violet Varona-Lukens, Executive Officer
 - Public Information Office
 - Audit Committee

**CENTRALIZED CONTRACT MONITORING PILOT PROJECT
INTEGRATED CARE MANAGEMENT (ICM) PROGRAM
FISCAL YEAR 2003-2004
HUNTINGTON SENIOR CARE NETWORK**

BILLED SERVICES

Objective

Determine whether SCN provided the services billed in accordance with their contract.

Verification

We selected a sample of 240 hours of service from a total of 1,696 hours that SCN billed DCSS in August and September 2003 and reviewed the case files for documentation to support the services billed.

Results

The agency provided documentation to support the services billed to DCSS. In addition, SCN used the appropriate billing category (i.e., Intake, Care Plan, Case Monitoring) to reflect the provision of services.

Recommendations

There are no recommendations in this section

CLIENT VERIFICATION

Objective

Determine whether the program participants are eligible for program services and actually received the services that SCN billed DCSS.

Verification

We judgmentally selected a sample of ten program participants from a total of 207 cases to interview to confirm the services SCN billed to DCSS. We also reviewed their case files for documentation to support their eligibility.

Results

The program participants interviewed stated that the services they receive from SCN meet their expectations and their assigned social worker visits them at least once a

month, as required. In addition, our review of their case files disclosed the program participants qualified for program services.

We attempted to confirm, with a selected number of program participants, the specific services they received from the Contractor during August and September 2003. While the participants were unable to remember the specific dates, they remembered receiving services from SCN.

Recommendation

There are no recommendations for this section.

STAFFING/CASELOAD LEVELS

Objective

Determine whether SCN's Care Managers have a case load of 40 or less, as required by the County contract.

Verification

We interviewed two Care Managers and the Program Director and reviewed case files and billing invoices for August and September 2003.

Results

SCN employs six Care Managers and one Case Aide to provide direct program services. Two of the six Care Managers interviewed stated they work full-time on DCSS' contract and their current caseload is approximately 35 program participants. Our review of the billing invoices for August and September 2003 noted that SCN reported 207 active cases which resulted in each Care Manager assigned an average of 35 program participants.

Recommendation

There are no recommendations in this section.

STAFFING QUALIFICATIONS

Objective

Determine whether SCN's staff meets the qualifications required by DCSS' contract.

Verification

We selected a sample of five of 10 SCN staff who worked directly on the DCSS' contract. Our verification to confirm their qualification(s) include an examination and review of staff's personnel files and in several instances, face to face interviews.

Results

Our interviews with SCN's staff and evaluation of personnel files disclosed that the staff assigned to DCSS' contract possess the required educational (college degrees) and work experience identified in DCSS' contract.

Recommendation

There are no recommendations for this section.

SERVICE LEVELS**Objectives**

Determine whether SCN's reported services did not significantly vary from planned service levels.

Verification

We reviewed DCSS' Annual Service Level Assessment report for Fiscal Year (FY) 2002-03 and SCN's proposed services levels for the same period. We also compared the actual services levels to the planned services levels for the first three months of FY 2003-04.

Results

For FY 2002-03, SCN's planned service level was 11,562 hours. Actual service levels for that same period amounted to 14,765 hours. For the first three months of FY 2003-04, SCN's planned service level was 2,778 hours. The actual service levels reported was 2,889 hours. Overall, SCN achieved their planned service levels.

Recommendation

There are no recommendations for this section.



Huntington Hospital

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December 10, 2003

Mary Ann Morato, Program Specialist
Department of Auditor-Controller/Audit Division
1000 South Fremont Ave Building A-9 East, 1st Floor
Alhambra, CA 91803

Dear Ms. Morato:

Thank you for the opportunity to respond to the draft program review for Huntington Senior Care Network.

I thank you and the staff of the Auditor-Controller's office for your professionalism and courteous manner during this process. Based on your verbal and written report of results, I understand there are no findings for our agency. However, as a point of clarification, under Results of Review, page 2 of the draft document, the stated frequency of social work visits should be revised. As per program requirements, the social worker conducts face-to-face visits with the client at least quarterly and contacts the client monthly, either by telephone or face-to-face.

Please feel free to contact me with any additional questions or comments.

Sincerely,

A handwritten signature in cursive script that reads "Eileen M. Koons".

Eileen Koons
Director of Government Programs

c: Neena Bixby