County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

DAVID SANDERS, Ph.D.
Director

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Fifth District

May 6, 2005

To: Supervisor Gloria Molina, Chair
Supervisor Michael D. Antonovich, Chair Pro Tem
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

From: David Sanders, Ph.D.
Director

**EMERGENCY RESPONSE COMMAND POST INVESTIGATION**

The attached document accompanies the memo that I sent to your Board on May 5, 2005 regarding the Emergency Response Command Post (ERCP). The California Department of Social Services, Community Care Licensing Division completed an investigation alleging the Department is operating an unlicensed facility and informed us of its findings on May 5, 2005. The State has substantiated the allegations for the Wilshire Boulevard site and made an inconclusive finding for the site at Paramount.

My May 5, 2005 memo outlines our plan to quickly resolve this issue and we have recruited between 50 and 75 new foster homes to provide shelter care for the population served at ERCP. We are beginning the process of assessing these homes and intend to complete the process within six weeks.

If you have questions or need additional information please contact me, or your staff may contact Helen Berberian, Board Relations Manager at (213) 351-5530.

DS:mdd

c: Chief Administrative Officer
County Counsel

Attachment

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
L A Residential East, 1000 Corp. Ctr. Dr. #200A
Monterey Park, CA 91754

# COMPLAINT INVESTIGATION REPORT

This is an official report of an unannounced visit/investigation of a complaint received in our office on **04/25/2005** and conducted by Evaluator Tira Logan

**PUBLIC** **COMPLAINT CONTROL NUMBER:** 32-CR-20050425170047

| | | | | |
|---|---|---|---|---|
| **FACILITY NAME:** | DCFS - Emergency Response Command Post | | **FACILITY NUMBER:** | Unlicensed |
| **DIRECTOR:** | Germaine Key | | **FACILITY TYPE:** | 730 |
| **ADDRESS:** | 3075 Wilshire Blvd., 6th Floor | | **TELEPHONE:** | (213) 639-4500 |
| **CITY:** | Los Angeles, CA. | **STATE:** CA | **ZIP CODE:** | 90010 |
| **CAPACITY:** | | **CENSUS:** | **DATE:** | 05/05/2005 |
| | | | **TIME BEGAN:** | |
| **MET WITH:** | | | **TIME COMPLETED:** | |

**ALLEGATION(S):**

1 Unlicensed Care
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**INVESTIGATION FINDINGS:**

1 On 04/29/05, Community Care Licensing (CCL) initiated a complaint investigation and a visit was made to
2 DCFS' Emergency Response Command Post (ERCP) during normal business hours, and a second visit was
3 made on 05/02/05 in the evening. The ERCP is open 24 hours a day, 7 days a week. An inspection of the
4 physical plant, interviews with DCFS staff and children revealed that children are taken to this site to await
5 placements. The interviews and a review of the ERCP logs for a period of January 2005 to April 2005 reflect
6 that the length of the children's stay varied from less than 4 hours to 64 hours (less than 7% stayed 24 hours or
7 more). For this four month period, there were approximately 158 children who stayed at this site for more than
8 4 hours. This site maintains furnishings such as a TV, sofa, roll-away beds, linens, refrigerator, microwave and
9 snacks for the children. DCFS staff use food vouchers for the children. This site also has a shower available
10 for the children if needed. The children are generally supervised in a designated play room and there are
11 "Group Supervisors" who are specifically responsible to provide care and supervision to these children on all
12 three shifts. Based on the above mentioned information, this complaint alleging unlicensed care is
13 substantiated.

A copy of this report was left with Melanie Duggan at 425 Shatto LA. at 12:05 pm.

**Substantiated** **Estimated Days of Completion:**

**SUPERVISOR'S NAME:** Jean Chen Jean Chen **TELEPHONE:** (323) -981-3300

**LICENSING EVALUATOR NAME:** Tira Logan **TELEPHONE:** (323) -981-2983

**LICENSING EVALUATOR SIGNATURE:** Tira Logan **DATE:** 05/05/2005

**I acknowledge receipt of this form and understand my appeal rights as explained and received.**

**FACILITY REPRESENTATIVE SIGNATURE:** Melanie Duggan **DATE:** 05/05/2005

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION

L A Residential East; L A Residential East, 1000 Corp Ctr Dr 200A; 1000 Corp. Ctr. Dr. Ste. 200A Monterey Park; Monterey Park, CA 91754; 91754

# COMPLAINT INVESTIGATION REPORT (Cont)

**FACILITY NAME:** DCFS - Emergency Response Command Post
**DEFICIENCY INFORMATION FOR THIS PAGE:**

**VISIT DATE:** 05/05/2005

| Deficiency Type POC Due Date / Section Number | | DEFICIENCIES | | PLAN OF CORRECTIONS(POCs) |
|---|---|---|---|---|
| Type B<br>05/20/2005<br>**Section Cited**<br>80006 | 1<br>2<br>3<br>4<br>5<br>6<br>7 | Operation Without a License-Facility is providing care and supervision without a Community Care License. DCFS is hereby notified that operating without a license is a violation of the California Health and Safety Code, Section 1503.5 & 1508. | 1<br>2<br>3<br>4<br>5<br>6<br>7 | Please submit plan of correction by 05/20/05, which may include an application for a license or an alternative plan. The plan of correction should be submitted to:<br>Jean Chen, Regional Manager<br>CA Department of Social Services<br>Community Care Licensing Division<br>1000 Corporate Center Drive, Suite 200A, Monterey Park, CA 91754 |
| **Section Cited** | 1<br>2<br>3<br>4<br>5<br>6<br>7 | | 1<br>2<br>3<br>4<br>5<br>6<br>7 | |
| | 1<br>2<br>3<br>4<br>5<br>6<br>7 | | 1<br>2<br>3<br>4<br>5<br>6<br>7 | |
| | 1<br>2<br>3<br>4<br>5<br>6<br>7 | | 1<br>2<br>3<br>4<br>5<br>6<br>7 | |

**Failure to correct the cited deficiency(ies), on or before the Plan of Correction (POC) due date, may result in a civil penalty assessment.**

**SUPERVISOR'S NAME:** Jean Chen **TELEPHONE:** (323) -981-3300
**LICENSING EVALUATOR NAME:** Tira Logan **TELEPHONE:** (323) -981-2983
**LICENSING EVALUATOR SIGNATURE:** Tira Logan **DATE:** 05/05/2005

**I acknowledge receipt of this form and understand my appeal rights as explained and received.**

**FACILITY REPRESENTATIVE SIGNATURE:** Helene Duggan **DATE:** 05/05/2005

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION
L A Residential East, 1000 Corp. Ctr. Dr. #200A
Monterey Park, CA 91754

# COMPLAINT INVESTIGATION REPORT

This is an official report of an unannounced visit/investigation of a complaint received in our office on **04/25/2005** and conducted by Evaluator Tira Logan

**PUBLIC** **COMPLAINT CONTROL NUMBER:** 32-CR-20050425151104

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|---|---|---|---|---|
| **FACILITY NAME:** | DCFS - Paramount ERCP Outstation | | **FACILITY NUMBER:** | Unlicensed |
| **DIRECTOR:** | Germaine Key | | **FACILITY TYPE:** | 730 |
| **ADDRESS:** | 15312 Paramount Blvd. | | **TELEPHONE:** | (213) 639-4500 |
| **CITY:** | Paramount, CA. | **STATE:** CA | **ZIP CODE:** | 90802 |
| **CAPACITY:** | | **CENSUS:** | **DATE:** | 05/05/2005 |
| | | | **TIME BEGAN:** | |
| **MET WITH:** | | | **TIME COMPLETED:** | |

**ALLEGATION(S):**

1 Unlicensed Care
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**INVESTIGATION FINDINGS:**

On 04/29/05, Community Care Licensing (CCL) initiated a complaint investigation and a visit was made to DCFS' Paramount Emergency Response Command Post (ERCP) Outstation during normal business hours, and a second visit was made on 05/02/05 in the evening. This site is open 24 hours a day, 7 days a week. An inspection of the physical plant, and interviews with DCFS staff revealed that children are taken to this site because they are awaiting placements. However, DCFS does not maintain a log of children coming in and out of this site. According to DCFS, this outstation is a satellite office for social workers to use and they also take children awaiting placements to this site. During the visits, CCL did not observe any children at this site. This site maintains furnishings such as a TV, sofa, roll-away beds, linens, washer and dryer, refrigerator, microwave and snacks for the children. This site also has showers available for the children if needed. Unlike the ERCP on Wilshire Blvd, there are no "Group Supervisors" who are specifically responsible to provide care and supervision to these children at any time. If children are brought to this site, they are supervised by their county social workers and the security guard. It appears that the volume of children brought here is minimal though the number of children and the length of stay could not be determined. Based on the above mentioned information, this complaint alleging unlicensed care is inconclusive.

- A copy of this report was left with Melanie Duggan at 425 Shatto Pl. L.A at 12:15pm.

**Inconclusive** **Estimated Days of Completion:**

**SUPERVISOR'S NAME: Jean Chen** **TELEPHONE:** (323) -981-3300

**LICENSING EVALUATOR NAME:** Tira Logan **TELEPHONE:** (323) -981-2983

**LICENSING EVALUATOR SIGNATURE:** **DATE:** 05/05/2005

**I acknowledge receipt of this form and understand my appeal rights as explained and received.**

**FACILITY REPRESENTATIVE SIGNATURE:** Melanie Duggan **DATE:** 05/05/2005