County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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September 3, 2010

To: Supervisor Gloria Molina, Chair
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From: Patricia S. Ploehn, LCSW
Director

COUNSELING AND RESEARCH ASSOCIATES dba MASADA HOMES PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

In accordance with your Board's April 14, 2009 motion, we are informing your Board of the results of a group home compliance review.

Counseling and Research Associates (Masada Homes) is located in the 4th Supervisorial District and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth and Probation Department youth. According to Masada Homes' program statement, its stated goal is "to prepare children to emancipate or, in some cases, return home," and the agency is licensed to serve a capacity of 12 children, ages 13 through 18.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Masada Homes in November 2009 at which time it had two six-bed sites and one placed DCFS child. For the purpose of this review, the currently placed child was interviewed and his case file was reviewed. The placed child was male, and he was not on psychotropic medication. His length of placement was 12 months, and his age was 17. Five staff files were reviewed for compliance with Title 22 regulations and contract requirements.

SCOPE OF REVIEW

The purpose of this review was to assess Masada Homes' compliance with the contract and State regulations. The visit included a review of Masada Homes' program statement, administrative internal policies and procedures, the placed child's case file and a random sampling of personnel files. A visit was made to the facility to assess the quality of care and supervision provided to the child, and the child was interviewed to assess the care and services he was receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

Generally, Masada Homes was providing good quality care to the DCFS placed child, and the services were provided as outlined in the agency's program statement. The child stated that he wanted to continue residing at the placement and that the staff was genuinely concerned about him.

At the time of the review, the Group Home needed to develop comprehensive Needs and Services Plans (NSP).

Masada Homes was receptive to implementing some systemic changes to improve its compliance with regulations and the foster care agreement.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the five required NSPs for the reviewed child, none were comprehensive in that they did not contain all the required elements in accordance with the NSP template.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held on December 15, 2009:

In attendance:

Bernard Smith, Assistant Executive Director, Masada Homes, and Scott Song, Monitor, DCFS OHCMD.

Highlights:

The Assistant Executive Director was in agreement with our findings and recommendations.

As agreed, Masada Homes provided a timely written Corrective Action Plan (CAP) addressing each recommendation noted in this compliance report. The CAP is attached.

As noted in the monitoring protocol, a follow up visit will be conducted to address the provider's approved CAP and assess for full implementation of recommendations.

If you have any further questions, please call me or your staff may contact Armand Montiel, Board Relations Manager, at (213) 351-5530.

PSP:LP:MG:
EAH:BB:ss

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Donald H. Blevins, Chief Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
George Igi, Executive Director, President of Board of Directors, Masada Homes
Jean Chen, Regional Manager, Community Care Licensing
Lenora Copeland, Regional Manager, Community Care Licensing

MASADA HOMES PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

SITE LOCATIONS

Ralston House
2312 Ralston Lane
Redondo Beach, CA 90278
License Number: 191601785
Rate Classification Level: 12

Newell House
4740 W. 152nd St.
Lawndale, CA 90260
License Number: 198201957
Rate Classification Level: 12

The following report is based on a "point in time" monitoring visit and addresses findings noted during the November 2009 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of the one placed child's file and five staff files, Masada Homes was in full compliance with seven of nine sections of our Contract Compliance review: Licensure/Contract Requirements; Facility and Environment; Educational and Emancipation Services; Recreation and Activities; Children's Health-Related Services, Including Psychotropic Medication; Personal Rights; and Children's Clothing and Allowance. The following report details the results of our review:

PROGRAM SERVICES

Based on our review of the placed child's case file, Masada Homes fully complied with seven of eight elements in the area of Program Services.

We noted that the child met the Group Home's population criteria as outlined in the program statement. In addition, the Group Home obtained the DCFS Children's Social Worker's (CSW) authorization to implement the Needs and Services Plans (NSP), and the treatment team developed and implemented the NSPs with input from the child. The child was receiving recommended treatment services based on his psychological assessments/evaluations. However, none of the five NSPs reviewed for the child were comprehensive. They needed to include a completed education page and an explanation for the lack of parental involvement. In addition, the NSPs needed to include dates of clinical treatment services and the correct time periods covered by the NSPs.

Recommendations:

Masada Homes management shall ensure that:

1. NSPs are comprehensive and include all required elements.

PERSONNEL RECORDS

Based on our review of five staff personnel files, Masada Homes fully complied with nine of 12 elements in the area of Personnel Records.

All five staff reviewed met the educational/experience requirements, submitted timely criminal fingerprint cards, Child Abuse Index (CAI) clearances and signed criminal background statements in a timely manner. They also signed copies of the Group Home policies and procedures, had valid driver's licenses, and completed CPR and First-Aid training as required per the Group Home's program statement. However, two staff members did not receive timely health screenings. Four staff members did not complete their initial training as required by Title 22 and Masada Homes' program statement. None of the five staff members had completed emergency intervention training. During the exit conference, the Assistant Executive Director stated that the five staff reviewed had their initial training, however, a few were hired prior to the Title 22 requirement for initial training. He also stated that he would schedule ProAct Training for his staff.

Recommendations:

Masada Homes' management shall ensure that:

2. All staff receive initial health screenings in a timely manner.

3. All staff receive the required initial and emergency intervention training per Title 22 regulations and the Group Home's program statement.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S REPORT

Objective

Determine the status of the recommendations reported in the A-C's prior monitoring review.

Verification

We verified whether the outstanding recommendations from the last monitoring review report issued July 15, 2009 were implemented.

Results

The A-C's prior monitoring report contained three outstanding recommendations. Specifically, Masada Homes was to properly maintain medication distribution logs and current court authorizations for all children taking psychotropic medication. Additionally, Masada Homes was to maintain the group home in good repair in accordance with Title 22 regulations.

OHCMD was unable to determine whether Masada Homes implemented the two recommendations regarding medication distribution logs and current psychotropic medication authorizations because the one DCFS child placed at the time of the

MASADA HOMES
CONTRACT COMPLIANCE MONITORING REVIEW - SUMMARY

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	Contract Compliance Monitoring Review	Findings: November 2009
I	**Licensure/Contract Requirements** (9 Elements) 1. Timely Notification for Child's Relocation 2. Stabilization to Prevent Removal of Child 3. Transportation 4. SIRs 5. Compliance with Licensed Capacity 6. Disaster Drills Conducted 7. Disaster Drill Logs Maintenance 8. Runaway Procedures 9. Allowance Logs	Full Compliance (ALL)
II	**Facility and Environment** (6 Elements) 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food	Full Compliance (ALL)
III	**Program Services** (8 Elements) 1. Child Population Consistent with Program Statement 2. DCFS CSW Authorization to Implement NSPs 3. Children's Participation in the Development of NSPs 4. NSPs Implemented and Discussed with Staff 5. Therapeutic Services Received 6. Recommended Assessments/Evaluations Implemented 7. DCFS CSWs Monthly Contacts Documented 8. Comprehensive NSPs	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Improvement Needed

IV	**Educational and Emancipation Services** (4 Elements) 1. Emancipation/Vocational Programs Provided 2. ILP Emancipation Planning 3. Current IEPs Maintained 4. Current Report Cards Maintained	Full Compliance (ALL)
V	**Recreation and Activities** (3 Elements) 1. Participation in Recreational Activity Planning 2. Participation in Recreational Activities 3. Participation in Extra-Curricular, Enrichment and Social Activities	Full Compliance (ALL)
VI	**Children's Health-Related Services (including Psychotropic Medications)** (9 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 3. Medication Logs 4. Initial Medical Exams Conducted 5. Initial Medical Exams Timely 6. Follow-up Medical Exams Timely 7. Initial Dental Exams 8. Initial Dental Exams Timely 9. Follow-Up Dental Exams Timely	1. N/A 2. N/A 3. N/A 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance
VII	**Personal Rights** (11 Elements) 1. Children Informed of Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Staff Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Free to Receive or Reject Voluntary Medical, Dental and Psychiatric Care 7. Children Allowed Private Visits, Calls and Correspondence 8. Children Free to Attend Religious Services/Activities 9. Reasonable Chores 10. Children Informed about Psychotropic Medication 11. Children Aware of Right to Refuse Psychotropic Medication	Full Compliance (ALL)

VIII	**Children's Clothing and Allowance** (8 Elements) 1. $50 Clothing Allowance 2. Adequate Quantity of Clothing Inventory 3. Adequate Quality of Clothing Inventory 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book	Full Compliance (ALL)
IX	**Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances and Training)** (12 Elements) 1. Education/Experience Requirement 2. Criminal Fingerprint Cards Timely Submitted 3. CAIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Employee Health Screening Timely 6. Valid Driver's License 7. Initial Training Documentation 8. Signed Copies of GH Policies and Procedures 9. CPR Training Documentation 10. First Aid Training Documentation 11. On-going Training Documentation 12. Emergency Intervention Training Documentation	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Improvement Needed 6. Full Compliance 7. Improvement Needed 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Improvement Needed

MASADA HOMES
... building a foundation
A Division of Counseling & Research Associates

February 2, 2010

Barbara Butler, Manager
Department of Children and Family Services
Out of Home Care Management Division
9320 Telestar Avenue, Suite #216
El Monte, CA 91731

RE: Group Home Contract Compliance Review

Dear Ms. Butler

The following corrections have been made in response to your group home evaluation visit on 11/17/09, 11/18/09 and 11/23/09:

Group Home Contract Compliance Review (Personnel Records)

Each potential New Hire for Masada Homes is required to clear a Criminal Background Check through Live Scan before a start date of hire will be given. The Live Scan includes clearances from the Department of Justice, FBI, and California Child Abuse Central Index. For prospective employees who have previously completed a Live Scan, our Human Resources Clerk calls Community Care Licensing (CCL) to verify that the individual is in the system and cleared. If the potential new hire clears with Community Care Licensing, then a Criminal Background Clearance Transfer Request Form is mailed to CCL. If there is a Criminal Exemption in place, then a Criminal Exemption Transfer Request Form is mailed to CCL. The Human Resources Clerk documents verification from CCL by completing a form which indicates to whom the Human Resource Clerk spoke with and the date and time of the call. The form is then placed in the personnel file of the prospective employee.

Once clearance has been received by the Human Resources Department, the new employee then schedules an appointment with the Human Resources Clerk to complete a New Hire Packet. The packet includes a copy of the applicant's Driver's License, a copy of a current DMV printout, a copy of valid vehicle insurance, a copy of the applicant's degree/transcripts, a copy of his/her professional license, and the results of a current physical exam and TB Test (not over one year old).

In regards to specific deficiencies noted in the Compliance Review, a few staff whose files were audited have been employed with our agency for over ten (10 years), and there were no contractual requirements for maintaining an initial/orientation training sign-in sheet at the time they were employed. Since 2001, our agency has complied with

contractual agreements of CCL/DCFS. Masada Homes has scheduled a two-day Pro-Act Training for April 2010 and the staff identified in the audit will not be on shift alone until they have completed this Pro-Act training.

For each deficiency mentioned above, our Human Resources Department will oversee and review a report listing when items (certification, trainings, TB tests, etc.) need to be updated. This report is updated and distributed one time per month to all agency Directors, Coordinators, and Supervisors.

Group Home Contractual Compliance Review (Comprehensive Needs & Services Plans)

Regarding the deficiency for the lack of educational information, the reason why the grade point average (GPA) is not given will be explained in the Addendum section of the report and in the GPA area it will say "see addendum" (i.e. "Los Angeles County Offices of Education does not provide a cumulative GPA in their transcript worksheets or progress reports that are given to the group home staff:" or "cumulative reports by (insert name of school) do not include a cumulative GPA").

Regarding the visitation page, if there is no parental or family involvement, an explanation will be given for this or attempts made to contact or visit family members will be included in this section. See addendum section for contacts attempted or made.

Regarding the dates for the updated NSPs, information about how these are to be done have been provided by the auditor and all current and future reports will project the correct dates that are supposed to be done. For example, the NSP date will include treatment dates set from the date of the report and continued for the next three (3) months.

Regarding the date of clinical treatment services provided at the group home, all current/future reports will include a printout from out electronic health record system, Clinitrak, which details all therapy sessions that were provided at our establishment, along with the names of the treatment staff providing the groups/individual sessions. The printout will be attached to the report in the file, and will also be included in an email attachment when the report is sent out to the CSW or Probation Officer.

For each deficiency mentioned above, our agency's residential social worker will oversee and review all client treatment plans (maximum of 12) bi-monthly to ensure all pertinent information is included to meet DCFS and Probation contractual agreements.