County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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Interim Director

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April 27, 2011

To: Supervisor Michael D. Antonovich, Mayor
Supervisor Gloria Molina
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Supervisor Don Knabe

From: Jackie Contreras, Ph.D.
Interim Director

DANGERFIELD INSTITUTE OF URBAN PROBLEMS 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.

Dangerfield Institute of Urban Problems Group Homes are located in the 2nd Supervisorial District and provide services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to Dangerfield Institute of Urban Problems' program statement, its stated goal is to provide "a stable constant nurturing and predictable environment, one that is responsive to the individual child's needs." Dangerfield Institute of Urban Problems is licensed to serve a capacity of 18 children, male and female, ages 7 through 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Dangerfield Institute of Urban Problems in October 2010 at which time the agency had three six-bed sites and 17 DCFS placed children, six males and 11 females. For the purpose of this review, 10 currently placed children were interviewed and their case files reviewed. The placed children's overall average length of placement was eight months, and their average age was 16. Five staff files were reviewed for compliance with Title 22 regulations and contract requirements.

One child was on psychotropic medication. We reviewed his case files to assess timeliness of psychotropic medication authorizations and to confirm that medication logs documented correct dosages were being administered as prescribed.

SCOPE OF REVIEW

The purpose of this review was to assess Dangerfield Institute of Urban Problems' compliance with the contract and State regulations. The visit included a review of the agency's program statement, administrative internal policies and procedures, 10 children's case files, and a random sampling of personnel files.

A visit was made to the three facilities to assess the quality of care and supervision provided to children, and we conducted interviews with children to assess the care and services they were receiving.

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

SUMMARY

Generally, Dangerfield Institute of Urban Problems was providing services as outlined in its program statement. The children interviewed stated they were satisfied with residing in the home.

At the time of the review, we noted some documentation deficiencies. The Group Home needed to develop comprehensive Needs and Services Plans (NSP); and ensure that Special Incident Reports (SIR) were appropriately cross-reported. Also, the Group Home needed to ensure eligible children received Youth Development Services (YDS) and that children received timely medical/dental examinations, as well as follow-up dental exams.

Dangerfield Institute of Urban Problems was receptive to implementing some systemic changes to improve compliance with regulations and the Foster Care Agreement. The Administrator stated she would develop a plan to correct the deficiencies.

NOTABLE FINDINGS

The following are the notable findings of our review:

- SIRs were not appropriately submitted via I-Track or cross-reported to the OHCMD. A Corrective Action Plan (CAP) for SIRs was requested, approved and implemented.

- Of the 27 initial and updated NSPs reviewed, 14 were not comprehensive in that all the required elements were not completed in accordance with the NSP template.

- There was no documentation on file confirming that two children were receiving Youth Development Services.

- Of the ten children's case files reviewed, one child did not have an initial dental examination conducted and one child did not have a follow-up dental examination on file. The Administrator stated she would ensure children receive timely dental examinations as well as the required follow-up.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held on December 30, 2010.

In attendance:

Lorrie Irving, Administrator, Dangerfield Institute of Urban Problems, and LaDonna Jones, Monitor, DCFS OHCMD.

Highlights:

The Administrator was in agreement with our findings and recommendations. She was open to suggestions. She stated she would ensure children receive initial medical and dental examinations within 30 days of placement and timely follow-up examinations.

Prior to the Exit Conference, the Group Home began to submit SIRs via I-Track timely and forward copies to OHCMD. The Administrator was informed that some NSPs were not comprehensive. She stated she would discuss this with the Clinician.

The Administrator stated she would work with the Children's Social Worker to obtain Transitional Independent Living Plans (TILP) so children can enroll in Youth Development Services.

Dangerfield Institute of Urban Problems was provided a draft copy of the report; however, Lorrie Irving, Administrator, stated they agreed with the report and had no further responses to provide. As agreed, Dangerfield Institute of Urban Problems provided a timely Corrective Action Plan (CAP) addressing each recommendation noted in this Compliance Report.

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 the recommendations.

If you have any questions, your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

JC:RS:KR
EAH:DC:lg

Attachment

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
Lorrie Irving, Administrator, Dangerfield Institute of Urban Problems
Jean Chen, Regional Manager, Community Care Licensing
Leonora Scott, Regional Manager, Community Care Licensing

DANGERFIELD INSTITUTE OF URBAN PROBLEMS
CONTRACT COMPLIANCE MONITORING REVIEW - SUMMARY

4736 11th Ave.
Los Angeles, CA 90047
License Number: 191801451
Rate Classification Level: 12

1433 W. 81st St.
Los Angeles, CA 90047
License Number: 191800563
Rate Classification Level: 12

2306 W. 73rd St.
Los Angeles, CA 90043
License Number: 198205013
Rate Classification Level: 12

	Contract Compliance Monitoring Review	Findings: October 2010
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	 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Improvement Needed 9. Full Compliance
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	 1. Improvement Needed 2. Improvement Needed 3. N/A 4. Full Compliance
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. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed 8. Improvement Needed 9. Improvement Needed
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	 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance

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. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Employee Health Screening Timely 6. Valid Driver's License 7. Signed Copies of GH Policies and Procedures 8. Initial Training Documentation 9. CPR Training Documentation 10. First Aid Training Documentation 11. On-going Training Documentation 12. Emergency Intervention Training Documentation	Full Compliance (ALL)

DANGERFIELD INSTITUTE OF URBAN PROBLEMS
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

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The following report is based on a "point in time" monitoring visit and addresses findings noted during the October 2010 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of 10 children's files and five staff files and/or documentation from the provider, Dangerfield Institute of Urban Problems was in full compliance with four of nine sections of our Contract Compliance review: Facility and Environment, Recreation and Activities, Clothing and Allowance, and Personnel Records. The following report details the results of our review:

LICENSURE/CONTRACT REQUIREMENTS

Based on our review of 10 children's case files and/or documentation from the provider, Dangerfield Institute of Urban Problems fully complied with seven of nine elements reviewed in the area of Licensure/Contract Requirements.

The Group Home was in compliance with licensed capacity, conducted disaster drills and maintained completed disaster drill logs. The Group Home notified DCFS within 24 hours of a child's relocation to another site. In addition, appropriate and comprehensive allowance logs were maintained.

However, the Group Home did not maintain runaway procedures in accordance with the contract and we noted that Special Incident Reports (SIR) were not submitted in a timely manner via I-Track nor were they cross-reported to all required parties. The Facility Manager stated they would immediately begin submitting SIRs via I-Track as required. Since the review, SIRs have been submitted appropriately and in a timely manner via I-Track.

Recommendations:

Dangerfield Institute of Urban Problems management shall ensure that:

1. Runaway procedures are maintained in accordance with the contract.

2. SIRs are cross-reported to all required parties via I-Track in a timely manner.

PROGRAM SERVICES

Based on our review of 10 children's case files and/or documentation from the provider, Dangerfield Institute of Urban Problems fully complied with seven of eight elements reviewed in the area of Program Services.

We noted that children were placed in accordance with the Group Home's population criteria as outlined in the agency's program statement. Also, children were receiving required therapeutic services, and recommended assessments/evaluations were implemented.

The Group Home obtained the CSW's authorization to implement the Needs and Services Plan (NSP) or had proof of attempting to obtain the CSW's authorization. Also, age-appropriate children participated in the development of the NSPs and they were discussed with the Group Home staff. However, fourteen initial and updated NSPs reviewed were vague, and had no documentation of specific information regarding visits such as dates and/or quality. In addition, the NSPs did document measurable progress regarding the goals or all the required elements in accordance with the NSP template.

Recommendation:

Dangerfield Institute of Urban Problems management shall ensure that:

3. NSPs are comprehensive, including all required elements in accordance with the NSP template.

EDUCATIONAL AND EMANCIPATION SERVICES

Based on our review of 10 children's case files and/or documentation from the provider, Dangerfield Institute of Urban Problems did not fully comply with one of three elements. In addition, one element was not applicable because Individualized Educational Plans (IEP) were not required for any of the ten children reviewed in the area of Educational and Emancipation Services.

Of the six children eligible to receive Youth Development Services (YDS), two were not provided with opportunities to participate in YDS, vocational training or Emancipation

Programs. However, copies of report cards and progress reports were maintained for the ten children.

Recommendations:

Dangerfield Institute of Urban Problems Group Home management shall ensure that:

4. YDS and Emancipation Planning are provided and children attend in accordance with the developmental expectations of the child.

5. Children are provided opportunities to participate in YDS/Vocational and Emancipation programs.

CHILDREN'S HEALTH-RELATED SERVICES, INCLUDING PSYCHOTROPIC MEDICATION

Based on our review of 10 children's case files and/or documentation from the provider, Dangerfield Institute of Urban Problems fully complied with five of nine elements in the area of Children's Health-Related Services, including Psychotropic Medication.

One of ten children placed at Dangerfield Institute of Urban Problems was prescribed and administered psychotropic medication. The child had a current court approved authorization, a current psychiatric evaluation on file, and medication logs were properly maintained for the child.

Nine of 10 children had timely initial medical examinations. One child was not eligible for a medical examination due to receiving one prior to placement at Dangerfield. The child had a completed form on file to support this claim and was not included in this sample.

There was no documentation that one child completed an initial dental examination. The Administrator stated there were problems trying to obtain funds for the child because he had braces. The Monitor reminded the Administrator that the child would still need a dental examination with or without braces. The Administrator stated she would schedule a dental exam for the child.

Of the ten children's case files reviewed, only four children required a follow-up dental examination. There was no documentation that a follow-up dental examination was conducted for one child. The Administrator stated she would schedule a follow-up dental examination for the child.

Recommendations:

Dangerfield Institute of Urban Problems management shall ensure that:

6. Children receive initial medical and dental examinations within 30 days of placement.

7. Children receive follow-up medical and dental examinations

PERSONAL RIGHTS

Based on our review of ten children's case files and/or documentation from the provider, Dangerfield Institute of Urban Problems fully complied with ten of 11 elements in the area of Personal Rights.

The children reported they were informed of the Group Home's policies and procedures. All ten children reported feeling safe in the Group Home and that there was an appropriate rewards/discipline system in place. The 10 children reported satisfaction with the meals and snacks provided to them daily.

The 10 children stated staff treated them with respect and they were appropriately supervised. All children stated they were free to attend religious services and activities of their choice and reported their chores were not hard. One child stated he did not have privacy during telephone calls. The Group Home Administrator stated children are provided privacy during phone calls unless the court-ordered monitored phone calls. This child however, did not have court-ordered monitored phone calls.

All 10 children interviewed were aware that they were free to receive or reject voluntary medical, dental and psychiatric care. The one child who was prescribed psychotropic medication stated he was informed about his psychotropic medications and he was aware of his right to refuse psychotropic medication.

Recommendation:

Dangerfield Institute of Urban Problems management shall ensure that:

8. Children are allowed to make and receive private telephone calls.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S (A-C) 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 A-C report dated April 8, 2009 were implemented.

Results

The A-C's prior monitoring report contained two outstanding recommendations for site #1, two outstanding recommendations for site #2 and six outstanding recommendations for site #3.

For sites #1 and #2, Dangerfield Institute of Urban Problems was to provide children with the required minimum weekly allowance and encourage and assist minors in creating and maintaining photo albums/life books. For site #3, Dangerfield Institute of Urban Problems was to repair or replace broken window blinds in bedroom one, replace missing knobs on the dresser in bedroom one, include input from all members of the treatment team in the development and implementation of the NSPs, maintain comprehensive NSPs that include short and long term goals, provide children with the required minimum weekly allowance, and encourage and assist children in creating and maintaining photo albums/life books. These recommendations were fully implemented.

Recommendation:

None

March 14, 20011

TO: DOROTHY CHANNEL, DCFS MANAGER
OUT-OF-HOME CARE MANAGEMENT DIVISION
Via fax #626-572-2368

FROM: LORRIE IRVING, DIRECTOR
DANGERFIELD GROUP HOME PROGRAM

RE: CORRECTIVE ACTION PLAN

The following information is the Corrective Action Plan for Dangerfield Group Home for the "Compliance Monitoring Review" conducted on October 2010.

CONTRACTUAL COMPLIANCE: *NO RECOMMENDATIONS NOTED.*

LICENSURE/CONTRACT REQUIREMENTS:

1--Beginning immediately, Dangerfield Group Home will adhere to the timelines stated in the DCFS contract and CCL regulations with regard to any resident who is 'absent without permission' (AWOL) or 'fails to return at appointed time from off-site pass. This will also include residents who are 2 hours late returning from school or work without notifying the administrator or facility manager of the reason they are delayed by telephone call (no text messages or emails accepted). In order to assist child care staff with this plan, the Administrator or her designee, will make contact will all facility managers/ and or child care staff daily in order to determine which residents are off-site, why and their expected return time. Administrator will remind staff to notify her of any unauthorized or overdue absence as soon as they occur.

2--Administrator, or her designee, will complete all SIR's in I-track immediately or within 24 hours and they will be cross-reported to OHCEU and CCL, in addition to the CSW.

FACILITY AND ENVIRONMENT: *NO RECOMMENDATIONS NOTED*

PROGRAM SERVICES:

3— In order to improve the comprehensiveness of the NSP's it will be necessary to gather additional information from the child care staff working with the child. To accomplish this the facility managers will implement the following:

a) *Make all staff at their site aware of the importance for completing the child's "Daily Log" sheet and 'In-Out Logs'.*
b) *The facility managers will keep bi-monthly appointments with the social work staff in order to review the NSP goals and the progress. This information will be given, in writing, to the identified social work staff member who is completing the updated NSP. With the initial NSP, the quality assurance person will also add a review of the child's DCFS709 especially with respect to the visitation plan prior to the NSP being approved.*

EDUCATIONAL AND EMANCIPATION SERVICES:

4--. The administrator and social work staff is responsible for getting the requests for ILP class out to the case carrying CSW within the first 30 days of placement for all youth 14 y/o and over. They will now be faxed to CSW so that a record can be kept in the child's case record. The request for CSW to complete the TILP will be made in the first 30 days of placement also, for youth 14 y/o and above. This request will also be faxed to the CSW. With regard to emancipation services, the facility manager will be responsible for making sure all activities are age and ability reasonable and that they are documented in the child's 'Daily log book'. This information will then be given to the social work staff when the NSP is prepared

5—The children will be able to participate in additional YDS/vocational training programs prior to and after ILP courses are provided. The agencies in our community that are used are the L.A. Urban League, Para Los Ninos and L. A. Community Colleges, i.e., Trade Tech, El Camino and Southwest Colleges. The youth's involvement in these programs will be documented in their 'Daily log book' and in their quarterly reports.

RECREATION AND ACTIVITIES: *NO RECOMMENDATIONS NOTED*

CHILDREN'S HEALTH RELATED SERVICES, INCLUDING PSYCHOTROPIC MEDS

7—Per the DCFS contract, all children will receive a physical and dental exam within 30-days of their admission to the group home. When a child refuses, or there is a problem with the medi-cal, this will be documented and sent to the CSW and a copy kept in their case record and indicated in the NSP/Quarterly report.

8—The administrator and Q/A person will review each child's medical and dental exam forms and when a follow-up appointment is indicated by the doctor, they will be scheduled. The facility managers will be informed of the dates so that they can take the child to the visit. Any missed appointments will be ***immediately*** *re-scheduled and the reason documented in the case record.*

PERSONAL RIGHTS:

9-- In order to provide privacy, when requested by the child, for phone calls, the administrator will install a cordless phone at each site by 4/1/2011 . The phone will be available to allow the child to sit in an area separated from the other youth and staff when a private conversation is desired.

CLOTHING AND ALLOWANCE: *NO RECOMMENDATIONS NOTED*

PERSONNEL RECORDS: *NO RECOMMENDATIONS NOTED*

PRIOR YEAR FOLLOW-UP FROM AUDITOR CONTROLER'S REPORT:

NO RECOMMENDATIONS NOTED

THE DIRECTOR/ADMINISTRATOR, LORRIE IRVING, WILL BE RESPONSIBLE FOR ENSURING THAT THE CAP IS FULLY IMPLEMENTED.

Sincerely,

Lorrie Irving
Director