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

PHILIP L. BROWNING
Director

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Chief Deputy Director

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May 27, 2016

To: Supervisor Hilda L. Solis, Chair
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From: Philip L. Browning
Director

B & I GROUP HOME QUALITY ASSURANCE REVIEW

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a Quality Assurance Review (QAR) of B & I Group Home (the Group Home) in August 2015. The Group Home is a Rate Classification Level 11 and has two sites located in the First Supervisorial District. The Group Home provides services to the County of Los Angeles DCFS placed children. According to the Group Home's Program Statement, its stated purpose is, "to provide individual needs of the child, as well as the needs of the children as a collective group."

The QAR looked at the status of the placed children's safety, permanency and well-being during the most recent 30 days and the Group Home's practices and services over the most recent 90 days. The Group Home scored at or above the minimum acceptable score in all 9 focus areas: Safety, Permanency, Placement Stability, Visitation, Engagement, Service Needs, Assessment & Linkages, Teamwork and Tracking & Adjustment.

The Group Home did not require a Quality Improvement Plan (QIP), as the Group Home scored at or above the minimum acceptable score in all focus areas of the QAR. In March 2016, OHCMD Quality Assurance Reviewer discussed the results of the QAR with the Group Home.

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

PLB:KR:KDR:rds

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Irene Kiuruwe, Executive Director, B & I Group Home
Lajuannah Hills, Regional Manager, Community Care Licensing Division
Lenora Scott, Regional Manager, Community Care Licensing Division

B & I GROUP HOME
QUALITY ASSURANCE REVIEW (QAR)
FISCAL YEAR 2015-2016

SCOPE OF REVIEW

The Out-of-Home Care Management Division (OHCMD) conducted a Quality Assurance Review (QAR) of B & I Group Home (the Group Home) in August 2015. The purpose of the QAR is to assess the Group Home's service delivery and to ensure that the Group Home is providing children with quality care and services in a safe environment, which includes physical care, social and emotional support, education and workforce readiness and other services to protect and enhance their growth and development.

The QAR is an in-depth case review and interview process designed to assess how children and their families are benefiting from services received and how well the services are working. The QAR utilizes a six-point rating scale as a *yardstick* for measuring the situation observed in specific focus areas. The QAR assessed the following focus areas:

Status Indicators:

- Safety
- Permanency
- Placement Stability
- Visitation

Practice Indicators:

- Engagement
- Service Needs
- Assessment & Linkages
- Teamwork
- Tracking & Adjustment

For Status Indicators, the QAR focuses on the focus child's functioning during the most recent 30-day period and for Practice Indicators, the QAR focuses on the Group Home's service delivery during the most recent 90-day period.

For the purpose of this QAR, interviews were conducted with three focus children, three Department of Children and Family Services (DCFS) Children's Social Workers (CSWs), and three Group Home staff members.

At the time of the QAR, the Group Home served 12 DCFS placed children. The focus children's average number of placements was four, their overall average length of placement was nine months and their average age was 17. The focus children were randomly selected. None of the focus children were included as part of the sample for the Contract Administration Division's (CAD's) 2015-2016 Contract Compliance Review.

QAR SCORING

The Group Home received a score for each focus area based on information gathered from on-site visits, agency file reviews, DCFS court reports and updated case plans, and interviews with the Group Home staff, DCFS CSWs, service providers and the focus children. The minimum acceptable score is six in the area of Safety and five in all remaining areas.

Focus Area	Minimum Acceptable Score	Group Home QAR Score	Group Home QAR Rating
Safety - The degree to which the Group Home staff ensures that the focus children are free of abuse, neglect and exploitation by others in his/her placement and other settings.	6	6 - Optimal Safety Status	The focus children have a highly safe living situation with fully reliable and competent caregivers and are protected well at all times. Protective strategies are fully operative and dependable.
Permanency - The degree to which the focus children are living with caregivers, who are likely to remain in this role until the focus children reach adulthood, or the focus children are in the process of returning home or transitioning to a permanent home and the focus children, the Group Home staff, caregivers, DCFS CSWs and if applicable, Department of Probation Officers (DPOs) support the plan.	5	5 - Good Status	The focus children have substantial permanence. The focus children live in a family setting that the focus children, Group Home staff and team members have confidence will endure lifelong.
Placement Stability - The degree to which the Group Home staff ensures that the focus children's daily living, learning and work arrangements are stable and free from risk of disruptions. Known risks are being managed to achieve stability and reduce the probability of future disruptions.	5	5 - Good Stability	The focus children have substantial stability in placement and school settings with only planned changes and no more than one disruption in either setting over the past 30 days.

Focus Area	Minimum Acceptable Score	Group Home QAR Score	Group Home QAR Rating
Visitation - The degree to which the Group Home staff support maintaining important connections with significant family members/Non-Related Extended Family Members (NREFMs) through appropriate visitation and other means.	5	5 - Substantially Acceptable Maintenance of Visitation and Connections	Generally effective family connections are being sought for all significant family members/NREFMs through appropriate visits and other connecting strategies. All appropriate family members/NREFMs have regular visits.
Engagement - The degree to which the Group Home staff working with the focus children and their family members/NREFMs and other team members for the purpose of building a genuine, trusting and collaborative working relationship with the ability to concentrate on the focus children's strengths and needs.	5	5 - Good Engagement Efforts	To a strong degree, a rapport has been developed, such that the Group Home staff, DCFS CSWs, DPOs (if applicable) and the focus children feel heard and respected. Reports indicate that good, consistent efforts are being used.
Service Needs - The degree to which the Group Home staff involved with the focus children work toward ensuring the focus children's needs are met and identified services are being implemented and supported and are specifically tailored to meet the focus children's unique needs.	5	5 - Good Supports and Services	A good and substantial array of supports and services substantially matches intervention strategies identified in the focus children's case plans. The services are generally helping the focus children make progress toward planned outcomes.

Focus Area	Minimum Acceptable Score	Group Home QAR Score	Group Home QAR Rating
Assessment & Linkages - The degree to which the Group Home staff involved with the focus children and their family members/ NREFMs understand the focus children's strengths, needs, preferences and underlying needs and services provided are regularly assessed to ensure progress is being made toward case plan goals.	5	5 - Good Assessment and Understanding	The focus children's functioning and support systems are generally understood. Information necessary to understand the focus children's strengths, needs and preferences is frequently updated.
Teamwork - The degree to which the "right people" for the focus children and their family members/NREFMs, have formed a working team that meets, talks and/or makes plans together.	5	5 - Good Teamwork	The team contains most of the important supporters and decision-makers in the focus children's lives, including informal supports. The team has formed a good, dependable working system that meets, talks and/or plans together.
Tracking & Adjustment - The degree to which the Group Home staff involved with the focus children and their family members/NREFMs are carefully tracking the progress that the focus children are making, changing family circumstances, attainment of goals and planned outcomes.	5	5 - Good Tracking and Adjustment Process	Intervention strategies, supports and services being provided to the focus children are generally responsive to changing conditions. Frequent monitoring, tracking and communication of the focus children's status is occurring.

OHCMD conducted the last QAR of the Group Home in October 2014 and identified an opportunity for improvement in the focus area of Safety. In April 2015, the Quality Assurance Reviewer met with the Group Home to discuss the QAR and to provide the Group Home with technical support to address methods for improvement in this area. Based on the information below, it appears that the Group Home showed improvement in the area of Safety on their 2015-2016 QAR.

STATUS INDICATORS
(Measured over last 30 days)

Status Indicators	Safety	Permanency	Placement Stability	Visitation
2014-2015 Scores	5	5	5	5
2015-2016 Scores	6	5	5	5

In the area of Safety, the Group Home fully implemented their 2014-2015 Quality Improvement Plan (QIP) to certify that the facilities were safe for the placed children in its care. During the last review, there were concerns related to the safety and well-being of placed children, as the Group Home staff had found a bullet while cleaning the common areas of the Group Home. There was no knowledge as to when the bullet was dropped inside the Group Home or to whom it belonged. The Group Home administrator retrained the Group Home manager and staff on personal rights of placed children and conducting appropriate searches to ensure there is no contraband brought into the Group Home. The facility manager stated they conducted facility checks daily for three months after receiving their training. During the three months of daily checks no safety concerns arose. The three focus children stated that they felt safe in the Group Home. The DCFS CSWs reported no concerns regarding the safety of the focus children.

In the areas of Permanency, Placement Stability and Visitation, the Group Home has upheld satisfactory levels of support for the focus children. The Group Home continues to assist the focus children in attaining their permanency goals by offering counseling services and family therapy when the permanency goal is Family Reunification. The Group Home also supports the focus children in reaching their permanency goals for Planned Permanent Living Arrangement by providing them with independent living skills training, such as teaching them to cook, shop and do laundry. In addition, the Group Home links the focus children with a community resource partner that provide resume writing, job interviewing, and job placement services. Two of the focus children were placed in their current position through this community resource. The Group Home works with the DCFS CSWs and the focus children to plan and assist their transition to transitional housing program.

PRACTICE INDICATORS
(Measured over last 90 days)

Practice Indicators	Engagement	Service Needs	Assessment & Linkages	Teamwork	Tracking & Adjustment
2014-2015 Scores	5	5	5	5	5
2015-2016 Scores	5	5	5	5	5

In the areas of Engagement, Service Needs, Assessment & Linkages, Teamwork and Tracking & Adjustment, the Group Home continues to make good efforts at engaging the focus children and key people in decisions that are being made on their behalf. One focus child stated that he had established a good relationship with the Group Home facility managers and Group

Home staff and that he values their counseling, support, and encouragement. There continues to be a wide variety of services available to the focus children, such as counseling, emancipation services, tutoring and employment assistance. Intervention strategies identified in the focus children's case plans and Needs and Services Plans (NSPs) match the services being provided to the focus children. The Group Home holds weekly team meetings, which allow them to weigh the focus children's needs and to discuss mediation tactics for them to address the focus children's daily behaviors. Each of the DCFS CSWs reported that the Group Home stays in regular contact with them in regards to the progress and adjustments made to the focus children's treatment and case plans.

NEXT STEPS TO SUSTAIN SUCCESS AND OVERCOME CURRENT CHALLENGES

In February 2016, OHCMD provided the Group Home with technical support related to the CAD's 2015-2016 Contract Compliance Review findings in the areas of Facility and Environment, Maintenance of Required Documentation, Health and Medical Needs, Education and Workforce Readiness, Personal Needs/Survival and Economic Well-Being and Personnel Records. Technical support was provided on how the Group Home can make the second bathroom available for use, ensure NSPs are timely, ensure that medical appointments are conducted and documentation is maintained, develop tools to ensure appropriate educational services are rendered, ensure appropriate levels of clothing is provided and ensure that staff have all required certifications.

In March 2016, the Quality Assurance Reviewer met with the Group Home to discuss the results of the QAR. The Group Home did not require a QIP, as the Group Home scored above the minimum acceptable score in all focus areas of the QAR. However, OHCMD Quality Assurance staff will continue to provide ongoing technical support, training and consultation, as needed to the Group Home.