County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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Director

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October 4, 2010

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

From: Patricia S. Ploehn, LCSW
Director

DREAM HOME CARE GROUP HOME CONTRACT 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.

Dream Home Care Group Home is located in the 4th Supervisorial District and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to Dream Home Care Group Home's program statement, its stated goal is "to provide services to adolescents in need of an emancipation program who are learning disabled and mildly to moderately developmentally delayed," and the agency is licensed to serve a capacity of 18 children, ages 12 through 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Dream Home Care Group Home in November 2009, at which time it had three six-bed sites and 18 placed DCFS children. All 18 children were males. For purposes of this review, nine currently placed children were interviewed. One child was on an extended home visit and was, therefore, not interviewed. Ten children's case files were reviewed. The placed children's average overall length of placement was eight months, and the average age was 16. Five staff files were reviewed for compliance with Title 22 regulations and contract requirements.

Nine children were on psychotropic medication. We reviewed their case files to assess timeliness of psychotropic medication authorizations and to confirm that medication logs documented that correct dosages were being administered, as prescribed.

SCOPE OF REVIEW

The purpose of this review was to assess Dream Home Care Group Home's compliance with the contract and State regulations. The visit included a review of

Dream Home Care Group Home's program statement, administrative internal policies and procedures, ten placed 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, Dream Home Care Group Home was providing good quality care to DCFS placed children, and the services were provided as outlined in the program statement. The children interviewed stated that they wanted to continue residing at the placement and that the staff was genuinely concerned about them.

The direct care staff stated that they were pleased with the support they received from the administrative staff. In fact, the facility manager reported that the Group Home administrative staff was attentive to the needs of the children and were open to listening to the direct care staff's suggestions for improvement.

At the time of the review, Dream Home Care Group Home needed to address a few minor physical plant deficiencies, none of which posed a safety hazard to any placed children. The Group Home also needed to develop comprehensive Needs and Services Plans (NSP).

Cora Manalang, Executive Director, Dream Home Care Group Home, was receptive to implementing systemic changes to improve compliance with regulations and the Foster Care Agreement. Further, she stated that she welcomed the findings in the review so that the current operating system could be improved. The draft report was sent to Dream Home Care Group Home for comments; however Ms. Manalang did not provide a written response to the findings as requested. Therefore, this final report is being submitted without final comments from Dream Home Care Group Home.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the 23 updated NSPs reviewed, none were comprehensive in that they did not provide attainable case goals.
- Seven of the eight interviewed children on psychotropic medication reported that the Group Home staff placed them on restriction if they refused to take their medication. One child was home on an extended home visit and was not interviewed.
- A review of the five Group Home staff files indicated that one staff had not completed annual emergency intervention training.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held November 25, 2009:

In attendance:

Cora Manalang, Executive Director; Rosemarie Bueno, Administrator; Julee Campbell, Social Worker; Kristen Deck, Social Worker, Dream Home Care Group Home; and Edward Preer, DCFS OHCMD Monitor.

Highlights:

Cora Manalang, Executive Director, Dream Home Care Group Home, was in agreement with our findings and recommendations. She stated that obtaining a copy of the review instrument was helpful because she had information on the scope of the review, and she felt the review was fair. She also stated that communication between her and the monitor was open, not adversarial, and helpful. She indicated that the monitor provided the Group Home with helpful information throughout the year.

As agreed, Ms. Manalang was 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:DC:ep

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
Cora Manalang, Executive Director, Dream Home Care Group Home
Jean Chen, Regional Manager, Community Care Licensing
Lenora Copeland, Regional Manager, Community Care Licensing

DREAM HOME CARE
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

35900 Gaviota Ave.
Long Beach, CA 90807
License Number: 197800400

3720 Gardenia Ave.
Long Beach, CA 90807
License Number: 197803967

3521 Allington Ave.
Long Beach, CA 90805
License Number: 197804914

Rate Classification Level: 11

	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	Full Compliance (All)
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. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Improvement Needed

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 Allowances 8. Encouragement and Assistance with Life Book	1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance
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	12. Full Compliance 13. Full Compliance 14. Full Compliance 15. Full Compliance 16. Full Compliance 17. Full Compliance 18. Full Compliance 19. Full Compliance 20. Full Compliance 21. Full Compliance 22. Full Compliance 23. Improvement Needed

DREAM HOME CARE GROUP HOME PROGRAM
CONTRACT COMPLIANCE MONITORING REVIEW

DREAM HOME CARE GROUP HOME
3590 Gaviota Ave.
Long Beach, CA 90807
Licensing Number: 197800400
Rate Classification: 11

DREAM HOME CARE GROUP HOME
3720 Gardenia Ave.
Long Beach, CA 90807
Licensing Number:197803967
Rate Classification: 11

DREAM HOME CARE GROUP HOME
3521 Allington Ave
Long Beach, CA 90805
Licensing Number: 197804914
Rate Classification: 11

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 10 children's files and five staff files, Dream Home Care Group Home was in full compliance with five of nine sections of our Contract Compliance review: Licensure/Contract Requirements, Facility and Environment, Educational and Emancipation Services, Recreation and Activities, and Children's Health Related-Services, including Psychotropic Medication. 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, Dream Home Care Group Home fully complied with all nine elements reviewed in the area of Licensure/Contract Requirements.

Recommendation:

None

FACILITY AND ENVIRONMENT

Based on our review of 10 children's case files and/or documentation from the provider, Dream Home Care Group Home fully complied with all six elements reviewed in the area of Facility and Environment.

Recommendation:

None

PROGRAM SERVICES

Based on our review of 10 children's case files and/or documentation from the provider, Dream Home Care Group Home fully complied with seven of eight elements reviewed in the area of Program Services.

We noted that the placed children met the Group Home's population criteria as outlined in their program statement and the children's therapeutic services recommendations and assessments were implemented.

We found that the Group Home obtained the DCFS CSWs' authorization to implement the Needs and Services Plan (NSP), and the treatment team developed and implemented the NSPs with input from the children. In addition, the NSPs were discussed with the Group Home staff. However, of the 23 updated NSPs reviewed, none were comprehensive in that they did not provide attainable case goals.

Recommendation:

Dream Home Care Group Home management shall ensure that:

1. The updated NSPs are comprehensive.

EDUCATION AND EMANCIPATION SERVICES

Based on our review of 10 children's case files and/or documentation from the provider, Dream Home Care Group Home fully complied with all four elements reviewed in the area of Education and Emancipation Services.

Recommendation:

None

RECREATION AND ACTIVITIES

Based on our review of 10 children's case files and/or documentation from the provider, Dream Home Care Group Home fully complied with all three elements reviewed in the area of Recreation and Activities.

Recommendation:

None

CHILDREN'S HEALTH RELATED-SERVICES, INCLUDING PSYCHOTROPIC MEDICATION

Based on our review of 10 children's case files and/or documentation from the provider, Dream Home Care Group Home fully complied with all nine elements reviewed in the area of Children's Health Related-Services, including Psychotropic Medication.

Recommendation:

None

PERSONAL RIGHTS

Based on our review of 10 children's case files and/or documentation from the provider, Dream Home Care Group Home fully complied with 10 of 11 elements reviewed in the area of Personal Rights.

The interviewed children reported that they were assigned chores that were reasonable and not too demanding. The children also reported that they were allowed to make and receive personal telephone calls, send and receive unopened mail, have private visitors, attend the religious services of their choice, and were satisfied with the meals and snacks.

The interviewed children reported that they were free to receive or reject medical and dental care. They reported that they were given information about their psychotropic medication and their right to refuse psychotropic medication. However, seven of the eight children on psychotropic medication reported that they were placed on restriction if they refused to take their prescribed psychotropic medication. One child was home on an extended home visit, and he was not interviewed.

The children expressed satisfaction with the quality of their interactions with staff and reported that the staff members treated them with respect and dignity. They also reported that they were given information about the Group Home's policies and procedures regarding discipline, personal rights, house rules, and children's complaint grievances procedures. All of the reviewed children reported that they felt safe in the Group Home.

Recommendation:

Dream Home Care Group Home management shall ensure that:

2. The children are free to reject psychotropic medication without consequences.

CLOTHING AND ALLOWANCE

Based on our review of 10 children's case files and/or documentation from the provider, Dream Home Care Group Home fully complied with seven of eight elements reviewed in the area of Clothing and Allowance.

The children's ongoing inventory of clothing documented the quantity and quality of the children's clothing. One of nine children did not appear to have quality clothing. The child's clothing was observed by the monitor to be shabby and poorly maintained. The Group Home reported the child did not fold or hang up his clothing and, therefore, his clothing appeared shabby. The monitoring review and monthly clothing allowance receipts revealed the children received the monthly clothing and weekly monetary allowance, and that they were free to manage their allowance. The children reported

that they were involved in the selection of their clothing and the Group Home provided them with personal care items.

The Group Home encouraged the children to create life books/photo albums.

Recommendation:

Dream Home Care Group Home management shall ensure that:

3. The children are provided with quality clothing and training to care for their clothing.

PERSONNEL RECORDS

Based on our review of five of the staff personnel files and/or documentation from the provider, Dream Home Care Group Home fully complied with 11 of 12 elements reviewed in the area of Personnel Records.

All five staff reviewed met the education/experience requirements, submitted timely criminal fingerprint cards/live scan, Child Abuse Central Index Clearance (CACI) and signed criminal background statements. They also received timely initial health screenings, signed copies of the Group Home's policies and procedures, had valid driver's licenses, and completed CPR, First-Aid, initial training and the required annual training. However, one of the five staff did not complete the required annual emergency intervention training per the Group Home's Program Statement.

Recommendation:

Dream Home Care Group Home management shall ensure that:

4. The employees receive the emergency intervention training per 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 Auditor-Controller (A-C's) prior monitoring review.

Verification

We verified whether the outstanding recommendations from A-C Report dated June 20, 2007 were implemented.

Results

The A-C's prior monitoring report contained four outstanding recommendations. Specifically, Dream Home Care Group Home was to paint the walls throughout the facility, clean the wall heater covers, provide the children with the required minimum weekly allowance, and clean the ceiling and range hoods.

The Dream Home Care Group Home fully implemented the four outstanding recommendations from the A-C report dated June 20, 2007.

Recommendation:

None

CEO/Administrator

A NON-PROFIT CORPORATION
4150 Locust Avenue
Long Beach, CA 90807
(562) 595-9021

December 24, 2009

To: Mr. Edward Preer
DCFS Children's Service Administrator
Out of Home Care Management Division
9320 Telstar Avenue #216
El Monte, Ca 91731

RE: Group Home Compliance Review (October 2009)
CORRECTIVE ACTION PLAN

COMPLIANCE

II. Facility Environment

10. Gardenia site front and backyard do not have grass or ground cover.

Corrective Action Plan :

10. Group home administrator(Cora Manalang) will have the group home gardener find some appropriate ground cover to grow under the shade for the front and back yard of Gardenia site. He will start in the month of February.

III. Program Services

23. Are NSP comprehensive? Findings: not comprehensive

Corrective Action Plan

23. The NSP shall be made to meet the placed child's case goals and identified needs . The NSP will be made specific, measurable, time-specific, comprehensive and attainable, and must meet the requirements specified under the sections of Title 22. The group home treatment team is composed of the facilty managers (Rosalyn Jackson, Charlotte Smith and Tina Gross), DCFS social workers, group home social workers (Julee Campbell and Kirsten Deck) and the administrators (Cora Manalang and Rosemarie Bueno) will continue to meet once a month and work together to be able to implement and achieve these goals.

5. Other

VII. Personal Rights

44. Children are not free to receive or reject voluntary medical, dental and psychiatric care.

Corrective Action Plan:

44. Staff will continue to encourage and explain to the children the the benefits of the medications prescribed to them. Staff will further explain to the children that they are given the choices and their rights and will not be given any consequences for refusal to take meds. Administrators (Cora Manalang and Rosemarie Bueno) and group home social workers (Julee Campbell and Kirsten Deck) will further explain to the children about this specific personal rights and will monitor staff to ensure that this policy is continuously implemented .

VIII. Clothing and Allowance

52. Children's on-going inventories must be of adequate quality. Per information, one minor gained weight and gave his clothing away. His clothing appeared shabby and wrinkled.

Corrective Action Plan:

52. Staff must continue to do the clothing inventories of the minors on a regular basis on the DCFS inventory form as provided and must satisfy the clothing list required by DCFS as provided. Lead staff (Rosalyn Jackson, Charlotte Smith, Precy David and Precy Sichon) and administrators (Cora Manalang and Rosemarie Bueno) must check the closets and the list for adequacy and quality once a month . The minor, Danny, was brought for clothes shopping once the staff had learned that he gave some of his clothings away.

IX. Personnel Records

69. Employees must received emergency or crisis intervention training per group home program statement.

Corrective Action Plan:

69. Annually each staff will continue to take a minimum of 2 hours of Emergency or Crisis Intervention or Proact Principles Review. The group home operation manager (Reynaldo David) and group home administrators (Rosemarie Bueno and Cora Manalang) must see to it that the staff training sign-in sheet is complete and if a staff missed to attend the Annual Crisis Intervention review training for some reason, he or she will be redirected to attend another date in placed by our group home program and training consultant (Dr. David Finklestein).

The above measures are being submitted for your approval. Hoping that these Corrective Action Plans meet your standards. Thank you very much for your visit.

Sincerely,

Cora Manalang
CEO/Administrator
Dream Home Care Inc.