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DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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April 28, 2011

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

From: Jackie Contreras, Ph.D.
Interim Director

EGGLESTON YOUTH CENTER GROUP HOME 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.

Eggleston Youth Center has three sites located in the First Supervisorial District and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth and Probation Department youth. According to the agency's program statement, its goal is "to provide foster youth with opportunities to develop into emotionally healthy and successful individuals." Eggleston Youth Center is licensed to serve a capacity of 46 children, ages 12 through 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Eggleston Youth Center in November 2010. At that time, the agency had one 34-bed site and two six-bed sites, with 15 DCFS children and 30 Probation children. All of the interviewed children were male. Their average overall length of placement was 3.6 months, and their average age was 16. For the purpose of this review, six placed children were interviewed and their case files were reviewed. Eight staff files were reviewed for compliance with Title 22 regulations and contract requirements.

Two children were on psychotropic medication. We reviewed their 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 Eggleston Youth Center's compliance with the contract and State regulations. The visit included a review of Eggleston Youth Center's

program statement, administrative internal policies and procedures, six placed children's case files, and a random sampling of personnel files. A visit was made to the facilities to assess the quality of care and supervision provided to the 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, Eggleston Youth Center was providing good care to DCFS placed children, and the services were provided as outlined in the agency's program statement. The children interviewed stated that they wanted to continue residing at the placement and that the staff treated them like family.

The Group Home needed to develop comprehensive Needs and Services Plans (NSP). They also needed to allow children to participate in recreational activity planning and provide the children with an opportunity to participate in extra-curricular, enrichment and social activities in which they are interested.

Eggleston Youth Center was receptive to implementing some systemic changes to improve its compliance with regulations and the Foster Care Agreement. Further, the Assistant Director stated that he felt that the recommendations would help them personalize their program.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Two of the six children interviewed reported that they had no visits. The NSP for these children were not comprehensive in that they did not address how Eggleston Youth Center would assist the placed children to identify, develop and maintain important relationships. The Monitor brought this concern to the attention of the Assistant Director during the exit conference, and he agreed that Eggleston Youth Center would make a referral to the David and Margaret Mentoring Program. Some of the Mentoring Program goals are to improve upon youths' growth and development, improve school attendance, create positive values and empower youth.

- Two of the six children interviewed reported that they were not given an opportunity to participate in planning activities. Two additional children reported that they were not given an opportunity to participate in extracurricular activities in which they had an interest. During the exit conference, the Facility Manager pointed out that one youth is on the Group Home basketball team. The Assistant Director reported that Eggleston Youth Center will work closely with the placed children to ascertain their interests in planning and participating in extracurricular activities. The Facility Managers will hold weekly meetings to allow the residents an opportunity to give their input on the selection of monthly activities. Additionally, residents will be given an opportunity to identify activities in which they have an interest during the intake process.

- All six children interviewed reported that they were encouraged to create a life book/photo album. However, none of the children had photos of themselves. Eggleston Youth Center stated it would ensure that photos are taken during the first 30 days of placement and updated annually thereafter.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held January 4, 2011.

In attendance:

Clarence Brown, Assistant Director, Billy McDaniel, Facility Manager, Andrea Gonzalez, Childcare Supervisor of Eggleston Youth Center; and Christine Spooner, Monitor, DCFS OHCMD.

Highlights:

The Executive Director and Administrators were in agreement with our findings and recommendations and stated they would immediately make corrections.

As agreed, Eggleston Youth Center Group Home 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 questions, your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

JC:RS:KR
EAH:BB:cs

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
Michael Graham, Eggleston Youth Center
Jean Chen, Regional Manager, Community Care Licensing
Lenora Scott, Regional Manager, Community Care Licensing

EGGLESTON YOUTH CENTER GROUP HOME
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW – SUMMARY

SITE LOCATIONS

12768 Torch Street
Baldwin Park, CA 91706
License Number: 191500940
Rate Classification Level: 12

3594 Stichman Avenue
Baldwin Park, CA 91706
License Number: 191592649
Rate Classification Level: 12

4841 Marion Street
Baldwin Park, CA 91706
License Number: 191590894
Rate Classification Level: 12

	Contract Compliance Monitoring Review	**Findings: November 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	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	1. Improvement Needed 2. Full Compliance 3. Improvement Needed
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 Group 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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Improvement Needed
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)

EGGLESTON YOUTH CENTER PROGRAM
CONTRACT COMPLIANCE
MONITORING REVIEW

SITE LOCATIONS

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License Number: 191500940
Rate Classification Level: 12

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Rate Classification; Level: 12

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

CONTRACTUAL COMPLIANCE

Based on our review of six children's case files and eight staff files, Eggleston Youth Center was in full compliance with six of nine sections of our contract compliance review: Licensure/Contract Requirements; Facility and Environment; Educational and Emancipation Services; Children's Health Related-Services, Including Psychotropic Medication; Personal Rights and Personnel Records. The following report details the results of our review:

PROGRAM SERVICES

Based on our review of six children's case files, Eggleston Youth Center fully complied with seven of eight elements reviewed in the area of Program Services.

We noted that children met the Group Home's population criteria as outlined in the agency's program statement and were assessed for needed services within 30 days of placement. The children were receiving the required therapeutic services.

During our review, we found that the treatment team discusses the implemented Needs and Services Plans (NSP). However, some of the required NSPs were not comprehensive. The NSPs for two of the placed children did not address how Eggleston Youth Center would assist them in identifying, developing and maintaining important relationships. The Assistant Director has submitted a Corrective Action Plan (CAP) which fully addressed this matter. The Group Home is linking with a mentoring program to ensure youth develop important relationships. The mentoring program that has been selected is designed to match qualified volunteer mentors with youth; the goal of the program is to improve upon the growth and development for youth by partnering youth with a responsible adult mentor.

Recommendation:

Eggleston Youth Center management shall ensure that:

1. NSPs are comprehensive and that children receive assistance identifying, developing and maintaining important relationships.

RECREATION AND ACTIVITIES

Based on our review of six children's case files and interviews with the six children, Eggleston Youth Center fully complied with one of three elements in the area of Recreation and Activities.

The children reported that they participated in activities that were made available to them. Two of the six children reported that they were not given the opportunity to participate in planning activities. Additionally, one child was not participating in any age-appropriate extra-curricular activities, enrichment and social activities in which he had an interest. The provider stated that the facility managers would hold weekly meetings with the children to give them an opportunity to provide input on the selection of monthly activities. Additionally, the children would identify activities in which they were interested in participating. During the intake process, this will be documented in the NSPs. The Assistant Director submitted a Corrective Action Plan which fully addressed this matter.

Recommendations:

Eggleston Youth Center management shall ensure that:

2. All children are given the opportunity to participate in planning activities.

3. All children are allowed an opportunity to participate in age-appropriate extra-curricular, enrichment and social activities.

CLOTHING AND ALLOWANCE

Based on our review of six children's case files and interviews with the six children, Eggleston Youth Center fully complied with seven of eight elements in the area of Clothing and Allowance.

The children reported that they were provided with a monthly clothing allowance, and the quantity and quality of the clothing was very good. The children received a weekly allowance that usually exceeded the minimum allowance required by DCFS. The children reported that they had an opportunity to earn extra money by doing extra chores and going to school. While all the children reported that they had a life book, none of the children had any photos of themselves to preserve childhood memories. The Assistant Director stated that they would ensure that within the first 30 days of placement all children have a 5 x 7 photograph taken and placed in their life book and photos would be updated annually.

Recommendation:

Eggleston Youth Center management shall ensure that:

4. All placed children will have photos taken on an annual basis.

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 Auditor-Controller's (A-C) report issued on August 28, 2009 were implemented.

Results

The A-C's prior monitoring report contained three outstanding recommendations specifically related to Eggleston Youth Center's maintenance of the Group Home sites in good repair in accordance with Title 22 regulations. Based on our follow-up of these recommendations, Eggleston Youth Center has fully implemented all three recommendations.

Eggleston Youth Center
Compliance Review
Corrective Action Plan
2010

III. Program Services

22. Are DCFS CSWs contacted monthly and are the contacts appropriately documented?

Facility Manager Isabelle Martinez will ensure that all DCFS minors placed at Eggleston Youth Center are assisted in identifying, developing and maintaining important relationships by contacting the minor's CSW so that the CSW can make a referral to the David and Margaret Mentoring Program so that minor may be enrolled into the Mentoring Program. This will ensure that all necessary DCFS residents identify, develop and maintain important relationships.

V. Recreation And Activities

27. Are children given opportunities to participate in planning activities?

Facility Managers Ronald Walbrook and Isabelle Martinez will ensure that all placed residents are given an opportunity to participate in the planning of activities. Facility managers will do this by holding weekly meetings where residents will have an opportunity to give input on the selection of monthly activities. Also, Ronald Walbrook and the student body will meet with the residents on a monthly basis to obtain input in the planning of activities. Facility Managers will keep documentation of meetings on file.

29. Are children given opportunities to participate in age-appropriate extra-curricular, enrichment, and social activities in which they have an interest?

Upon intake, residents will be given an opportunity to identify age-appropriate extra-curricular, enrichment, and social activities in which they have an interest in. The Case Manager will follow-up to ensure that residents interests are being addressed and the residents interests will be documented in the Needs and Service Plan.

VIII. Clothing and Allowance

57. Are children encouraged and assisted in creating and updating a life book/photo album?

Child Care Counselor Ms. Sims will ensure that within the first 30 days of placement all placed children will have a 5 x 7 photograph taken and placed in their life books. Ms Sims will ensure that photographs are updated annually and placed into each minor's life book.

Facility Manager Billy McC Date 2/17/11