COUNTY OF LOS ANGELES
PROBATION DEPARTMENT

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Chief Probation Officer

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June 23, 2011

TO: Each Supervisor

FROM: Donald H. Blevins DHB by RB
Chief Probation Officer

SUBJECT: **NEW CONCEPT GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW**

We have completed a review of New Concept Group Home, operated by Humanistic Foundation, Inc. The Group Home contracts with the Los Angeles County Probation Department.

New Concept Group Home is an eight-bed facility, which provides care for boys ages 12-17 years who exhibit behavioral, social, psychological, and emotional difficulties. At the time of the monitoring review, New Concept Group Home was providing services for eight (8) Probation youth.

New Concept is located in Los Angeles County in the Second District.

SCOPE OF REVIEW

The purpose of our review is to determine whether the Agency is providing the services as outlined in their Program Statement. The review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed at the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights. In addition, a review of the most current Auditor Controller Fiscal Review was conducted.

SUMMARY

Based on youth interviews and the contents of the Needs and Service Plans reviewed, the Agency is providing the services as outlined in their Program Statement. However, there are several deficiencies in the "Notable Findings" section that require corrective action. Some of the deficiencies regarding the Group Home's physical facility requires immediate attention, such as, removing an old telephone jack that is protruding from the floor in bedroom #3, removal of all

graffiti on chairs in bedrooms #2 and #4, removal of extra bathroom mirrors or replace due to etching of graffiti and removal or replacement of mirrors in bedroom #4 due to etching of graffiti.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Old telephone jack protruding out of the floor of bedroom #3
- Graffiti on bedroom chairs in bedroom #2 and bedroom #4
- Bathroom mirrors all have graffiti etchings
- Mirrors have graffiti in bedroom #4

EXIT CONFERENCE

In attendance:

Ms. Sueretta Small, Administrator

Highlights:

The Exit Conference was conducted on November 16, 2010. All of the deficiencies were addressed at the time of the exit conference. The representative present was in agreement with the findings of the review. Administrator Small understood the importance of compliance with the Master Agreement Contract for Group Home Foster Care Services and agreed to make all necessary corrections in the areas of compliance, and to make all repairs or replacements. A written Corrective Action Plan was submitted on December 15, 2010, and has been approved. A follow-up visit was conducted on December 21, 2010, to ensure that all deficiencies had been corrected. The results for the follow-up visit can be found on the final page of the "Compliance Monitoring Review."

If you need any additional information or have any questions or concerns, please contact Director, Lisa Campbell-Motton, Placement Permanency and Quality Assurance at (323) 240-2435.

DHB:REB:LCM:ed

Attachments

c: William T Fujioka, Chief Executive Officer
Sachi A. Hamai, Executive Officer, Board of Supervisors
Brence Culp, Chief Deputy Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Jean Chen, Community Care Licensing
Sueretta Small, Administrator, New Concept Group Home
Jacqueline A. White, Deputy Chief Executive Officer
Chief Deputies
Justice Deputies

NEW CONCEPT GROUP HOME PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW- SUMMARY

	Contract Compliance Monitoring Review	Findings: December/ 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. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance
II	**Program Services** (7 Elements) 1. Child Population Consistent with Program Statement 2. Probation Caseworker Authorization to Implement NSPs 3. Children's Participation in the Development of NSPs 4. NSPs Implemented and Discussed with Staff/Parents 5. Therapeutic Services Received 6. Recommendation Assessments/Evaluations Implemented 7. Probation Caseworkers Monthly Contact Verified	 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance
III	**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	 1. Full Compliance 2. Needs Improvement 3. Needs Improvement 4. Full Compliance 5. Full Compliance 6. Full Compliance
IV	**Educational and Emancipation Services** (4 Elements) 1. Emancipation/Vocational Programs Provided 2. ILP and Emancipation Planning 3. Current IEPs Maintained 4. Current Report Cards Maintained	 1. Full Compliance 2. Full Compliance 3. Full Compliance 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.	 1. Full Compliance 2. Full Compliance 3. Full Compliance

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. 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 Received 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. Full Compliance
VIII	**Children's Clothing and Allowance** (8 Elements) 1. $50.00 Clothing Allowance 2. Adequate Quantity Clothing Inventory 3. Adequate Quality 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. Full Compliance
IX	**Personal 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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance

	5. Employee Health Screening Timely 6. Valid Driver's Licenses 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	5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance

NEW CONCEPT GROUP HOME
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

New Concept Group Home
4240 West 62nd Street
Los Angeles, CA 90043
License Number: 191800491
Rate Classification Level: 11

LICENSURE/CONTRACTUAL COMPLIANCE

Based on our review of documents from the provider, New Concept Group Home was in compliance with all nine (9) elements in the area of "Licensure/Contract Requirements": The Group Home notifies all required agencies in a timely manner when a child is relocated. The Group Home takes all necessary steps to stabilize a child to prevent removal and provides the children with all their transportation needs. The Group Home completes, documents, and reports all SIRs in a timely manner, complies with the licensing capacity, conducts disaster drills, maintains a disaster drill log, and follows runaway procedures accordingly. The Group Home maintains an allowance log that logs all allowances provided and spent by the youths.

Recommendations:

None

PROGRAM SERVICES

Based on our review of documents and interviews conducted with eight (8) Probation placed children, New Concept Group Home was in compliance with all seven (7) elements in the area of "Program Services": The Group Home's Program Statement is consistent with the population present at the Group Home. The child's Probation caseworker authorized the implementation of the Needs and Services Plan and the child participated in the development of their Needs and Services Plan. The Needs and Services Plan that was implemented was discussed with staff and parents. All eight (8) children's NSPs were reviewed. Of the eight (8) NSPs reviewed, the long and short term goals were found to be comprehensive and child specific. All included the required signatures. All children interviewed stated that their NSP was reviewed with them and that they not only understood their goals, but participated in developing them. All children interviewed acknowledged receiving therapeutic services, individual, group and family therapy. The recommended assessment and evaluation was implemented. All children verified that their Probation Officers had face-to-face contact with them every month.

Recommendations:

None

FACILITY AND ENVIRONMENT

Based on our review of documents and interviews with eight (8) Probation placed children, New Concept Group Home was in compliance with four (4) of the six (6) elements in the area of "Facility and Environment."

New Concept Group Home is located in a residential community. The front exterior of the Group Home is well maintained and properly landscaped with trimmed bushes and lawn. The backyard has a large grass area and a sundeck that is well maintained and the exterior paint appears clean.

Overall, the interior and common areas of the Group Home are well maintained. The common quarters are neat and clean, with exception to the bathroom mirrors with graffiti etchings, there is adequate furniture and lighting, and the Group Home provides a home-like environment.

The children's bedrooms are in need of improvements in the deficient areas listed below:

Bedroom #2:

- Remove graffiti on both bedroom chairs

Bedroom #3:

- Remove old telephone jack protruding from the floor
- Remove graffiti on both bedroom chairs

Bedroom #4:

- Remove graffiti on both bedroom chairs
- Replace bedroom mirror due to graffiti etchings

Bathroom #1:

- Replace mirror due to graffiti etchings

Bathroom #2:

- Replace mirror due to graffiti etchings

Aside from the noted graffiti on the chairs and the old telephone jack protruding from the floor, the bedrooms appear clean, orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, the beds all have a full complement of linens, and the children's sleeping arrangements are appropriate.

The Group Home does maintain age-appropriate and accessible recreational equipment. There are also board games, such as, "Life", "Clue", Chess and Checkers, a television, and a DVD player, along with a home computer. Books and resource materials are also available.

The Group Home maintains a sufficient supply of perishable and non-perishable foods. The Group Home has an extra refrigerator and freezer in order to have an abundance of

food for the residents. There was a fruit basket in the kitchen at the time of the walk through inspection that contained fresh oranges, apples and bananas. The Group Home Administrator stated that there is always fresh fruit available for the residents to have any time they please. The children all reported that they get enough food and enjoy the variety. At the time of the walk through inspection, there was a menu of the daily meals posted on the refrigerator that displayed a good variety.

Recommendations:

1. New Concept shall ensure that the aforementioned deficiencies cited will be corrected and repaired in a timely fashion in order to ensure the safety and security of all residents placed at the Group Home.

2. For the interior, the Group Home needs to clean the graffiti on the bedroom chairs, remove the telephone jack protruding from the floor, and replace all bathroom mirrors due to graffiti etchings.

EDUCATIONAL AND EMANCIPATION SERVICES

Based on our review of documents and interviews with eight (8) Probation placed children, New Concept Group Home was in compliance with all four (4) elements in the area of "Education and Emancipation Services."

The children are attending school, are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in the schools they attend. The Group Home's program includes the development of children's daily living, self-help and survival skills. Children are also provided with opportunities to participate in emancipation and vocational programs as appropriate. Out of the eight (8) children interviewed, one (1) was receiving ILP services. The one (1) child stated that he enjoyed the services he received and benefited from them. He stated that the services taught him life skills; such as, interviewing for jobs, managing money and living on your own. He stated that he learned a lot and uses those skills today while home on probation. All eight (8) children interviewed reported that the staff is always willing to help them with their homework and they feel supported in reaching their educational goals. The general consensus among the children is that they are enjoying their classes and doing well in them.

Recommendations:

None

RECREATION AND ACTIVITIES

Based on our walk through inspection and interviews with eight (8) Probation placed children, New Concept Group Home was in compliance with all three (3) elements in the area of "Recreation and Activities."

The Group Home provides children with sufficient recreational activities and leisure time. The children interviewed confirmed that they are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest. The Group Home has a small

"cardio" (cardiovascular) workout room, and a small weight room with a punching bag for the residents to use. The Group Home provides several outdoor sporting activities, utilizing the large backyard, such as, basketball, football and soccer. There is a community park within walking distance that the children may use for baseball team play, basketball team play or to throw a football. They also provide off-grounds activities such as outings to the library, movie theatre, baseball games, and museums. The Group Home provides transportation to and from these activities. Based on the children's interviews, there was a general consensus that they all enjoy going to the local park to play basketball. All children report that they feel they have a voice in planning their activities outside of the group home.

Recommendations:

None

CHILDREN'S HEALTH RELATED-SERVICES, INCLUDING PSYCHOTROPIC MEDICATION

Based on our review of documents and interviews with eight (8) Probation placed children, New Concept Group Home was in compliance with all nine (9) elements in the area of "Children's Health Related Services."

According to the Agency's management, there are no children currently taking psychotropic medications. This information was appropriately documented.

Medication distribution logs are properly maintained and the children interviewed are aware of their right to refuse medication. The children stated that they are satisfied with the medical treatment they receive and go to the doctor and dentist whenever they ask or need to. All youths reported that they saw a doctor and dentist within 30 days of their placement at the group home. The documents reviewed also confirmed this.

Recommendations:

None

PERSONAL RIGHTS

Based on our review of and interviews with eight (8) Probation placed children, New Concept Group Home was in compliance with all 11 elements in the area of "Personal Rights."

Children confirm they are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children state they are satisfied with the amount of food and the selection of meals and snacks in the home. The children express satisfaction with the quality of their interactions with staff and report that overall, the facility staff treat them with dignity and respect. Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail, and attend the religious service of their choice.

Children report that the discipline policies are consistently enforced and there are fair and appropriate consequences for inappropriate behavior.

Children also stated that they can receive or reject voluntary medical, dental and psychiatric care. Children stated that they are all informed about psychotropic medication and their right to refuse them.

Recommendations:

None

CLOTHING AND ALLOWANCE

Based on our review of documents and interviews with eight (8) Probation placed children, New Concept Group Home was in compliance with all eight (8) elements in the area of "Clothing and Allowance."

The Group Home provides appropriate clothing, items of necessity, and the required $50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes and the clothing provided is of good quality and of sufficient quantity. The Group Home conducts shopping outings every three (3) months at appropriate clothing stores. The Group Home Administrator keeps the receipts to verify how the children's clothing allowance is spent. The children reported that they are satisfied with the choice of shopping venues and confirmed that they get their clothing allowance every month. Most of the children stated that they choose to save their clothing allowance money and spend it every other month. The Group Home provided a copy of the signed consent of the child to save his money and spend it every other month. This was also verified when reviewing the children's individual files.

The Group Home provides children with the required minimum weekly allowance of $7 and the children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. The Group Home encouraged or assisted in creating and maintaining photo albums/life books.

Recommendations:

None

PERSONNEL RECORDS

Based on our review of documents of the employee files at New Concept Group Home, the Group Home was in compliance with all 12 elements in the area of "Personnel Records."

A review of five (5) employee records was completed. All background checks for the five (5) employees reviewed were completed in a timely manner. All staff had current driver's licenses, first aid and CPR cards, de-escalation and restraint training. All files reviewed had the required educational documentation and criminal and child abuse clearances for their employees prior to being hired.

Recommendations:

None

AUDITOR CONTROLLER FISCAL REVIEW

The most recent Fiscal Review for New Concept Group Home from the Department of Auditor-Controller is dated November 3, 2008, for the fiscal period of January 1, 2006, to December 31, 2006. The report dated November 3, 2008, indicated that New Concept Group Home had $92,536.00, in questioned/disallowed costs. New Concept Group Home submitted a timely approved fiscal CAP which is being monitored by DCFS' Fiscal Monitoring Section.

Recommendations:

N/A

FOLLOW-UP VISIT

On December 21, 2010, a follow-up visit was conducted at New Concept Group Home to verify that all recommendations had been completed.

- A complete follow-up walk through inspection of the interior was conducted and all recommendations have been repaired or replaced.
- All bedroom chairs were free of graffiti, which was removed.
- All extra bathroom mirrors have been replaced and the walls were repaired and painted.
- The mirrors in bedrooms #2 and #4 have been replaced and were free of graffiti.
- The telephone jack protruding from the floor was removed and covered with carpet.

HUMANISTIC FOUNDATION, INC.

DBA NEW CONCEPT GROUP HOME

Residential Treatment Program

Ages 11-17

December 15, 2010

Los Angeles County Probation Department
Placement Permanency and Quality Assurance
Group Home Monitoring Unit

Re: Corrective Action Plan
Audit Date: 11/15/2010

Facility and Environment

Findings: Graffiti in room-mirror and chair-old telephone jack in bedroom #3

CAP:

Extra mirrors removed from both bathrooms on 11/18/201
Bathroom walls dry walled and painted after removal

Scratched Mirror on closet doors in bedroom removed and replaced 12/7/2010
(Materials ordered on 11/17/2010)

Telephone jack removed from baseboard on wall 11/18/2010

Graffiti removed from two (2) desk chairs

Sueretta Small, Administrator

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