County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

JACKIE CONTRERAS, Ph.D.
Interim Director

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May 23, 2011

To: Supervisor Michael D. Antonovich, Mayor
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From: Jackie Contreras, Ph.D.
Interim Director

DREAM HOME CARE GROUP HOME 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.

Dream Home Care Group Home has sites located in Los Angeles County's 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 purpose is to "provide services to court dependent abused, neglected, emotionally disturbed children." The agency is licensed to serve a capacity of 18 boys, ages 12 through 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Dream Home Care Group Home in October 2010 at which time it had three six-bed sites and 18 DCFS placed children. The placed children's overall average length of placement was seven months, and their average age was 15. For the purpose of this review, 10 placed children were interviewed and their case files were reviewed. 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 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 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 sites 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, Dream Home Care Group Home was providing good quality care to DCFS children and the services were provided as outlined in its program statement. The children's case files and personnel files were well organized and professionally maintained. The sites were clean and adequately landscaped. All 10 children interviewed said they felt safe at the Group Home.

At the time of the review, the Group Home needed to develop comprehensive Needs and Services Plans (NSP).

The Executive Director, Administrator and her staff were accessible, cooperative and willing to make the necessary corrections regarding the findings noted during the review.

NOTABLE FINDING

The following is the notable finding of our review:

- Eight of the 10 initial and eight of the 15 updated NSPs were comprehensive and met all the required elements in accordance with the NSP template. Two initial and seven updated NSPs were not comprehensive and did not meet all the required elements in accordance with the NSP template. Some updated NSPs did not address participation of family in the child's treatment, and one initial NSP had incorrect dates of school enrollment. Other updated NSPs did not address the Group Home contact with the Children's Social Workers (CSW), and one initial NSP did not provide Concurrent Case Plan Goals. In addition, two initial NSPs and two updated NSPs did not provide an explanation why the children were able to have unsupervised time, and one NSP did not provide information on visitation plans.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held on January 27, 2011.

In attendance:

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

Highlights:

The Administrator was in agreement with our findings and recommendations. During the exit conference, she stated that Dream Home Care Group Home planned to follow up with her staff to ensure that they continued to improve on their documentation in the NSPs to ensure that the NSPs are comprehensive.

As agreed, Dream Home Care Group Home provided a written Corrective Action Plan (CAP) addressing the 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, please call me or your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

JC:RS:KR
EAH:DC:ep

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

DREAM HOME CARE GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

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

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

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

Rate Classification Level: 11

	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	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 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	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)

DREAM HOME CARE GROUP HOME PROGRAM
CONTRACT COMPLIANCE MONITORING REVIEW

Dream Home Care
3590 Gaviota Ave.
Long Beach, CA 90807
License Number 197800400
Rate Classification Level 11

Dream Home Care
3521 Allington Ave.
Long Beach, CA 90805
License Number 197804914
Rate Classification Level 11

Dream Home Care
3720 Gardenia Ave.
Long Beach, CA 90807
License Number 197803967
Rate Classification Level 11

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

CONTRACTUAL COMPLIANCE

Based on our review of 10 children's files, five staff files and/or documentation from the provider, Dream Home Care Group Home was in full compliance with eight of nine sections of our Contract Compliance review: Licensure/Contract Requirements; Facility and Environment; Educational and Emancipation Services; Recreation and Activities; Children's Health-Related Services, Including Psychotropic Medication; Personal Rights; Clothing and Allowance; and Personnel Records. The following report details the results of our review.

PROGRAM SERVICES

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

We noted that placed children met the Group Home's population criteria as outlined in its program statement and were assessed for needed services within 30 days. Children received the required therapeutic services. Recommendations on required and/or recommended assessments/evaluations were implemented.

Based on our review, we found that the treatment team developed and implemented the Needs and Services Plans (NSP) with the participation of age-appropriate children and discussed NSPs with the Group Home staff. However, of the 25 NSPs reviewed, only 16 were comprehensive and met all the required elements. Two initial and seven updated NSPs were not comprehensive and did not meet all the required elements in accordance with the NSP template. Specifically, three updated NSPs did not address participation of family and others in the child's treatment, one initial NSP's date of school enrollment was incorrect, three updated NSPs did not address the Group Home contact with the Children's Social Workers (CSW), one initial NSP did not provide Concurrent Case Plan Goals, two initial NSPs and two updated NSPs did not provide an explanation why the children were able to have unsupervised time, and one NSP did not provide information on the visitation plan.

Recommendation:

Dream Home Care Group Home Management shall ensure that:

1. it develops comprehensive NSPs.

PRIOR YEAR FOLLOW-UP FROM DCFS' CONTRACT COMPLIANCE MONITORING REVIEW

Objective

Determine the status of the recommendations reported in DCFS' last monitoring review of Dream Home Care Group Home.

Verification

We verified whether the outstanding recommendations from our last Contract Compliance Monitoring Review conducted on November 2, 2009 were implemented.

Results

Our prior monitoring report contained four outstanding recommendations. Specifically, Dream Home Care Group Home was to ensure that the NSPs were comprehensive and children were aware of their right to refuse psychotropic medication. In addition the Group Home was to assure an adequate quality of clothing inventory and emergency intervention training documentation. Based on our follow up of these recommendations, Dream Home Care Group Home fully implemented three of the four recommendations.

Recommendation:

Dream Home Care Group Home management shall ensure that:

2. it fully implements the one outstanding recommendation from the Contract Compliance Monitoring Review dated November 2, 2009, which is noted in this report as Recommendation 1.

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

February 28, 2011

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 2010)
CORRECTIVE ACTION PLAN

B. COMPLIANCE

III. Program Services

22A. Needs and Service Plan were not comprehensive for the following issues:

- Some NSPs did not address participation of family and others in the child's treatment
- Date of school enrollment was not correct
- Group home contacts with the CSW were not addressed
- Some NSPs did not provide Concurrent Case Plan Goals
- Some of the NSPs did not have the information on the visitation plan
- Some NSPs did not provide explanation why the minors were able to have unsupervised time.

Corrective Action Plan:

The NSP shall be made comprehensive to meet the placed child's identified needs . The NSP shall be made specific, measurable, time-specific, attainable and outcome-based.

1. NSPs will be comprehensive
2. Official school enrollment form (where the correct date of school enrollment is addressed) will be used
3. Further training of group home administrators and social workers conducted by Out of Home Care Mgmt division
4. Cora Manalang (CEO) will review all NSPs as they become due.

Mar 13 11 09:11p

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

The group home treatment team composed of the facility managers (Rosalyn Jackson, Charlotte Smith and Tina Gross) as well as the 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 ensure that the CAP will be fully implemented and these goals achieved.

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.