County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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

JACKIE CONTRERAS, Ph.D.
Acting Director

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July 14, 2011

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

ROSEMARY CHILDREN'S SERVICES 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.

Rosemary Children's Services Group Home sites are located in the 5th Supervisorial District and provide services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to the agency's program statement, its goal is "to provide a safe setting where residents can gain skills that will enable them to cope effectively with their problems and successfully function within mainstream community life whether they return home or emancipate." Rosemary Children's Services has five group home sites, one with a licensed capacity for 19 children and four additional sites with a licensed capacity for six children each, all serving girls ages 13 through 18.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Rosemary Children's Services Group Home in October 2010 at which time the agency had a total population of 42 girls, inclusive of 35 DCFS placed children of which one was jointly supervised by Probation, two Probation placed children, two children from Riverside County, one child from Ventura County, and two privately placed children. The placed children's overall average length of placement was 4 months, and their average age was 16. For the purposes of this review, 15 DCFS placed children's files were reviewed; however, only nine of the 15 children were interviewed as four were discharged prior to being interviewed and two were on AWOL status during each interview attempt. Fifteen staff files were reviewed for compliance with Title 22 regulations and contract requirements.

Twenty-five DCFS 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 Rosemary Children's Services' compliance with the contract and State regulations. The visit included a review of the agency's program statement, administrative internal policies and procedures, 15 children's files, and 15 personnel files. Visits were made to each site to assess the quality of care and supervision provided to children, and we conducted interviews with nine placed 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, Rosemary Children's Services was providing services as outlined in its program statement and the children interviewed reported they were satisfied residing in the agency's group homes.

At the time of the review, we noted some documentation deficiencies. The agency did not submit Special Incident Reports (SIR) related to AWOLs (unauthorized absences) immediately, per the procedural guidelines in the contract with the County of Los Angeles. The Executive Director stated he understood the finding in the review and would ensure that staff submitted the SIRs per the contract.

The agency needed to develop comprehensive Needs and Services Plans (NSP).

The agency also needed to address some physical plant deficiencies that were identified during the inspection, such as completion of patch repairs, replacement of a broken window covering, baseboard repair, and sink fixture repairs. In addition there were a few possible safety hazards. These were immediately brought to the administration's attention and the maintenance staff began these repairs prior to completion of our review. These deficiencies have been corrected.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the 27 initial and updated NSPs reviewed, 12 were not comprehensive in that they did not contain all the required elements in accordance with the NSP template. Some lacked goals, progress toward obtaining goals, documentation of Rosemary Children's Services contacts with the DCFS Children's Social Workers (CSW), and reasons for modification of goals or dates of goal achievement.

The Executive Director, Residential Director, Interim Quality Assurance Director, and Monitor discussed the NSP findings, and the Group Home representatives were advised on necessary improvement for NSPs.

- A few physical plant deficiencies needed to be corrected to eliminate possible safety hazards. This included an electrical outlet next to a bathroom sink that needed to be replaced with a GFI outlet, an abandoned and uncovered wiring box next to a bathroom sink that had exposed and rusty leads, a "chirping" smoke detector, and a small protruding pipe up from a bedroom floor. The Residential Director reported the Maintenance Supervisor replaced the electrical outlet with a GFI outlet on December 10, 2010, enclosed the wiring box within a cover on January 5, 2011, the protruding pipe was brought flush to the floor surface and capped on December 9, 2010, and the smoke detector battery was replaced on October 17, 2010. The DCFS OHCMD Monitor conducted a follow-up visit on May 6, 2011 and confirmed the repairs had been made.

- One of the 24 children taking psychotropic medications did not have a current approved psychotropic medication authorization for all psychotropic medication she was receiving. The child did not have a current approved psychotropic medication authorization for the Melatonin she was taking to assist with sleep. The OHCMD monitor consulted with Dr. Creceluis, M.D., at Juvenile Court Mental Health Services and confirmed that if Melatonin is used to assist with sleep, a psychotropic medication authorization is required. The Monitor immediately brought this to the attention of the Nurse who assured the Monitor that she would bring this to the attention of the prescribing psychiatrist. During the exit conference, the Monitor also brought to the attention of the Executive Director, Residential Director, and the Interim Quality Assurance Director that when Melatonin is used to aid with sleep it is categorized as a psychotropic medication requiring a psychotropic medication authorization. In a follow-up with the Residential Director, the Monitor was informed that the Nurse had not followed up with the psychiatrist as she was under the impression that the Monitor was going to get back to her regarding a need for a psychotropic medication authorization. On April 12, 2011, Rosemary Children's Services' Nurse submitted a revised psychotropic medication authorization to Court that included the Melatonin, and OHCMD received a copy of the approved authorization on April 27, 2011.

- Three children reported that they were not always provided with sufficient and necessary ethnic hair products and that the purchase orders were not enough to cover the cost of some of supplies. The Monitor discussed this with the Residential Director who confirmed the children receive a monthly purchase order of $25 on request. OHCMD made referrals to the Child Protection Hotline based on the children's report that they were not always provided with the supplies and full purchase order amounts. The referrals were "Evaluated Out" to Community Care Licensing (CCL), and CCL's investigation deemed the allegations of general neglect to be "unfounded." While the Group Home does provide the children with purchase orders of $25 dollars a month toward hair care, two children wanted to receive weaves and human hair extensions. These items are cost prohibitive. One child shared her purchase order amount with the second child; she was originally

unhappy with this, however, it was more than she needed and she was reimbursed by the other child when she received her purchase order the following month. The Residential Director reports that an appropriate supply of suitable combs, brushes, and hair conditioners are now maintained, in addition to the use of purchase orders, to ensure all children's hair care needs are met. This was confirmed in a follow-up visit on May 6, 2011 conducted by the DCFS OHCMD Monitor.

- Eight of the nine interviewed children reported that they felt safe in the Group Home; however, one child reported that she did not feel safe in the home as she reported that a break-in occurred two weeks prior to the interview. Upon review with the Residential Director, it was determined that there had been no break-in at the Group Home site. No other child interviewed from this site reported a break-in.

- Two children reported their clothing inventories were not of adequate quantity. The Monitor reviewed the children's clothes and found one child was lacking a bathrobe and slippers. The other child was lacking a sufficient amount of pants, sleepwear, undergarments, and did not have a bathrobe or slippers.

- Three of nine interviewed children reported they were not satisfied with the food stating that it was too dry, smelled, there were insufficient vegetables, they were not asked what they wanted, that the food made one child constipated, and that they wished the food was prepared at the individual sites rather than at a central location and brought to each of the facilities. The Monitor reviewed the menus and reviewed the food preparation facilities. Rosemary Children's Services offers a variety of foods and tries to satisfy the children's desires. The children are offered the opportunity to participate in quarterly satisfaction interviews to present their concerns and suggestions regarding food or other issues they wish to express about Rosemary Children's Services.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held February 2, 2011:

In attendance:

Gregg Wessels, Executive Director, Tracy Alvarez, Residential Director, and Rosa Mancilla, Interim Quality Assurance Director, Rosemary Children's Services; and Donald Luther, Monitor, DCFS OHCMD.

Highlights:

The Executive Director, Residential Director, and Interim Quality Assurance Director were attentive to each of the findings and recommendations presented by the Monitor. The Executive Director expressed concern that the agency was found to have an excess amount of AWOLs, particularly since DCFS is aware that the children placed with the agency most often have histories of extensive AWOL, and mental health and

behavior issues. He stated that Rosemary Children's Services provided services and programs to these children to address their AWOL and mental health issues. The Executive Director stated he understood the finding related to immediate submission of SIRs related to AWOLs (unauthorized absences) and would ensure that staff submit SIRs per the procedural guidelines in the contract with the County of Los Angeles.

Each of the physical plant deficiencies were discussed including the possible safety hazards. The Residential Director stated that most, if not all, physical plant deficiencies had been addressed. The Monitor conducted a follow-up visit on May 6, 2011 and confirmed the repairs had taken place. The Residential Director, the Interim Quality Assurance Director and the Monitor reviewed each of the NSP issues. The Monitor advised what was necessary to improve the NSPs, and the Residential Director understood the areas that needed to be addressed. The clothing for two of the children did not meet the DCFS Clothing Standard. This was discussed with the Residential Director and Interim Quality Assurance Director who felt the clothing did meet the DCFS Clothing Standard. The Monitor described the clothing items that each child specifically lacked, as well as those that were outgrown or worn out as observed by the Monitor.

A draft copy of the report was provided to the Executive Director. As agreed, Rosemary Children's Services provided a timely Corrective Action Plan (CAP) addressing each recommendation noted in this Compliance Report.

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:dl

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
Gregg Wessels, Executive Director, Rosemary Children's Services
Jean Chen, Regional Manager, Community Care Licensing
Lenora Scott, Regional Manager, Community Care Licensing

ROSEMARY CHILDREN'S SERVICES GROUP HOMES
CONTRACT COMPLIANCE MONITORING REVIEW - SUMMARY

Site Locations

Rosemary's Cottage
3244 E. Green St.
Pasadena, CA 91107
License Number: 191200578
Rate Classification: 12

Green House
3123 E. Green St.
Pasadena, CA 91107
License Number: 198203635
Rate Classification: 12

Bonnie House
63 North Bonnie St.
Pasadena, CA 91106
License Number: 191201129
Rate Classification: 12

500 House
500 S. Oakland Ave.
Pasadena, CA 91101
License Number 191200579
Rate Classification: 12

Romberger House
1023 Fremont Ave.
So. Pasadena, CA 91030
License Number: 191500577
Rate Classification: 12

	Contract Compliance Monitoring Review	Findings: October 2010
I	**Licensure/Contract Requirements** (9 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Stabilization to Prevent Removal of Child	2. Full Compliance
	3. Transportation	3. Full Compliance
	4. SIRs	4. Improvement Needed
	5. Compliance with Licensed Capacity	5. Full Compliance
	6. Disaster Drills Conducted	6. Full Compliance
	7. Disaster Drill Logs Maintenance	7. Full Compliance
	8. Runaway Procedures	8. Full Compliance
	9. Allowance Logs	9. Full Compliance
II	**Facility and Environment** (6 Elements)	
	1. Exterior Well Maintained	1. Full Compliance
	2. Common Areas Maintained	2. Improvement Needed
	3. Children's Bedrooms/Interior Maintained	3. Improvement Needed
	4. Sufficient Recreational Equipment	4. Full Compliance
	5. Sufficient Educational Resources	5. Full Compliance
	6. Adequate Perishable and Non Perishable Food	6. Improvement Needed

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	 1. Improvement Needed 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 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	 1. Full Compliance 2. Improvement Needed 3. Improvement Needed 4. Improvement Needed 5. Full Compliance

	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	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 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. Improvement Needed 3. Full Compliance 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. Ongoing Training Documentation 12. Emergency Intervention Training Documentation	 Full Compliance (All)

ROSEMARY CHILDREN'S SERVICES
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

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License Number 191200579
Rate Classification: 12

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1023 Fremont Ave.
So. Pasadena, CA 91030
License Number: 191500577
Rate Classification: 12

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

CONTRACTUAL COMPLIANCE

Based on our review of 15 children's files and 15 staff files, and/or documentation from the provider, Rosemary Children's Services was in full compliance with three of nine sections of our Contract Compliance review: Educational and Emancipation Services, Recreation and Activities, and Personnel Records. The following report details the results of our review:

LICENSURE/CONTRACT REQUIREMENTS

Based on our review of 15 children's case files and/or documentation from the provider, Rosemary Children's Services fully complied with eight of nine elements reviewed in the area of Licensure/Contract Requirements.

Based on our review, Rosemary Children's Services maintained current licenses for each of its sites and was in compliance with the licensing capacity. The agency provides for the children's transportation needs. Disaster drills, including fire and earthquake, were logged and conducted monthly. Appropriate and comprehensive allowance logs were completed and maintained. However, based on our review of Special Incident Reports (SIR) related to unauthorized absences from January 2010

through October 2010, Rosemary Children's Services had not submitted reports within the contractual timeframe. The Monitor informed the Executive Director of this failure to comply with the immediate submission of AWOL SIRs, and the Executive Director stated he would ensure the staff submit the SIRs per the contract.

Recommendation:

Rosemary Children's Services management shall ensure that:

1. SIRs are submitted in accordance with the contractual timeframe.

FACILITY AND ENVIRONMENT

Based on our review of 15 children's case files and/or documentation from the provider, Rosemary Children's Services complied with three of six elements in the area of Facility and Environment.

The exterior of the group home sites were well maintained. The front and back yards were clean and adequately landscaped. Sufficient age-appropriate recreational equipment was maintained at each of the Group Home sites, and the group home sites had the appropriate quality and quantity of reading materials, educational resources, supplies and computers readily available to the children.

Overall, the common quarters and children's bedrooms were maintained; however there were several deficiencies that needed attention. At the Rosemary's Cottage site, a patch to a bathroom wall by a tub faucet needed paint and the baseboard by the shower needed repair. In the east bathroom, the center sink fixture was broken, the right sink fixture stopper knob was missing and the baseboard was in need of repair. The children's bedrooms were comfortable; however, a pillow was dirty and missing a pillowcase in bedroom three. The bottom dresser drawer in bedroom seven did not fit properly, and a mini window blind in the bedroom was broken. Further, a few potential safety hazards were observed and pointed out to the Residential Director and Maintenance Supervisor for necessary repair. There was a small protruding pipe from the floor near the closet in bedroom seven. In bedroom three bathroom, there was no light bulb, the electrical outlet near the sink needed a GFI socket, and an abandoned and uncovered wiring box next to the sink had exposed and rusty leads. The Residential Director reported the Maintenance Supervisor brought the protruding pipe flush to the floor surface on December 9, 2010, the electrical outlet was replaced with a GFI outlet on December 10, 2010, and the wiring box was covered on January 5, 2011.

In the Green site, the ceiling fan/vent in bathroom one was dirty and painted surface was peeling, and the bathroom light bulb in bedroom two was missing.

In the Bonnie site, the dining room table had paint and markings from arts and crafts activities. The upstairs lavatory baseboard was loosened and paint was blistered. The

Recommendation:

Rosemary Children's Services management shall ensure that:

6. Current approved psychotropic medication authorizations are obtained and maintained for the psychotropic medication that each child is receiving.

PERSONAL RIGHTS

Based on our review of 15 children's files, interviews with nine of the children and/or documentation from the provider, Rosemary Children's Services complied with eight of 11 elements in the area of Personal Rights.

All nine 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, and have private visits. The children also reported that they had the opportunity to attend the religious services of their choice. Six interviewed children reported satisfaction with meals and snacks, however three children were dissatisfied with the food. One child reported that the food was too dry and smelled. Another child reported they weren't served enough vegetables, she didn't get what she wanted and wasn't asked what she wanted to eat. The third child reported the food made her constipated and that she did not like that the food was not cooked at each site. The Monitor reviewed the menus and food preparation facilities, and it was determined that resident representatives from each Group Home site met monthly to discuss meal planning. Suggestions from these meetings were submitted to the kitchen staff, and if they met nutritional requirements, they were added to the menu. Rosemary Children's Services offered a variety of foods and tried to satisfy the children's desires.

The nine interviewed children also reported that they received requested medical, dental, and psychiatric care. Eight interviewed children expressed satisfaction with the quality of their interactions with staff and reported that the staff members treated them with respect and dignity. However, one child reported that one staff tended to have "favorites" and did not always treat everyone equally. The children were offered the opportunity to participate in quarterly satisfaction interviews to present their concerns and suggestions regarding food or other issues they wished to express.

All nine children reported that they were given information about the Group Home's policies and procedures regarding discipline, children's personal rights, house rules, and children's complaint grievance procedures. The children reported that the discipline policies were consistently enforced, fair and had appropriate consequences for inappropriate behavior.

Eight of nine interviewed children reported that they felt safe in the Group Home and were provided with appropriate staff supervision. However, one child reported that a break-in occurred two weeks prior to the interview and she did not feel safe in the

Group Home. Upon review with the Residential Director, it was determined that there had been no break-in at the Group Home site.

Recommendations:

Rosemary Children's Services management shall ensure that:

7. Children are encouraged and aware of their ability to make suggestions and/or register complaints about the food or other concerns without fear of reprisal.

8. Staff receive ongoing training on appropriate, fair, and positive interaction techniques.

9. All children are safe and feel safe in the Group Home.

CLOTHING AND ALLOWANCE

Based on our review of two children's case files and/or documentation from the provider, Rosemary Children's Services fully complied with seven of eight elements reviewed in the area of Clothing and Allowance.

Based on our review, the children reported Rosemary Children's Services provided the required $50 per month for clothing; however, two children reported their clothing inventories were not of adequate quality and quantity. The Monitor reviewed the children's clothes and found one child was lacking a bathrobe and slippers. The other child was lacking a sufficient amount of pants, sleepwear, undergarments, bathrobe and slippers. The children were involved in the selection of their clothing. Six of the children stated they were provided with adequate personal care items; however three children reported that they were not always provided with sufficient and necessary ethnic hair products and that the purchase orders were not sufficient to cover the cost of some supplies. The Monitor discussed this with the Residential Director who confirmed the children received a monthly purchase order of $25 on request. OHCMD made referrals to the Child Protection Hotline based on the children's report that they were not always provided with the supplies and full purchase order amounts. The referrals were "Evaluated Out" to Community Care Licensing (CCL), and CCL's investigation deemed the allegations of general neglect to be "unfounded." Two of the children wanted to receive weaves and human hair extensions. While these items are cost prohibitive, the Group Home does provide the children purchase orders of $25 a month toward hair care if needed. The Residential Director reported that an appropriate supply of suitable combs, brushes, and hair conditioners were now maintained, in addition to the use of purchase orders, to ensure all children's hair care needs are met. This was confirmed in a follow-up visit on May 6, 2011 conducted by the Monitor.

The children reported they were always provided with at least the minimum monetary allowance and they were free to manage their allowances.

Children stated they were encouraged and assisted in creating and updating a life book/photo album.

Recommendation:

Rosemary Children's Services management shall ensure that:

10. All children have sufficient quantities of clothing to meet DCFS Standards for quality and quantity.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S (A-C) 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 fiscal year 2008-2009 monitoring review were implemented. The report was issued on August 17, 2009.

Results

The A-C's prior monitoring report contained 13 outstanding recommendations. Rosemary Children's Services fully implemented all 13 recommendations.

Recommendation:

None

Rosemary Children's Services
CARING FOR THE CHILD
TEACHING THE TEEN
FOSTERING THE FAMILY

CORPORATE OFFICES
36 S. Kinneloa Ave., Suite 200
Pasadena, California 91107
P 626.844.3033
F 626.844.3034

FOSTER CARE OFFICES
1042-A-Mission St.
South Pasadena, CA 91030
P 626.403.2277
F 626.409.2278

2002 Iowa Ave., Suite D-107
Riverside, CA 92507
P 951.300.1620
F 951.300.1629

ROSEMARY
NON-PUBLIC SCHOOL
36 S. Kinneloa Ave., Suite 110
Pasadena, California 91107
P 626.844.3033
F 626.844.3059

MENTAL HEALTH SERVICES
36 S. Kinneloa Ave.
Pasadena, California 91107
P 626.844.3033
F 626.844.3034

RESIDENTIAL OFFICES
3944 E. Green St.
Pasadena, CA 91107
P 626.795.7218
F 626.449.9128

ACCREDITED BY:
California Alliance of Child and Family Services

MEMBER OF
Association of Community Human Service Agencies
California Association of Private Specialized Education and Services
Child Welfare League of America
Foster Family-Based Treatment Association
Learning Disabilities Association
United Way

www.rosemarychildren.org

2010 Compliance Corrective Action Plan:

I. Licensure/Contract Requirements

4)*Are Special Incidents appropriately documented and cross reported.*
RCS will train additional staff on Itrack reporting. This will allow for more immediate reporting. All runaway reports will be submitted via i-track, once the police procedures are completed. If more information is obtained after the i-track has been submitted, addendums will be added to the report.

II. Facility and Environment

11)*Are common quarters well maintained?*
1. -West bathroom in cottage the patch at tub faucet needs paint== Tony H maintenance staff at RCS, sanded and painted the patch at tub faucet on November 17 2010.
-Baseboard by shower in west bathroom needs repair=Shawn R, maintenance staff at RCS, secured baseboard with glue and screwed back to wall October 14 2010
4. -Shelving liners in bottom of pantry are dirty= 500 staff thoroughly cleaned all pantry shelves with kitchen cleaner, staff replaced any liners that were torn or ripped, Cristina Rios Asst Supervisor ensured this took place, Oct 26 2010
5. -Spare freezer dirty=Cristina Rios, asst supervisor for 500 and Romberger at RCS, cleaned spare freezer thoroughly with kitchen cleaner, Dec 15 2010.
3. -Dining room table has paint and markings from A/C use=Jim C, maintenance staff at RCS, sanded and applied a new coat of stain to dining room table, Dec 15 2010
-Upstairs lavatory baseboard is loosened and paint is blistering off=Shawn R, maintenance staff at RCS, secured baseboard to wall with glue and screws, and scraped off blistering paint from wall, patched wall, sanded, primed and painted wall, Jan 5 2011.
4. -Second floor cabinet door broken=Jim C, maintenance staff at RCS, removed both cabinet doors and left the shelves for towels and linens, Nov 4 2010.
5. -Porcelain laundry sink damaged, wall under sink has water damage=RCS hired our contractor, Eric Wright from Wright Construction, to remodel the whole back laundry room area, new laundry sink, new walls, and all new plumbing, Nov 17 2010.
1. -East bathroom center sink has broken fixture, handle on stopper for right sink missing= Tony H, maintenance staff at RCS, replaced sink fixture, and replaced sink stopper for right sink November 18 2010.
2. -Bathroom #1 ceiling fan/vent is dirty and peeling= Shawn R , maintenance staff at RCS, sanded and scraped off peeling paint, primed and painted fan/vent, Dec 6 2010

3. -Right rear burner on stove not working= Shawn R, maintenance staff at RCS, cleaned all gas line holes on burners and thoroughly cleaned stove top, Oct 19 2010
4. -2nd floor shower knob broken= Tony H, maintenance staff at RCS, replaced broken knob with new one on Oct 17 2010
5. -Left front burner on stove not working=Shawn R, maintenance staff at RCS, cleaned all gas holes of grease and deep cleaned top of stove Oct 20 2010.

12)*Are children's bedrooms well maintained?*
1.-No pillowcase and dirty pillow in bedroom 3=a new pillow was given to client, along with a pillowcase by house staff on Oct 12, 2010.
1. -Bedroom #7 bottom dresser drawer not fitting properly=Tony H, maintenance staff at RCS, repaired broken wood track on bottom of drawer, with new wood track Nov 19 2010.
3. -Closet in bedroom #2 has loose handle and patch repairs=Shawn R, maintenance staff at RCS, tightened loose handle on closet, Oct 18 2010.
-Patch repairs need paint in bedrooms 2 & 3= Jim C, maintenance staff at RCS, sanded and painted patch repairs in bedrooms 2 & 3, Dec 9 2010.
4.-Bedroom 1b bathroom door missing knob=Tony H, maintenance staff at RCS, installed a new door knob on Jan 10 2011.
1. -Protruding pipe from floor in bedroom #7=Shawn R, maintenance staff at RCS, cut pipe down to floor level, and capped it, Dec 9 2010
-No light in bedroom #3 bathroom=Shawn R ,maintenance staff at RCS, replaced light bulb in bedroom #3 bathroom , Oct 14 2010
-No GFI socket in bathroom #3=Shawn R, maintenance staff at RCS, installed new GFI socket in bathroom #3, Dec 20 2010.
-Excess dead and rusty wiring exposed from uncovered box in bathroom #3, Tony H, maintenance staff at RCS, built a wooden box covering the old telephone wire box and secured it to the wall with screws ,Jan 5 2011.
-Mini-blinds in bedroom #10 are broken= Shawn R, maintenance staff at RCS, replaced blinds with new ones, Oct 15 2010.
2. -Bedroom 2 bath, missing light bulb=Shawn R, maintenance staff at RCS, replaced light bulb on Oct 13 2010.
4. -Smoke detector chirps= Shawn R, maintenance staff at RCS, replaced battery in smoke alarm, smoke alarms are checked monthly, Oct 17 2010.
5. -Mini-blinds in walk-in closet in bedroom #2 is broken=Shawn R, maintenance staff at RCS, replaced broken blinds with new ones on Oct 25 2010.
-carpet in bedrooms #2 and #3 are dirty and need to be vacuumed=Cristina Rios, asst. supervisor for 500 and Romberger at RCS, vacuumed bedrooms #2 and #3 and the rest of the bedrooms at 500 house, Oct 13 2010. In addition to vacuuming, our cleaning crew, Don Chamberlin, also deep cleans the carpets at all the houses bi-monthly

15)*Does the group home maintain adequate perishable and non perishable foods?*
500 House-Ice cream container needs to be covered. Open frozen apples in freezer.
During initial training, staff are trained that all opened items in the refrigerator and freezer need to be in a sealed container or Ziploc bag and labeled. 500 House staff were verbally addressed for not following procedure. House supervisor is responsible for conducting random checks to ensure staff are following procedure.
Romberger House-GH is lacking a sufficient amount of perishable and non-perishable foods.
The Assistant House Supervisor (ATS) is responsible for ensuring the house maintains an adequate supply of food. When supplies need to be replenished, the ATS will submit an order request to the kitchen staff.

III. **Program Services**

-During a client's 30 day treatment meeting, the Head of Service will ensure the treatment team develops specific, measurable, and attainable goals that will be included in the placed child's Initial N&S plan. The Head of Service, Residential Director and Educational Director will work together to ensure N&S plans are completed in full and when updates are made to a client's plan, the Head of Service, during the treatment meeting, will assign the staff who is responsible for updating the N&S plan.

IV. **Educational and Emancipation Services**

No deficiencies

V. **Recreation and Activities**

No deficiencies

VI. **Children's Health Related Services, Inc Psychotropic Medication**

-While there were no deficiencies cited for the sample children, one child not included in the sample was receiving Melatonin. The nursing staff at RCS was made aware that if Melatonin is being prescribed by the psychiatrist as a sleeping aid for clients, then a PMA must be obtained. Our supervising nurse will ensure PMA's are obtained for all psychotropic medication. In the case of the one child who was receiving Melatonin, a PMA was obtained.

VII. **Personal Rights**

40)*Do Children Feel Safe in the Group Home?*
One client reported not feeling safe due to the house being broken into. After looking into this accusation, RCS could not verify (through staff reports, client interviews, and SIR's) that this statement was true. RCS has always strived to create a home like atmosphere for the clients and part of that atmosphere includes safety. When overnight staff arrive on shift, they

conduct house checks to ensure windows and doors are locked. They also conduct a visual sweep of the outside grounds.

41)*Do children report satisfaction with meals and snacks?*
RCS contracts with Huntington Culinary to provide nutritious, well balanced meals to our clients. Client representatives from each home, meet on a monthly basis to discuss meal planning. Suggestions from these meetings are then submitted to our kitchen staff. The suggestions are filtered because most suggestions do not meet nutritional requirements but those that do, will be added to the menu.

42)*Is staff treating children with respect and dignity?*
One client reported that her supervisor treated her unfair. After speaking with the client and with the supervisor, the issue was cleared up. The client was upset because she has higher expectations than other clients in the house. We explained to this client that all residents have their own individual goals to work on. Status and privileges are based on whether or not you accomplish these goals. After explaining this to the client, she had a better understanding of how our behavior modification system works and understood it was not that she was being treated unfairly.
In addition, part of RCS's initial training is going over clients' personal rights. Staff receive a copy and are expected to know and understand them. There is also an in-service training provided by RCS that goes over client rights.

VIII. **Clothing and Allowance**

51)*Are children's on going clothing inventories of adequate quantity?*
RCS provides all clients with an initial $100 clothing stipend that they get to use within the first week of placement (if they do not come in with an adequate amount of clothing). Clients then receive an additional $150 when their stipend comes in from the County. On a month to month basis, clients receive $50 to purchase additional clothing items, which is not inclusive of the money allotted for school uniforms, work clothes, school shoes, etc. The protocol to ensure clients have an adequate amount of clothing is by staff conducting monthly clothing inventories. If staff notice a client is lacking in a certain type of clothing, they are to ensure client uses the money allotted to purchase more of that item.

IX. **Personnel Records**

-No deficiencies

Tracy Alvarez

Tracy Alvarez, Residential Director

5/13/11

Date