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DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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December 13, 2012

To: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Gloria Molina
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Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

CHILDHELP USA GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a review of Childhelp USA Group Home (Childhelp) in August 2012. Childhelp has sites located in Riverside and Orange Counties and provides services to Los Angeles County DCFS foster children and youth. According to Childhelp's program statement, its purpose is "to provide quality individualized treatment services delivered via a multi-disciplinary Treatment Team model to each child admitted to the program."

Childhelp has one 84-bed site and three six-bed sites and is licensed to serve a capacity of 102 children, ages six through 16, which includes children from other counties. At the time of the review, Childhelp served 39 placed Los Angeles County DCFS children, 15 were males and 24 were females. The placed children's overall average length of placement was 10 months, and their average age was 12.

SUMMARY

During our review, the children interviewed generally reported feeling safe at Childhelp; having been provided with good care and appropriate services; being comfortable in their environment and treated with respect and dignity.

Childhelp was in full compliance with six of 10 areas of our Contract compliance review: Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records.

We noted deficiencies related to areas of documentation of services delivery, timely reporting of Special Incident Reports (SIRs) to all required parties, as well as maintenance of common areas, development of comprehensive updated Needs and Services Plans (NSPs), and personal rights issues. In addition, Community Care Licensing (CCL) cited Childhelp as a result of a deficiency found during CCL's facility evaluation in March 2012.

Attached are the details of our review.

REVIEW OF REPORT

On August 29, 2012, the DCFS OHCMD Monitor, Kirk Barrow, held an Exit Conference with Childhelp staff, Diana Correa, Director of Operations; Manny Barragan, Assistant Program Director; Kurt Kozma, Director of Clinical Treatment; Gloria Dominguez, Administrative Secretary; Susan Abou-Hebeish, Program Manager; and Jose Gonzalez, Program Manager. Childhelp representatives were in agreement with most of the findings and recommendations. They did not agree with the findings regarding the disclosures by two children. One child had disclosed that she did not have privacy during telephone conversations with relatives and that consequences were not fair. A second child disclosed that she did not participate in extra-curricular activities. Childhelp representatives felt these disclosures by the children were misunderstandings, and they provided their position on the children's concerns. Childhelp was receptive to implementing systemic changes to improve their compliance with regulatory standards; and to address the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

Childhelp provided the attached approved CAP addressing the recommendations noted in this compliance report.

We will assess for implementation of recommendations during our next monitoring review.

If you have any questions, please call me or your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

PLB:RRS:KR:
EAH:PBG:kb

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Jerry E. Powers, Chief Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
Diana Correa, Director of Operations, Childhelp USA Group Home
Lenora Scott, Regional Manager, Community Care Licensing
Linda Calhoun, Regional Manager, Community Care Licensing
Rosalie Guiterrez, Regional Manager, Community Care Licensing

CHILDHELP USA GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2012-2013

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings during the August 2012 monitoring review. The purpose was to assess Childhelp's compliance with its County contract requirements and State regulations; and included a review of Childhelp's program statement, as well as internal administrative policies and procedures. The monitoring review covered the following 10 areas:

- Licensure/Contract Requirements
- Facility and Environment
- Maintenance of Required Documentation and Service Delivery
- Educational and Workforce Readiness
- Health and Medical Needs
- Psychotropic Medication
- Personal Rights and Social Emotional Well-Being
- Personal Needs/Survival and Economic Well-Being
- Discharged Children
- Personnel Records

For the purpose of this review, seven placed children were selected for the sample. We interviewed each child and reviewed their case files to assess the care and services they received. Additionally, four discharged children's files were reviewed to assess Childhelp's compliance with permanency efforts. At the time of the review, the seven children were prescribed psychotropic medication. We reviewed their case files to assess for timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm the required documentation of psychiatric monitoring.

We reviewed five staff files for compliance with Title 22 Regulations and County contract requirements, and conducted visits to the sites to assess the provision of quality of care and supervision.

CONTRACTUAL COMPLIANCE

During our August 2012 review, we found the following four areas out of compliance.

Licensure/Contract Requirements

- We found that although appropriately documented, SIRs were not submitted timely or cross-reported to all required parties. The Director stated that some SIRs were late because, when incidents occurred on the weekends, they were not reported via I-track until the following Monday. However, most of the late SIRs were submitted

prior to July 15, 2012, when the new guidelines were implemented. She will ensure that her staff submits SIRs via I-Track timely, and she will train staff on SIR reporting protocols. In October 2011, a Childhelp representative attended OHCMD's SIR training. During our review, some of the SIRs reviewed by the OHCMD Monitor were developed prior to the October 2011 training.

- CCL had cited Childhelp's Joann site in Costa Mesa, Orange County on March 28, 2012, after testing hot water delivered to fixtures used by the children. The water registered at 140 degrees Farenheit, which presented a potential safety hazard to the children. CCL's Plan of Correction (POC) was to have the Facility Manager immediately turn down the hot water temperature. Additionally, the Facility Manager was to monitor the hot water temperature by testing it weekly and log the results. Childhelp's Administrator conducts random checks of this procedure and also submits the hot water temperature logs to CCL for review, monthly.

Recommendations

Childhelp's management shall ensure that:

1. SIRs are cross-reported to all required parties via I-Track in a timely manner.

2. All sites are in compliance with Title 22 Regulations and County contract requirements.

Facility and Environment

- Common areas required maintenance. During a walkthrough of the Beaumont site, it was noted that one light switch cover in the kitchen of Cottage 3 was missing and needed to be replaced. The Director stated that the missing light switch cover was an oversight, and she immediately directed her maintenance staff to replace the light switch cover. She submitted a copy of the work order to the Monitor, which was dated the day it was brought to their attention. The OHCMD Monitor verified the replacement of the light switch cover during the Exit Conference.

Recommendation

Childhelp's management shall ensure that:

3. Common areas are well maintained.

Maintenance of Required Documentation and Service Delivery

- Seven initial and 13 updated NSPs were reviewed. We found that all 20 NSPs reviewed were timely. All seven initial NSPs and 11 updated NSPs were comprehensive and met all the required elements in accordance with the NSP template. However, two updated NSPs were not comprehensive and did not meet

all the required elements in accordance with the NSP template. We found that one updated NSP did not include the Group Home monthly contacts with the Children Social Worker (CSW). Another updated NSP lacked details regarding a child's visits with family members and the staff monthly contacts with the child's CSW. The Director of Clinical Treatment stated that Childhelp will continue to improve on preparing NSPs and continue to provide NSP training to the staff including training on the newly formatted NSP instrument.

Recommendation

Childhelp's management shall ensure that:

4. Comprehensive updated NSPs are developed and include all required elements in accordance with the NSP template.

Personal Rights and Social/Emotional Well-Being

- One child disclosed that the rewards and discipline system in the GH was not fair. She did not like to be restrained. The Director stated that all staff members are trained in ProAct, and they first make attempts to use verbal redirections to de-escalate the child before proceeding to restrain, if verbal redirections do not work. She further stated that she is aware that no child likes to be restrained, as it is uncomfortable and usually brings up angry and resentlful feelings. Therefore, all of the children are asked to process their restraint after they are released. They use a therapeutic process in order to allow the children to understand why they were restrained and that it was not a punishment, but an action to keep them safe. After any restraint, the staff performs a body check with each child to make sure they were not hurt during the restraint. All restraints are reviewed by a committee made of senior staff.

- The same child complained that she is not allowed privacy when she is on the telephone, as other children can overhear her and they tease her about what she says on the telephone. According to the Director, the child has monitored telephone calls with her mother, and it is possible that during a phone call with her mother the child felt that she did not have privacy. The child, however, is allowed to go into the supervisor's office for privacy for any unmonitored telephone calls, or she may use the cordless telephone and have the telephone conversation in her bedroom. The Director investigated the incident but found no evidence that it was true. However, she reminded her staff on respecting the children's privacy when they are on the telephone or having visits at the group home.

- Another child disclosed that she has not participated in age-appropriate extra-curricular, enrichment and social activities at school, in the community or at the group home since placed at Childhelp. The Director stated that the child was enrolled into a Costa Mesa Recreation Community "Beginning Sewing" class in March 2012, but the child decided not to attend. According to the Director, this

child has been given several chances to participate in outside activities. After she signs up, however, she does not want to go. Documentation was provided by Childhelp, which showed that the child was enrolled in the "Beginning Sewing" class, in March 2012. No other documentation was provided to the OHCMD regarding other activities the child had signed up for and never attended.

Recommendations

Childhelp's management shall ensure that:

5. The rewards and discipline system in place is fair.

6. Children are allowed privacy to make and receive telephone calls, unless prohibited by court order or County workers.

7. Children are given opportunities to participate in age-appropriate, extra-curricular enrichment, and social activities in which they have an interest at school, in the community, or at the group home.

PRIOR YEAR FOLLOW-UP FROM DCFS OHCMD's GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW

The OHCMD's last compliance report dated October 18, 2011, identified seven recommendations.

Results

Based on our follow-up, Childhelp fully implemented three of seven recommendations. The previous recommendations were that Childhelp was to ensure that:

- The exterior and grounds are well maintained.
- The common quarters are well maintained.
- The children are progressing toward meeting their NSP goals.
- Comprehensive NSPs are developed.
- Children are allowed private visits, to make and receive telephone calls and to send and receive unopened correspondence.
- Children are given opportunities to participate in planning activities.
- The outstanding recommendations from the 2010 monitoring report are fully implemented.

Childhelp did not implement the recommendations regarding maintaining common quarters, developing comprehensive updated NSPs, and allowing children privacy to make and receive telephone calls.

Recommendation

Childhelp's management shall ensure that:

8. The outstanding recommendations from the 2011 monitoring report, which are noted in this report as Recommendations 3. Recommendations 4 and 6 are fully implemented.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A recent fiscal review of Childhelp has not been posted by the A-C.

CHILDHELP USA GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW-SUMMARY

14700 Manzanita Park Road
Beaumont, CA 92223
License # 330902361
Rate Classification Level: 12

250 Joann Street
Costa Mesa, CA 92626
License # 306000902
Rate Classification Level: 12

1597 Baker Street
Costa Mesa, CA 92626
License # 306000509
Rate Classification Level: 12

3068 Johnson Street
Costa Mesa, CA 92626
License # 306000901
Rate Classification Level: 12

	Contract Compliance Monitoring Review	**Findings: August 2012**
I	**Licensure/Contract Requirements** (9 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Transportation Needs Met	2. Full Compliance
	3. Vehicle Maintained In Good Repair	3. Full Compliance
	4. Timely, Cross-Reported SIRs	4. Improvement Needed
	5. Disaster Drills Conducted & Logs Maintained	5. Full Compliance
	6. Runaway Procedures	6. Full Compliance
	7. Comprehensive Monetary and Clothing Allowance Logs Maintained	7. Full Compliance
	8. Detailed Sign In/Out Logs for Placed Children	8. Full Compliance
	9. CCL Complaints on Safety/Plant Deficiencies	9. Improvement Needed
II	**Facility and Environment** (5 Elements)	
	1. Exterior Well Maintained	1. Full Compliance
	2. Common Areas Maintained	2. Improvement Needed
	3. Children's Bedrooms	3. Full Compliance
	4. Sufficient Recreational Equipment/Educational Resources	4. Full Compliance
	5. Adequate Perishable and Non-Perishable Foods	5. Full Compliance
III	**Maintenance of Required Documentation and Service Delivery** (10 Elements)	
	1. Child Population Consistent with Capacity and Program Statement	1. Full Compliance
	2. County Worker's Authorization to Implement NSPs	2. Full Compliance
	3. NSPs Implemented and Discussed with Staff	3. Full Compliance
	4. Children Progressing Toward Meeting NSP Case Goals	4. Full Compliance
	5. Therapeutic Services Received	
	6. Recommended Assessment/Evaluations	5. Full Compliance

	Implemented 7. County Workers Monthly Contacts Documented 8. Children Assisted in Maintaining Important Relationships 9. Development of Timely, Comprehensive Initial NSPs with Child's Participation 10. Development of Timely, Comprehensive, Updated NSPs with Child's Participation	6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Improvement Needed
IV	**Educational and Workforce Readiness** (5 Elements) 1. Children Enrolled in School Within Three School Days 2. GH Ensured Children Attended School and Facilitated in Meeting Their Educational Goals 3. Current Report Cards Maintained 4. Children's Academic or Attendance Increased 5. GH Encouraged Children's Participation in YDS/ Vocational Programs	Full Compliance (ALL)
V	**Health and Medical Needs** (4 Elements) 1. Initial Medical Exams Conducted Timely 2. Follow-Up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted Timely	Full Compliance (ALL)
VI	**Psychotropic Medication** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Full Compliance (ALL)
VII	**Personal Rights and Social/Emotional Well-Being** (13 Elements) 1. Children Informed of Group Home's Policies and Procedures 2. Children Feel Safe 3. Appropriate Staffing and Supervision 4. GH's efforts to provide Meals and Snacks? 5. Staff Treat Children with Respect and Dignity 6. Appropriate Rewards and Discipline System 7. Children Allowed Private Visits, Calls and Correspondence 8. Children Free to Attend or not Attend Religious Services/Activities	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Improvement Needed 7. Improvement Needed 8. Full Compliance

	9. Reasonable Chores 10. Children Informed About Their Medication and Right to Refuse Medication 11. Children Free to Receive or Reject Voluntary Medical, Dental and Psychiatric Care 12. Children Given Opportunities to Plan Activities in Extra-Curricular, Enrichment and Social Activities (GH, School, Community) 13. Children Given Opportunities to Participate in Extra-Curricular, Enrichment and Social Activities (GH, School, Community)	9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance 13. Improvement Needed
VIII	**Personal Needs/Survival and Economic Well-Being** (7 Elements) 1. $50 Clothing Allowance 2. Adequate Quantity and Quality of Clothing Inventory 3. Children's Involved in Selection of Their Clothing 4. Provision of Clean Towels and Adequate Ethnic Personal Care Items 5. Minimum Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement and Assistance with Life Book	Full Compliance (ALL)
IX	**Discharged Children** (3 Elements) 1. Children Discharged According to Permanency Plan 2. Children Made Progress Toward NSP Goals 3. Attempts to Stabilize Children's Placement	Full Compliance (ALL)
X	**Personnel Records** (7 Elements) 1. DOJ, FBI, and CACIs Submitted Timely 2. Signed Criminal Background Statement Timely 3. Education/Experience Requirement 4. Employee Health Screening/TB Clearances Timely 5. Valid Driver's License 6. Signed Copies of Group Home Policies and Procedures 7. All Required Training	Full Compliance (ALL)

Childhelp.
Founded in 1959
by Sara O'Meara and Yvonne Fedderson
PREVENTION and TREATMENT of CHILD ABUSE

THE VILLAGE OF CHILDHELP WEST
PO Box 247
Beaumont, California 92223
T 951-845-3155
F 951-845-8412

To: **Patricia Bolanos-Gonzalez, OHCMD, Manager, Kirk Barrow, Program Monitor**
Date: **October 9th 2012**
Subject: **Home Monitoring Review Field Exit Summary, Dated September 27,2012**
Facility Name: Childhelp Inc. –Village and Costa Mesa Group Homes
License Numbers: 330902381, 30600901, 30600902, 30600509
Diana Correa, Executive Director of Program Operations-CA Diana Correa
Manny Barragan, Assistant Director
Angelique Yoshikawa, Quality Improvement Manager
Suzan Abou-Hebeish, Program Manager

I.4 "Are all Special Incident Reports (SIRs) appropriately documented and cross-reported timely?

SIR's not submitted timely: #259081, 282451, 282455, 286204, 286218, and 287642.

Plan of Correction: Staff members responsible for submitting SIR's have been counseled on the importance of reporting incidents in a timely manner. Staff members will also be retrained in the SIR's reporting procedures, by October 1st to ensure all future reports meet the county expectations.

I.9 "is the group home free of any substantiated community care licensing complaints on safety and/or physical plant deficiencies since the last review?

Plan of Correction: The water temperate was immediately turned down during the visit per CCL documentation on LIC809 dated 3/28/2012. The water temperature is now checked weekly and written down in a log by the house staff.

II.11 "Are common areas well maintained?"

Plan of Correction: The light switch cover in cottage 3 was replaced on 8/29/2012 as per work order made on 8/8/2012. All safety walks will now include a check list to ensure that all light switch covers are in proper working order. Safety walks are conducted monthly by the Safety Training Manager to ensure our cottages are functioning at the highest level of safety and that there are no dangerous entities in the cottages at any time.

III.24 "Did the treatment team develop timely, comprehensive, Needs and Service Plans (NSP) with the participation of the developmentally age-appropriate child?"

"[The #1 child's]NSP dated 6/28/12 has no GH/CSW contacts documented. [The #2 child's] NSP dated 6/15/12 GH/CSW contacts need more details (only dates in NSP). Also more details needed for visits with family."

Plan of Correction: Childhelp Therapists are trained to regularly document all contacts in a Contact Log for each child. When completing the client's NSP, the Childhelp Therapist will provide detailed information of all of their contacts with the child's family and CSW to include dates, purpose and outcomes. All NSPs will be audited by the Clinical Director before they are submitted to the County to ensure that all required information regarding contacts with family and CSWs are provided.

VII.41 "Is a fair rewards and discipline system in place"

Plan of Correction: All of our staff are trained in ProAct, however all of our staff use verbal escalation attempts prior to a restraint. If this child was restrained it was because all of our verbal redirections were not working and she was escalated to a point that she was attempting to hurt herself or others. Our staff are trained that in order to do a proper restraint it is mandatory to hold a child firmly because the lack of a strong hold can result in an injury for the staff, but more importantly it could injure the child. As for the opinion of the child, no child likes to be in a restraint. It is very uncomfortable and usually brings up angry and resentful feelings, because of this all of our children are asked to process their restraint after they are released. We use this therapeutic process in order to allow our children to understand why this has happened, and that this is not a punishment, but an action to keep them safe. After any restraint, all staff performs a body check with each child, this is to make sure that they were not hurt during the restraint. During the body check, we look over the child's arms, legs, and the stomach area to make sure there are no injuries. All of our restraints are reviewed by a committee and considering all of this child's restraints passed our committee and the child had no marks on her at any time, it is our strong opinion that this restraint was done completely appropriately. We will continue to make sure that our restraints are done correctly.

Our rewards and discipline policy is based on a "Behavior Management Program and Group Process Approach". Please see Program attached. This policy is discussed the day of intake with the child and it is also discussed throughout the following days after arrival in the cottages. The children have groups based on this model daily.

VII.42 "Unless prohibited by court order or County workers, are children allowed private visits, to make and receive private telephone calls, and to send and receive unopened correspondence/mail?

Plan of Correction: As we looked further into this child's information, we found that she does have monitored phone calls with her mother. It is possible that during a phone call with her mother she felt that she did not have privacy, however, this is because

Childhelp is following the social workers request. However, this matter was looked into further and the supervisor of the cottage stated that this child has been allowed to go into her office in a private setting to use the phone, for any unmonitored phone calls. The supervisor was unaware of how the child's conversation could be overheard, since the cottage supervisor stated that she takes every precaution to allow children to have private phone calls. The supervisor also stated that she is allowed to use the cordless phone and go into her room to have a phone call. We will continue to allow the children to have phone calls privately if they have unmonitored phone calls.

VII.47 "Are children given the opportunities to plan in age-appropriate, extra-curriclar, enrichment, and social activities in which they have an interest, at school, in the community or at the group home?

Plan of Correction: The child was enrolled into a Costa Mesa Recreation Community "Beginning Sewing" class; however she herself decided not to attend and was removed from the class. This child has been given several chances to participate in outside activities, however, after she signs up for them; she does not want to go. We will continue to encourage children to go to the classes they sign up for.

All Children are a part of the planning process for extra-curricular activities, our Recreation manager takes a monthly vote from the cottages on which activities the kids prefer to do for that month. Each child signs off that they have voted on which activities they would like to do. We also have a student council that meets once a month to discuss anything that the children think is important; usually the outings are discussed in this meeting as well. These meeting are run by the children with the assistance of the recreation department. Please see attached.