County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

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Director

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Fifth District

August 7, 2013

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

From: Philip L. Browning
Director

WEST COVINA FOSTER FAMILY AGENCY d.b.a. HOMES OF HOPE, INCORPORATED, CASA ESPERANZA TREATMENT CENTER 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 West Covina Foster Family Agency d.b.a. Homes of Hope, Incorporated, Casa Esperanza Treatment Center (The Group Home) in April 2013. The Group Home has one six-bed site located in the First Supervisorial District and provides services to County of Los Angeles DCFS foster youth and Probation Department (Probation) youth. According to the Group Home's program statement, its purpose is, "to provide quality residential foster care to minors who are unable to live with their families and instill hope, trust, joy and meaning in the lives of minors in their care."

The Group Home is licensed to serve a capacity of six female youth, ages 13 through 17. At the time of the review, the Group Home served six placed DCFS children; two of the six children were under the joint supervision of DCFS and Probation. The placed children's overall average length of placement was five months, and their average age was 16.

SUMMARY

During OHCMD's review, the interviewed children generally reported: feeling safe at the Group Home; having been provided with good care and appropriate services; being comfortable in their environment and treated with respect and dignity.

The Group Home was in full compliance with 6 of 10 areas of our Contract compliance review: Facility and Environment; Health and Medical Needs; Psychotropic Medication; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records.

Deficiencies were noted in the areas of Licensure/Contract Requirements, related to transportation needs not being met and Special Incident Reports (SIR) not being submitted in compliance with SIR reporting guidelines; Maintenance of Documentation and Services Delivery, related to ensuring placed children were progressing toward meeting Needs and Services Plan (NSP) case goals and that comprehensive NSPs are developed; Education and Workforce Readiness, related to ensuring that children are given opportunities to increase academic performance and attendance; and Personal Rights and Social/Emotional Well-Being, related to ensuring children have privacy during personal telephone calls.

OHCMD instructed the Group Home supervisory staff to enhance monitoring in order to eliminate documentation issues and ensure compliance with service requirements and all regulatory standards.

Attached are the details of our review.

REVIEW OF REPORT

On May 3, 2013, the DCFS OHCMD Monitor, Kirk Barrow, held an Exit Conference with the Group Home representatives, Anier Rodriguez, Administrator, and Neetu Chhokar, Facility Manager. The representatives agreed with all but one of the findings and recommendations, as the Administrator stated that the Group Home did provide transportation for the children to attend church. However, she 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 and Community Care Licensing.

The Group Home 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:EM:KR:
RDS: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
Emmanuel Azahriah, President, Board of Directors, Homes of Hope, Incorporated
Sukhwinder Singh, Executive Director, Homes of Hope, Incorporated
Lenora Scott, Regional Manager, Community Care Licensing
Angelica Lopez, Acting Regional Manager, Community Care Licensing

WEST COVINA FFA dba HOMES OF HOPE, INCORPORATED
CASA ESPERANZA TREATMENT CENTER GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the April 2013 review. The purpose of this review was to assess West Covina FFA dba Homes of Hope, Incorporated, Casa Esperanza Treatment Center's (The Group Home) compliance with its County contract and State regulations and included a review of the Group Home'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, and
- Personnel Records.

For the purpose of this review, four placed children were selected for the sample; two children were under the joint supervision of the Department of Children and Family Services (DCFS) and Probation Department (Probation). Out-of-Home Care Management Division (OHCMD) interviewed each child and reviewed their case files to assess the care and services they received. Additionally, three discharged children's files were reviewed to assess the Group Home's compliance with permanency efforts. At the time of the review, two sampled children were prescribed psychotropic medication. Their case files were reviewed to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

OHCMD reviewed five group home staff files for compliance with Title 22 Regulations and County contract requirements, and a site visit was conducted to assess the provision of quality of care and supervision.

CONTRACTUAL COMPLIANCE

OHCMD found the following four areas out of compliance.

Licensure/Contract Requirements

- Three children reported that the Group Home does not always provide transportation to attend religious services. One child reported that she usually goes to church with an adult family friend who is a member of her church; however, when this person is not available, the Group Home does not provide transportation for her to attend religious services.

The Group Home Executive Director and Administrator stated that the Group Home does provide transportation to religious services for the residents when requested. The Group Home submitted transportation logs, which show transportation was provided; however, the logs show that transportation to religious services ended in January 2013 for one child, and transportation for two other children started after OHCMD brought the matter to the Group Home Executive Director's attention.

- Special Incident Reports (SIRs) were not cross-reported to all required parties. A review of the children's case files revealed 12 SIRs were only sent to the Children's Social Workers (CSWs) and not to OHCMD and Community Care Licensing (CCL).

  It is noted that a Group Home representative attended the OHCMD SIR training in October 2011, and received the Power-point presentation for the SIR training from OHCMD in June 2012. To ensure that SIRs are submitted in accordance with reporting guidelines, the Group Home conducted an SIR retraining for staff on May 6, 2013. Verification of the training was submitted to OHCMD.

Recommendations

The Group Home's management shall ensure that:

1. The Group Home meets the children's transportation needs.

2. SIRs are cross-reported, and submitted timely to all required parties, via I-Track.

Maintenance of Required Documentation and Service Delivery

- A review of Needs and Services Plans (NSPs) revealed there was no documentation of the children's progress towards meeting their NSPs educational goals for three of four children.

  The Group Home Administrator presented progress notes, which show some progress made by the children; however, the information was not included in the children's NSPs, as required. The Administrator conducted NSP training with the Group Home Social Worker (GHSW) on May 13, 2013, which included but was not limited to, clearly documenting the children's progress toward achieving their case plan goals.

- Six updated NSPs were reviewed; none were comprehensive. The updated NSPs required detailed information on the Group Home monthly contacts with DCFS Children's Social Workers (CSWs), and on children's visits with relatives. Also, the NSPs did not provide the Psychotropic Medication Authorization approval dates for two children who were prescribed psychotropic medication.

On May 13, 2013, the Group Home's Administration provided NSP training to the GHSW who develops the NSPs. The training was geared toward assisting the GHSW in writing comprehensive NSPs and ensuring that information is clear and detailed. The training also addressed ensuring that NSPs include the progress children are making towards achieving their NSP case plan goals, and that Psychotropic Medication Authorizations are included in the NSPs. The Group Home submitted verification of the NSP training to OHCMD.

Recommendations

The Group Home's management shall ensure that:

3. Children are progressing toward meeting their NSP case goals.

4. Staff receives NSP training to ensure that comprehensive updated NSPs are developed.

EDUCATION AND WORKFORCE READINESS

- A review of the children's academic records revealed that two children had not improved their academic performance and/or attendance. The Administrator explained that the Group Home provides transportation for the children to school; however, the two children leave the school campus and become truant from school. The school notifies the Group Home whenever the children are truant or miss classes.

  The Administrator described several occasions in which the two children refused to get up in the morning to go to school. One child often becomes defiant and yells at staff who attempt to wake up the child in the mornings. The two children appear to have no interest in going to school. Their school attendance records reflect poor school attendance prior to being placed at the Group Home. Numerous absences and truancies have contributed to the lack of progress in their academic performance and attendance.

  Therapeutic Behavior Services (TBS) were provided for one child; services included addressing school attendance and academics. Unfortunately, due to the child's non-compliant behavior, TBS services were terminated. The Group Home also provides a tutor for the two children to assist them with their school work, but they continue to show little interest in going to school and no interest in academics. The Group Home also participated in Team Decision Making (TDM) meetings for both children. The Group Home Administrator will continue to make efforts to assist the children in improving academically by taking them to school daily and providing a tutor to assist the children with homework and assignments.

Recommendation

The Group Home's management shall ensure that:

6. Children attend school daily as required and the necessary services are provided to assist children in improving academic performance and attendance.

PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING

- Two residents had disclosed that Group Home staff eavesdrop on their personal telephone conversations; the Group Home Administrator and Facility Manager denied the allegations of eavesdropping.

  The Group Home Administrator explained that all of the residents have their personal cell phones, which they use without restrictions and that some of the children placed at the

Group Home are jointly supervised by DCFS and Probation. She added that Probation has requested that the Group Home staff monitor some children's conversations; however, at the time of the review, none of the residents had orders for monitored phone calls. The Administrator will ensure that all staff respect the children and allow them to have privacy during their personal telephone conversations, except in situations where DCFS or Probation request via court order that the Group Home monitors a child's telephone conversations.

Recommendation

The Group Home's management shall ensure that:

7. Children are allowed privacy during private telephone calls/conversations, unless otherwise ordered by the Court.

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

OHCMD's last compliance report, dated July 10, 2012, identified six recommendations.

Results

Based on our follow-up, the Group Home fully implemented all six previous recommendations for which they were to ensure that:

- The exterior and physical plant are well maintained and in good repair,
- Comprehensive initial NSPs are developed,
- Children are assisted in maintaining important relationships,
- Consequences are fair for all children,
- Children are given opportunities to participate in age-appropriate extra-curricular, enrichment, and social activities in which they have an interest, and
- Full implementation of the outstanding recommendations from the prior monitoring report.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A recent fiscal review of the Group Home has not been posted by the Auditor-Controller.

WEST COVINA FFA dba HOMES OF HOPE, INCORPORATED
CASA ESPERANZA TREATMENT CENTER GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

1568 McLeod Place
Pomona, CA 91768
License # 197804217
Rate Classification Level: 11

	Contract Compliance Monitoring Review	**Findings: April 2013**
I	**Licensure/Contract Requirements** (9 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Transportation Needs Met	2. Improvement Needed
	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. Full Compliance
II	**Facility and Environment** (5 Elements)	
	1. Exterior Well Maintained	Full Compliance (ALL)
	2. Common Areas Maintained	
	3. Children's Bedrooms	
	4. Sufficient Recreational Equipment/Educational Resources	
	5. Adequate Perishable and Non-Perishable Foods	
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. Improvement Needed
	5. Therapeutic Services Received	5. Full Compliance
	6. Recommended Assessment/Evaluations Implemented	6. Full Compliance
	7. County Workers Monthly Contacts Documented	7. Full Compliance
	8. Children Assisted in Maintaining Important Relationships	8. Full Compliance
	9. Development of Timely, Comprehensive Initial NSPs with Child's Participation	9. Full Compliance

	10. Development of Timely, Comprehensive, Updated NSPs with Child's Participation	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	 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance
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 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	 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance

	(GH, School, Community) 13. Children Given Opportunities to Participate in Extra-Curricular, Enrichment and Social Activities (GH, School, Community)	13. Full Compliance
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)

CASA ESPERANZA TREATMENT CENTER

1568 McLeod
Pomona, California 91768

Telephone: (909) 620-7543 Fax: (909) 865-3325

Facility Number #197804217 **email: homesofhope@verizon.net**

July 8, 2013

Department of Children & Family Services
Patricia Bolanos-Gonzalez, CSAII Manager
Out of Home Care Management Division
9320 Telstar Avenue #216
El Monte, CA 91731

RE: MONITORING REVIEW FIELD VISIT APRIL 25, 2013

Dear Ms. Bolanos-Gonzalez:

Casa Esperanza is responding to the Corrective Action Plan (CAP) Non-Approval for 2013 Compliance Review. Below is our plan for each finding:

LICENSURE/CONTRACT REQUIREMENTS

#2 Does the GH provide for children's transportation needs? (Church)

Casa Esperanza staff have never denied a resident the right to participate in religious activities. We believe that the corrective action plan will improve our documentation procedures. The group home will continue to make every reasonable attempt for children to attend the religious activity of their choice within reason and proximity of the activity to the group home. Casa Esperanza will ensure that the following steps will be taken so that children who want to participate and need transportation to church will be accommodated:

1. At the time of placement, resident is informed of the Casa Esperanza Religious Services Activities policy. Resident will sign and date the Religious Services and Activities Policy. The original document will be filed in the resident's file while a copy of this signed document will be provided to the resident. **See Exhibit A – Religious Services and Activities Policy.**

2. During the individual weekly session with the resident's social worker, the resident will be reminded of her extracurricular activities, including church that are available to her. Transportation arrangements are available to all residents and will be discussed again with the resident during this weekly session. The individual weekly session note will be signed by the resident and her group home social worker. **(See Exhibit B – Individual Weekly Session – Notes).**

3. If a resident wants to participate in a religious activity, the resident will sign the Request for Religious Participation Instructions form and submit it to the child care worker on duty. The request has to be submitted at least five (5) business days prior to the

activity date so that necessary approvals can be obtained from CSW or Probation Officer. **(See Exhibit C – Request for Religious Participation Instructions).**

4. Once approval has been obtained from CSW or Probation Officer, the group home transportation schedule for the requested date will be confirmed by the Administrator. If the resident is using other means of transportation, then this arrangement will be documented on the Request for Religious Participation Instructions form.

5. The resident will sign the Religious Attendance and Transportation Log that documents her transportation date, drop-off time, church information, resident signatures, signatures of the staff transporting the minor and the return time. **(See Exhibit D - Religious Attendance and Transportation Log)**

6. All Casa Esperanza Group Home Staff will be trained on Religious Services and Activities Policy, the Individual Weekly Session Notes, Request for Religious Participation Instructions, and the Religious Attendance and Transportation Log. This training will be conducted by the Group Home Social Worker no later than July19, 2013.

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

On 5/6/2013 the group home social worker received training from the Administrator utilizing the DCFS Special Incident Reporting Power Point Training.

The plan for ensuring that Special Incident Reports are submitted on time are as follows:

1. The Facility Manager notifies the Administrator and the Social Worker immediately of any special incident occurrence.

2. The Administrator and the group home social worker will collectively write the Special Incident Report according to the DCFS and CCL Guidelines.

3. The Administrator and/or the Social Worker ensure that the report is submitted to the Appropriate agencies (DCFS or CCL)

4. The Administrator will ensure that the plan is implemented and enforced.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

#18 Are the sampled children progressing toward meeting the Needs and Services Plans case goals? (Well Being)?

1. Training was provided to the Group Home Social Worker by the Group Home Administrator on 5/15/13 utilizing the Needs and Service DCFS Power Point Training. Together, the Group Home Social Worker and the Administrator reviewed the planning and reporting of the NSP goals, services, and methods section that documents minor's needs and services needed and achieved on a quarterly basis. The training improved the understanding of writing the NSP Goals that can be specific, measurable, attainable, result oriented and time limited (SMART). All the other sections of the NSP pertaining to family visitations, medical, mental health visits, education, and adjustment to current placement were thoroughly reviewed and practiced during this Needs and Services Plan power point presentation produced by DCFS.

2. Residents' deficiencies in areas of education, mental health needs, medical needs and life skills needs are discussed with the social worker during the weekly sessions. NSP quarterly plan is planned with the resident by the group home social worker utilizing the Comprehensive Needs and Services Plan Development Checklist. Then the social worker writes the needs and services plan using the SMART approach. Resident reviews and signs the needs and services plan which is then reviewed by the Administrator. Reviewed needs and services plan is signed by the social worker and is faxed to the county worker (CSW) for her approval. **(See Exhibit B – Page 2) and (Exhibit E – Comprehensive Needs and Services Plan Development Checklist).**

3. The Group Home Social Worker reviews the Needs and Services Plan with the resident immediately upon receiving approval by the county social worker.

4. The Administrator reviews all Needs and Service Plans with all staff prior to implementing the new treatment goals to ensure that they are aware of the residents treatment goals and receive training on how they may help the resident in their progress.

5. On a weekly basis the group home social worker will review and discuss the progress made on the goals of the needs and services plan with the resident and will ensure that all services and methods written in the needs and services plan are being implemented and used. Any additional services that are needed or any amendments that are to be made to the needs and services plan, are discussed with the Administrator and the CSW. This approach ensures that the child is meeting her needs and services plan goals and progress is monitored.

#24 Did the treatment team develop timely, comprehensive, updated Needs and Services Plans (NSP) with the participation of the developmentally age-appropriate child? (Well-being)

1. Training was provided to the Group Home Social Worker by the Group Home Administrator on 5/15/13 utilizing the Needs and Service DCFS Power Point Training. Together, the Group Home Social Worker and the Administrator reviewed the planning and reporting of the NSP goals, services, and methods section that documents minor's needs and services needed and achieved on a quarterly basis. The training improved the understanding of writing the NSP Goals that can be specific, measurable, attainable, result oriented and time limited (SMART). All the other sections of the NSP pertaining to family visitations, medical, mental health visits, education, and adjustment to current placement were thoroughly reviewed and practiced during this Needs and Services Plan power point presentation produced by DCFS.

2. The group home social worker will utilize the "Addendum" section of the NSP template to revise any needed and necessary changes and/or progress on certain goals and treatments.

3. As mentioned earlier, a checklist that has been developed to assist the group home social worker in assessing the needs and services needed in planning a comprehensive needs and services plan is utilized when developing and reporting the quarterly needs and services plan. **(See Exhibit D – Comprehensive Needs & Service Plan Development Checklist).**

EDUCATION AND WORKFORCE READINESS

#28 Based on the services provided by the facility, has the child's academic performance and/or attendance increased (e.g. Improved grades, test scores, promotion to the next level, H.S. grad, IEP goals)? (Well Being)

Social Worker will elaborate and document on an on-going basis the participation and progress of the minor's academic performance in the newly modified Individual Weekly Session Notes. This collective information will help in developing a comprehensive assessment and plan for the updated needs and services plan.
(Refer to Exhibit B).

PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING

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? (Permanency)

1. At the time of placement, resident is informed of the Casa Esperanza Resident Privacy and House Expectation Policy. Resident will sign and date the Resident Privacy and House Expectation Policy. The original document will be filed in the resident's file while a copy of this signed document will be provided to the resident. The orientation will be conducted by the Administrator or designated Facility Manager.
(See Exhibit F – Resident Privacy and House Expectations).

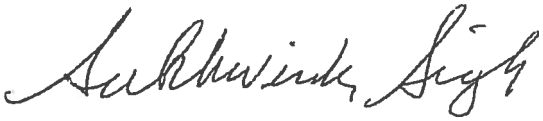
2. To ensure that the resident privacy and house expectations policy is fully implemented and followed through by all the staff members, the staff will receive thorough training by the Administrator. This training will be repeated on a quarterly basis and/or at the time of new staff hire.

3. All current residents will receive training in these areas immediately and no later than July 12, 2013 by the Group Home Social Worker. Training will include personal rights, instructions, house rules, designated areas and allow time to ask questions so they have a clear understanding our their rights and group home expectations.

4. All staff will receive training from the Group Home Social Worker no later than July 19, 2013. The meeting will include resident personal rights, designated areas of the home where resident can have privacy for conversations, house rules pertaining to times they can have access to some areas, i.e., outside. Staff will be informed that "eavesdropping" on resident personal conversations over the phone or opening of unmonitored mail that is unacceptable behavior.

It has been our privilege to serve the Los Angeles County Department of Children and Family Services through the provision of foster care services. It is our desire to meet all contract requirements and support the dedication of the county in the care of dependent children. If you have any questions or need clarification regarding this corrective action plan, please do not hesitate to contact me at (626) 814-9085.

Sincerely,



Sukhwinder Singh
Executive Director

EXHIBIT A

RELIGIOUS SERVICES AND ACTIVITIES POLICY

It is the policy of Casa Esperanza Group Home to provide the opportunity for children to attend the religious services of their choice or to have visits from the spiritual advisor of their choice.

Casa Esperanza does not affiliate itself with any religious organization or denomination nor does the group home schedule religious services to be held on-site. No resident is forced, coerced, or in any way pressured to attend religious services.

Casa Esperanza recognizes that most residents admitted to its program may not choose to attend a particular religious service. Therefore, children of parents/guardian who desire their child to attend certain religious services are given every reasonable opportunity to do so. Casa Esperanza will assist these residents by contacting, in a face-to-face meeting, with an adult responsible for supervising the activity and confirming the time and location of services or activities and by arranging for transportation to and from the services or activities. For residents not desiring to attend religious services or activities, alternative structured activities will be arranged for them in accordance with treatment needs and program services.

There are, however, certain constraints for providing opportunities to attend religious services, training or activities. These constraints involve the location of activities and their frequency. Because the group home is limited by such factors as scheduling, logistics and staffing resources, the group home may not be able to provide opportunities for all desired religious activities. Therefore, in order for the group home to comply with the religious wishes of individual residents, the location of religious activities must be within reasonable proximity to the group home and the number of times per week a child may be allowed to attend activities may have to be limited. Otherwise, the group home will make every reasonable attempt to allow children to attend the religious activities of their choice.

If conflict arises between parent(s) or guardian(s) and their child with regard to religious services, religious training and/or religious practices, these issues must be resolved between the child, the parent(s)/guardian(s), and the child's authorized representatives (i.e., the placement worker and court appointed attorney).

ACKNOWLEDGEMENT:
I have read and understand the Religious Services and Activities Policy and have been made aware that should I choose, at any time to attend religious services and/or activities, I will make the group home Administrator and Social Worker aware of my request with reasonable time in order to review my request and make necessary accommodations in compliance with this policy. (Refer to Request for Religious Participation Instructions)

_____ _____

Resident Date

EXHIBIT B

CASA ESPERANZA TREATMENT CENTER

1568 McLeod
Pomona, California 91768

Telephone: (909) 620-7543 Fax: (909) 865-3325

INDIVIDUAL WEEKLY SESSION - NOTES

Resident:_____ Date: _____

Check Box	General Appearance	Comment
	Appropriately Groomed	
	Poor Personal Hygiene	
	Dishevelment/Unconcerned	
	Other:	

Check Box	Current Behavior	Comment
	Marked Improvement	
	Gradual Improvement	
	Maintaining/Acceptable	
	Other:	

Check Box	Temperament/Mood	Comment
	Moody/Depressed	
	Stable Mood	
	Unstable/Nervous	
	Other:	

Comment:_____

Last CSW Contact: Reason for Contact:

Last CSW Contact: Reason for Contact:

Last CSW Contact: Reason for Contact:

Last CSW Contact: Reason for Contact:

FAMILY VISITATIONS

Monitored Family Visit Dates:

Unmonitored Family Visit Dates:

EXTRACURRICULAR ACTIVITIES:

[ ] Church [ ] Day Pass [ ]Home Pass [ ] Weekend Activity ~~[ ] Other:~~

~~Extracurricular Activity~~ [ ] Dance [ ] Gym [ ] Other:

Comment:

PROGRESS OF SERVICE PLAN GOALS SECTION

The following goals and progress were discussed with the resident this week:

Behavior/Current Functioning:

Goal:

Progress: (Behavior Level, SIR's, etc.)

Educational and Workforce Readiness Goals Progress:

Goal:

Progress: (Grades, academic performance, homework, school attendance, refusal to attend school, absence due to illness, tutoring, etc.)

Independent Daily Living Updates: (Chores, ILP, etc.)

Goal:

Progress:

ACKNOWLEDGEMENT:

Resident:_____Date:_____

Social Worker:_____Date:_____

EXHIBIT C

REQUEST FOR RELIGIOUS PARTICIPATION INSTRUCTIONS

Instructions:

1. Please fill-out this form completely. (One form for each resident)
2. Submit this form 4 days prior to the day of the religious activity or event. (Example: If you are requesting for Sunday, you will need to submit this form no later than Wednesday and no later than 6:00 p.m.)
3. Give the form to the group home Child Care Worker on shift.
4. The Administrator will review your request and provide you with a response no later than 24 hours before the day of the event.

Please note that CSW approval, staffing and proximity of the activity will be taken into consideration.

We will make every reasonable effort to ensure that we can accommodate your request.

****

REQUEST FOR RELIGIOUS PARTICIPATION FORM

Request Date:_____Date of Activity:_____

Resident:_____

Name of Church:_____

Address:_____City:_____

Time of Activity:_____to_____

TRANSPORTSTION REQUEST:

[ ] I need transportation to and from church to be provided by the group home.
[ ] I will need transportation to church but will be returning by:_____
[ ] I will be taking the bus and returning by:_____
[ ] Other: Please explain below:

_____

_____

Resident's Signature:_____Print:_____

ADMINISTRATOR'S RESPONSE

[ ] Your request has been approved.
[ ] Your request has been denied. Reason:_____

Signature:_____Date:_____

EXHIBIT D

RELIGIOUS ATTENDANCE AND TRANSPORTATION LOG

Transportation will be conducted by Group Home Staff Only or Authorized Individual or Authorized Family Member.
(Non-family member must have approved background clearance check on file and proof of proper Identification)

Date/Year	Drop-Off Time	Resident's Name (Resident's Signature)	Name and City of Church	Signature of Person Transporting Minor	Signature of Person Returning Resident	Return Time

ALL RESIDIDENTS MUST HAVE CSW AND PROBATION OFFICER UNSUPERVISED LETTER ON FILE

EXHIBIT E

COMPREHENSIVE NEEDS & SERVICE PLAN DEVELOPMENT CHECKLIST

FOR RESIDENT:_____

Please check the areas listen below to assist in the development of the NSP.

[ ] Include Resident Participation

[ ] Meetings with Administrator to discuss treatment goals and progress.

[ ] Identifying treatment goals and progress

[ ] Contacts with County Social Workers and reason, left message, or direct contact made? Was call returned? Measures taken to contact CSW?

[ ] Requests for unsupervised day pass. What is current CSW plan for unsupervised visits? Is there an approval or court order or changes to these orders?

[ ] Visits with family members, number of home visits, evaluation of visits?

[ ] Medical and Dental visits, hospitalizations, were all appointments attended and follow-up visits? Include refusal to see a doctor or dentist, documentation and reportable incidents.

[ ] Psychotropic Medications taken, complications, refusals to take medication, etc. Any reports to CSW regarding refusal to taken medications? When, and How?

[ ] PMA dates included when appropriate. (Psychotropic Medication Authorization.

[ ] Number and types of Incidents and when they were submitted to DCFS and/or CCL.

[ ] Education, grades, school conferences, special recognition awards, school attendance and or refusal to attend school, what is being done to improve in this area.

[ ] Extra-curricular activities and interests, sports, fitness, dance, music, church activities.

[ ] Behavior level, rewards or incentives.

[ ] Chores and house rules, hygiene.

[ ] Independent Living Skills participation, training, awards or recognition, progress?

[ ] TDM's, in attendance, reason and plan.

[ ] I.E.P's attending and by whom, outcome?

EXHIBIT F

RESIDENT PRIVACY AND HOUSE EXPECTATIONS

Unless prohibited by court order or County workers, residents are allowed:

PRIVATE VISITS
Due to scheduling program activities, visitors may not drop-in whenever they wish. All visitors must be approved by staff prior to the visit. Visitors are not allowed in bedrooms except for family members and authorized personnel.

1. Visits at the group home may not be held after 5:00 p.m. Monday through Friday, Saturday or Sunday until 6:00 pm, unless they have been authorized by the county worker prior to the visit. Staffing considerations will also be a factored due to scheduled planned activities.

2. The following areas may be used, the front porch where there is a seating bench, the backyard where there is a patio table and benches, if inside the facility, use the front living room area for privacy. Outside areas may not be utilized after 7:00 p.m.

Common areas of the house are not considered private areas, i.e., hallways, kitchen, bathroom, TV room as these are occupied by other residents and may include staff in the performance of their duties.

PRIVATE TELEPHONE CALLS AND DESIGNATED AREAS
Residents may use the following designated areas to make private telephone calls on their personal cell phones:

1. Living Room area
2. Bedroom with permission by the resident sharing your room.
3. Front porch, where there is a bench or anywhere on the facility premises.
4. You are free to move about the facility premises with your personal cell phone.
5. If you choose to go outside, please inform the child care worker on duty.
6. If you use the facility telephone, you may be limited to using the phone inside only and follow the rules with respect to telephone time limit as the house phone is used to conduct group home business. (Typically 2 10-14 min. calls per day depending on circumstances. Refer to "Resident Telephone Usage Policy."
7. No personal cell phones during bedtime curfew and depending on the day of the week. Please see "House Rules" for this information. House Rules are posted on the Resident Bulletin Board. Curfew hours may change due to planned activities or for disciplinary reasons.

SENDING MAIL/CORRESPONDENCE AND RECEIVING UNOPENED MAIL:
As a resident of CASA Esperanza Group Home, unless prohibited by court order, you will receive your mail unopened and given to you by the group home child care worker as soon as you are available to receive it. You will be asked to come to the office and receive it from the staff on shift.

If you feel that your privacy has been violated, contact the Group Home Administrator at (626) 388-3513

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I acknowledge that I have received training and understand my privacy and the group home expectations relevant to these information and instructions. All my questions have been answered to my satisfaction.

Resident:_____ Date:_____