COUNTY OF LOS ANGELES
PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501

JERRY E. POWERS
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June 9, 2014

TO: Each Supervisor

FROM: Jerry E. Powers J.P.
Chief Probation Officer

SUBJECT: **LOVING LIFE GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW**

The Department of Probation, Placement Permanency & Quality Assurance (PPQA), Group Home Monitoring (GHM) conducted a review of Loving Life I & Loving Life II Group Homes in June 2013. Loving Life I & Loving Life II has two sites located in the Second Supervisorial District of Los Angeles County and provides services to Los Angeles County Probation children. According to Loving Life's program statement, its purpose is to provide services to court dependent children, with behavioral, emotional, and psychological difficulties.

Loving Life I and Loving Life II are both six (6) bed sites and are licensed to serve a capacity of twelve boys, six (6) at each site, ages 7 - 18. At the time of review, Loving Life I & II was serving eleven (11) children. The placed children's overall average length of placement was 7 months, and their average age was 15 years. Five (5) Probation youth were randomly selected for the interview sample. There were two (2) children in the sample who were prescribed psychotropic medication. Additionally, three (3) discharged children's files were reviewed to assess compliance with permanency efforts, and five (5) staff files were also reviewed for compliance with Title 22 Regulations and County Contract Requirements.

SUMMARY

During the PPQA/GHM review, the interviewed children generally reported feeling safe at Loving Life I & Loving Life II and that they were provided with good care and appropriate services, were comfortable in their environment and treated with respect and dignity. Loving Life I & Loving Life II was in compliance with six (6) of the 10 areas of the Contract Compliance Review: Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; and Discharged Children.

However, deficiencies were noted in the areas of Licensure/Contract Requirements, Facility and Environment, Personal Needs/Survival and Economic Well-Being and Personnel Records. Loving Life II needs to conduct monthly emergency drills and document the drills, remove all graffiti in bedrooms and the common areas and ensure backyard repairs are made, provide Life Books to residents upon entering the Group Home and provide the policies and procedures of the Group Home to all employees.

REVIEW OF REPORT

On July 10, 2013, Probation PPQA Monitor Joseph Ninofranco held an Exit Conference with Loving Life I & Loving Life II Administrator Alice Brown. Loving Life I & Loving Life II representative agreed with the review findings and recommendations was receptive to implementing systemic changes to improve their compliance with regulatory standards and agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this compliance report has been sent to the Auditor-Controller and Community Care Licensing.

Loving Life Group Home provided the attached approved CAP addressing the recommendations noted in this compliance report. Assessment for implementation of recommendations will be conducted during the next monitoring review.

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

JEP:REB:LCM:ed

Attachments (3)

c: William T Fujioka, Chief Executive Officer
Sachi A. Hamai, Executive Officer, Board of Supervisors
Brence Culp, Chief Deputy, Chief Executive Office
Wendy Watanabe, Auditor-Controller
Phillip L. Browning, Director, Department of Children and Family Services
Latasha Howard, Probation Contracts
Rhonda David-Shirley, Out-of-Home-Care Management, DCFS
Diana Flaggs, DCFS Contracts
Audit Committee
Sybil Brand Commission
Community Care Licensing
Alice Brown, Administrator, Loving Life Group Home
Georgia Mattera, Public Safety, Chief Executive Office
Chief Deputies
Justice Deputies

LOVING LIFE GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

Loving Life Group Home I
700 South Burris Avenue
Compton, CA 90021
License Number: 191600185
Rate Classification Level: 10

Loving Life Group Home II
9601 South Hobart
Los Angeles, CA 90047
License Number: 198204496
Rate Classification Level: 10

	Contract Compliance Monitoring Review	**Findings: June 2013**
I	**Licensure/Contract Requirements** (9 Elements) 1. Timely Notification for Child's Relocation 2. Transportation Needs Met 3. Vehicle Maintained In Good Repair 4. Timely, Cross-Reported SIRs 5. Disaster Drills Conducted & Logs Maintained 6. Runaway Procedures 7. Comprehensive Monetary and Clothing Allowance Logs Maintained 8. Detailed Sign In/Out Logs for Placed Children 9. CCL Complaints on Safety/Plant Deficiencies	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Improvement Needed 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance
II	**Facility and Environment** (5 Elements) 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms 4. Sufficient Recreational Equipment/Educational Resources 5. Adequate Perishable and Non-Perishable Foods	1. Improvement Needed 2. Improvement Needed 3. Improvement Needed 4. Full Compliance 5. Full Compliance
III	**Maintenance of Required Documentation and Service Delivery** (10 Elements) 1. Child Population Consistent with Capacity and Program Statement 2. County Worker's Authorization to Implement NSPs 3. NSPs Implemented and Discussed with Staff 4. Children Progressing Toward Meeting NSP Case Goals 5. Therapeutic Services Received 6. Recommended Assessment/Evaluations 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	Full Compliance (ALL)

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

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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed
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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Improvement Needed 7. Full Compliance

LOVING LIFE GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2012-2013

SCOPE OF REVIEW

The purpose of this review was to assess Loving Life's compliance with the County contract and State regulations and include a review of the Loving Life'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, five (5) placed children were selected for the sample, five (5) Probation children. Placement Permanency & Quality Assurance, Group Home Monitoring (PPQA/GHM) interviewed each child and reviewed their case files to assess the care and services they received. Additionally, three (3) discharged children's files were reviewed to assess Loving Life's compliance with permanency efforts. All three (3) files reviewed were Los Angeles County Probation children, as Loving Life does not accept Department of Children and Family (DCFS) children. At the time of the review, two (2) placed children were prescribed psychotropic medication. Those case files were reviewed to assess for timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm the required documentation of psychiatric monitoring.

PPQA/GHM reviewed five (5) staff files for compliance with Title 22 Regulations and County contract requirements, and conducted a site visit to assess the provision of quality of care and supervision.

CONTRACTUAL COMPLIANCE

The following four (4) areas were out of compliance.

Licensure/Contract Requirements

- Both Loving Life Sites' emergency and fire drill logs were thoroughly reviewed to ensure that a drill and plan were done every month for the safety and security of the home. The review revealed that Loving Life II did not conduct emergency or fire drills since the month of February 2013, which has been four (4) months with no emergency or fire drills.

Recommendation

1. Loving Life management shall ensure that emergency and fire drills are done monthly and documented appropriately.

Facility and Environment

PPQA/GHM inspected all interiors and exteriors of both Loving Life facilities. The inspection revealed many cosmetic deficiencies in both facilities, with one deficiency that needed immediate attention for the safety and security of the children.

- At Loving Life I, in the backyard, there is a broken screen that shields the piping of the house and needs to be replaced in order for the pipes not to be exposed. Also, in the recreation room, there is a foosball table that has graffiti etched into it and needs to be sanded down and repainted. In the TV room of Loving Life I, there was graffiti on the back wall that needs to be removed and painted. Furthermore, the TV room is missing blinds that need to be replaced, and a loose wire that needs to be secured. With regards to the bedrooms of Loving Life I, closet hinges and drawer rails need replacing and repairing. Also, Bedroom #1 has a broken light socket cover that needs replacing. In Bedroom #2, the headboard needs tightening, as it is loose. In Bedroom #3, the drawer rail needs replacing, as the drawer does not close properly. Finally, in Bedroom #4, there is a hole in the wall that needs patching and painting.

- At Loving Life II, there is graffiti on the toilet roll holder in Bathroom #1 that needs to be removed or replaced. In the living room of Loving Life II, there is graffiti under the TV mount that needs to be removed. Also, the kitchen has missing blinds that need to be replaced. In Bedroom #1, of Loving Life II, there is graffiti in the closet that needs to be removed. In Loving Life II, in Bedroom #3, there is a section of carpet in the corner missing with nails being exposed that needs immediate attention. Also, Bedroom #3 is missing blinds that need to be replaced.

Recommendation

Loving Life's management shall ensure that:

1. All of the aforementioned physical deficiencies cited that have not already been fixed, will be corrected and repaired in a timely fashion. This shall be in accordance with the Community Care Licensing, Title 22 standards, which states that all Group Home sites are to be "clean, safe, sanitary and in good repair at all times".

Personal Needs/Survival And Economic Well-Being

- One resident stated that upon arrival to Loving Life I, he was not provided a Life Book or Photo Album nor was unaware what a Life Book was.

Recommendation

Loving Life's management shall ensure that:

1. All residents shall be encouraged or assisted in creating and maintaining photo albums or life books upon arrival in the Group Home.

Personnel Records

- Upon reviewing a sample of Personnel Files at both Loving Life facilities, one employee's file did not include employee's policy and procedures in staff's personnel file.

Recommendation

Loving Life's management shall ensure that:

1. All necessary paperwork and documents are included in each employee's personnel files

PRIOR YEAR FOLLOW-UP FROM PROBATION's PPQA GHMU's GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW

PPQA/GHM's last compliance report dated July 24, 2012, identified seven (7) recommendations.

Results

Based on the follow-up conducted, Loving Life fully implemented four (4) previous recommendations for which they were to ensure that:

- The aforementioned deficiencies cited will be corrected and repaired in a timely fashion in order to ensure the safety and security of all residents placed at the Group Home.

- The driveway of Loving Life I needed to be repaired and the backyard needed to be cleaned and landscaped.

- Loving Life attempt to obtain all Probation Caseworker's or Officer's signature for each child's NSPs. If unable to obtain, document on signature page.

- Loving Life Group Homes encouraged and gave the children an opportunity to participate in age-appropriate extra-curricular, enrichment and social activities in which they have an interest.

The following three (3) recommendations from the previous year were not corrected:

- Loving Life Group Home still has graffiti in bedrooms and closets.

- Loving Life Group Home did not provide photo albums or life books to all children.

- Loving Life Group Home did not have all required documents in all employee files sampled.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

The most recent Fiscal Review for Loving Life Group Homes from the Department of Auditor Controller is dated May 22, 2008, for the fiscal period of January 1, 2006, to December 31, 2006. The report dated May 22, 2008, indicated that Loving Life Group Homes had questioned/disallowed costs. Loving Life Group Homes submitted a timely approved fiscal Corrective Action Plan (CAP), which is being monitored by the Department of Children and Family Services, Fiscal Monitoring Section.

LOVING LIFE HOMES

700 S. Burris Street, Compton, 90221 (310) 608-0150 Fax:(310) 608-6962
9601 Hobart Blvd, Los Angeles, 90047(323) 757-9491 Fax: (323) 757-9191

July 07, 2013

County of Los Angeles
Department of Probation
Group Home Monitoring Review
11701 S. ALAMEDA ST.
LYNWOOD, CA 90262

Mr. J. NINO FRANCO

Below is the response and actions to our Corrective Action Plan, in response to the recent Monitoring Review of Loving Life Homes located in Compton and Los Angeles completed on or about July 10, 2013.

The information from the worksheet instrument has been reviewed and the findings and deficiencies have been corrected or scheduled for correction and documentation will be provided, within thirty days, to insure that both facilities remain in compliance with requirements and in accordance with the recommendation made by the Group Home Monitor.

We thank you for your visit and recommendation and we look forward to a continued relationship and collaboration.

Ms. Alice Brown

Quality Assurance

LOVING LIFE HOMES

The following is the list of deficiencies that have been sited, reviewed and corrected for both locations.

Loving Life 1 Group Home, Compton

I. Facility and Environment

A. TV room was painted; graffiti was removed from the foosball table

- Wires near stairs removed; stucco was applied and painted.
- New blinds were placed on window in TV room.
- Screen was removed and replaced for pipes in backyard.

B. Are all children's bedrooms well maintained as stipulated on worksheet #12.

New closet hinges were placed on closet in bedroom #1
Dresser drawer was repaired
Light socket repaired
Headboard tightened in bedroom #2
New dresser for bedroom #3
Stucco applied and painted to cover hole in wall bedroom # 4
Broken light switch replaced with new plate.

LOVING LIFE HOME

Loving Life 2 Group Home, Los Angeles

I Facility and Environment

A. Common Quarters, as stipulated on worksheet #11

- Graffiti on toilet roll holder in bathroom #1 was removed
- All graffiti in living room removed and painted
- New blinds were placed in kitchen windows
- Graffiti in closet of bedroom #1 removed and painted
- Carpet was repaired and new blinds were placed in bed room #3

VIII. Personal Needs/Survival & Economic Well-Being

ren (Youth) Life-Book

All youth were assigned a Life-Book when admitted.

X. Personnel Records

A. Policy and procedures were placed in personnel file of staff Peters.