COUNTY OF LOS ANGELES
PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

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JERRY E. POWERS
Chief Probation Officer

August 17, 2015

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

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

SUBJECT: **FUTURE STARS YOUTH SERVICES GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW**

The Department of Probation, Placement Permanency & Quality Assurance (PPQA), Group Home Monitoring (GHM), conducted a review of Future Stars Youth Services Group Home, operated by Future Stars, in February 2015. Future Stars Youth Services has one site, located in the Fifth Supervisorial District of Riverside County. They provide services to Los Angeles County Probation foster children and Los Angeles County Department of Children and Family Services (DCFS) foster children. According to Future Stars program statement, its purpose is to provide services to girls who are victims of physical abuse, drug and alcohol abuse and are in need of a specialized anger management program.

Future Stars is a six (6) bed site and is licensed to serve a capacity of six girls, 13-18 years old. At the time of review, Future Stars did not have any Los Angeles County Probation or DCFS children; however, they did have four (4) children from other counties, two (2) from San Bernardino, one (1) from Imperial County and one (1) from San Diego County. Since there were no Los Angeles County children to sample, case files and Psychotropic Medication Authorizations (PMAs) were not reviewed.

One Los Angeles County Probation discharged child's file was 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

Future Stars was in compliance with one (1) of the 10 areas of the Contract Compliance Review: "Discharge Children." Six (6) of the areas were not applicable due to the Group Home not having any children to sample for interviews; therefore, the following areas did not apply during this monitoring 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 "Personal Needs/Survival and Economic Well-Being."

PPQA/GHM noted deficiencies in three (3) areas. In the area of "Licensure/ Contract Requirements", Future Stars needed to ensure that they issue the minimum weekly allowance to all placed children and remain free of substantiated Community Care Licensing (CCL) complaints. It was noted in the area of "Facility and Environment" that Future Stars needed to make minor repairs by ensuring that the mold is removed from the bathtub and the graffiti removed from the closet. In the area of "Personnel Records", Future Stars failed to ensure that all staff's DOJ, FBI, and Child Abuse Clearance Indexes (CACI) were submitted prior to the employee's hire date. In addition, Future Stars needed to ensure that all personnel files have the required minimum education/experience documented in their files.

REVIEW OF REPORT

On February 20, 2015, Probation PPQA Monitor RaTasha Smith held an Exit Conference with Future Stars Youth Services Administrator Sarah Wright. Administrator Wright agreed with the review findings and recommendations and was receptive to implementing systemic changes to improve their compliance with regulatory standards, as well as address the noted deficiencies in a Corrective Action Plan (CAP).

Future Stars Youth Services Group Home provided the attached approved CAP addressing the recommendations noted in this compliance report. A follow-up visit was conducted on March 25, 2015, and all deficiencies cited in the CAP were corrected or systems were put in place to avoid future deficiencies. Assessment for continued implementation of recommendations will be conducted during the next monitoring review.

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

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:MEP:REB
LCM:ed

Attachments

c: Sachi A. Hamai, Interim Chief Executive Officer
John Naimo, Auditor-Controller
Phillip L. Browning, Director, Department of Children and Family Services
Public Information Office
Audit Committee
Sybil Brand Commission
Latasha Howard, Probation Contracts
Sarah Wright, Future Stars Administrator
Community Care Licensing

FUTURE STARS YOUTH SERVICES GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

406 Myrtlewood
Calimesa, CA 92320
License Number: 366408739
Rate Classification Level: 11

	Contract Compliance Monitoring Review	**Findings: February 2015**
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. Full Compliance
	5. Disaster Drills Conducted & Logs Maintained	5. Full Compliance
	6. Runaway Procedures	6. Full Compliance
	7. Comprehensive Monetary and Clothing Allowance Logs Maintained	7. Improvement Needed
	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. Improvement Needed
	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	Not Applicable
	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	

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	Not Applicable
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	Not Applicable
VI	**Psychotropic Medication** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Not Applicable
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, Community) 13. Children Given Opportunities to Participate in Extra-Curricular, Enrichment and Social Activities (GH, School, Community)	Not Applicable

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	Not Applicable
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. Improvement Needed 2. Full Compliance 3. Improvement Needed 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance

FUTURE STARS YOUTH SERVICES GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2014-2015

SCOPE OF REVIEW

The purpose of this review was to assess Future Star's compliance with the County contract and State regulations and include a review of the Future Stars Youth Services 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, one discharged child's file was reviewed, to assess Future Stars Youth Services compliance with permanency efforts. There were no Los Angeles County children to sample at the time of the review; therefore, case files and Psychotropic Medication Authorizations were not assessed, and no child interviews were conducted.

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

CONTRACTUAL COMPLIANCE

The following three (3) areas were out of compliance.

Licensure/Contract Requirements

- During the inspection of the Group Home's logs, it was discovered that Future Stars is not always providing the children with their minimum weekly allowance. There was one (1) child who did not receive the minimum $7.00 allowance for one (1) week.

- Future Stars Youth Services received a substantiated allegation on March 12, 2014, for not picking up a child from school in a timely manner.

Recommendation

Future Stars management shall ensure that:

1. All placed children always receive the minimum weekly allowance and are reimbursed any back allowances immediately.

2. Future Stars shall strive to become free of substantiated allegations by adhering to all Community Care Licensing Requirements and Regulations.

Facility and Environment

An inspection of the interiors and exteriors of Future Stars revealed some cosmetic deficiencies that require correction in the Common Areas and Children's Bedrooms:

- Repair the handle on the gaming table in the den
- Remove the mold from the bathtub in the restroom
- Replace the light switch plate in bedroom #3
- Remove the graffiti from the closet in bedroom #1.

Recommendation

Future Stars management shall ensure that:

1. All physical deficiencies are corrected or repaired in a timely manner in the Common Areas.
2. All physical deficiencies are corrected or repaired in a timely manner in the Children's Bedrooms.

Personnel Records

- During a review of the five (5) employee files, one (1) of the five (5) did not have the DOJ, FBI, and Child Abuse Clearance submitted prior to their hire date.

- During the review of the five (5) employee files, all five (5) files were missing their minimum education/experience.

Recommendation

Future Stars management shall ensure that:

1. All employees have their DOJ, FBI, Child Abuse Clearance submitted prior to their hire date.

2. All employees have their minimum education/experience documented in their files.

PRIOR YEAR FOLLOW-UP FROM THE PROBATION PPQA GHM GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW

PPQA/GHM's last compliance report dated June 9, 2014, identified three (3) recommendations.

Results

Based on the prior year follow-up, Future Stars fully implemented two (2) of the three (3) previous recommendations for which they were to ensure that:

- The minor physical deficiencies that were located in bedrooms #2 and #3 were repaired/corrected.
- All personnel files contained criminal background statements.

The third recommendation surrounding maintenance of required documentation and service delivery was not reviewed during the 2014-2015 monitoring review period due to the Group Home not having any Los Angeles County Probation or DCFS children placed during the monitoring review process; therefore, NSP's were not reviewed.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Future Stars has not been conducted by the Auditor Controller to date.

Future Stars, inc.

June 10, 2015

Monitoring Review CAP

I. **Licensure/Contract Requirements**

A. Area of non-compliance:
The children are not consistently receiving their minimum weekly allowance. There was (1) child that was issued the wrong amount on her weekly allowance for 1 week.

Explain the cause:
There was (1) child that was issued the wrong amount on her weekly allowance for 1 week that was an error by the staff.

Details on correcting the non-compliance:
The Facility manager reimbursed the minor the corrected amount of allowance immediately, when the error was discovered.

How will CAP be implemented?
Quality Assurance liaison will re-check all allowances for each youth on a weekly basis, to ensure all accuracy.

Quality Assurance plan:
Administrator will review all allowances received by each youth on a weekly basis to ensure accuracy.

B. Area of non-compliance:
Is the group home free of any substantiated Community Care Licensing complaints on safety and /or physical plant deficiencies since the last review? CCL reported a substantiated allegation on 3/12/14 for not picking up child in a timely manner.

Explain the cause:
CCL reported a substantiated allegation on 3/12/14 for not picking up a child in a timely manner. Staff did not follow protocol, and received time off without pay on March 12, 2014.

Details on correcting the non-compliance:
Future Stars has implemented a procedure for a 2nd staff to be on-call for transportation issues.

How will CAP be implemented?
The on-call staff will have the daily activities to assist in any transportation issues that arise, i.e. court appearance, doctor's apt. etc..... Training was provided of new procedure during a staff meeting on April 1, 2014.

Quality Assurance plan:
Administrator, Sarah Wright will check all daily activities to ensure that all activities have been assigned proper transportation.

II. Facility and Environment

A. Area of non-compliance:
Are common quarters well maintained?

Explain the cause:
Facility did not observe and overlooked there was a small handle that was missing on the cabinet located in the common area. There was also a small amount of mold located around the edge of the bath tub area.

Details on correcting the non-compliance:
A new knob was purchased and has been placed on the cabinet, immediately. Also the small spot of mold has been removed and the entire bath tub area was re-grouted, immediately.

How will CAP be implemented?
Facility has implemented a new protocol. Administrator assigned Assistant manager Barbara Blair to assist Facility manager R'Nisha Parker on completion of each maintenance request form.

Quality Assurance plan:
Assistant manager, Barbara Blair will ensure all items of maintenance requests are submitted to Administrator. The item will be corrected within 24 hours on a weekly basis.

B. Area of non-compliance:
Are children's bedroom well maintained?

Explain the cause:
Staff did not observe the damage to the light switch plate located in bedroom 3 or the graffiti located in the closet in bedroom 1.

Details on correcting the non-compliance:
Light switch cover was immediately replaced in bedroom-3. Closet was immediately painted to remove the graffiti in bedroom 1.

How will CAP be implemented?
Facility has implemented a new protocol. Administrator assigned Assistant manager Barbara Blair to assist Facility manager R'Nisha Parker on completion of each maintenance request form.

Quality Assurance plan?
Assistant manager, Barbara Blair will ensure all items of maintenance requests are submitted to Administrator. The item will be corrected within 24 hours on a weekly basis.

III. **Personnel Records**

A. Area of non-compliance:
Do Group home staff that have direct contact with children meet the educational/experience requirements?

Explain the cause:
Future Stars did not maintain educational requirements in personnel files due to a lack of training. Training was conducted immediately to ensure all required documents are received before hire date.

Details on correcting the non-compliance:
Future Stars has received all employees required education documents. Documentation has been placed in all employee personnel file, immediately.

How will CAP be implemented?
Quality Assurance Liaison will complete a monthly check of all employee files to ensure all proper documentation is maintained in employee files.

Quality Assurance plan:
Administrator will ensure all required education documentation is submitted upon hire date.

B. Area of non-compliance:
Were DOJ/FBI and CA clearance Indexes (CACI) submitted prior to employee's hired date? Employee was allowed to complete her employee packet prior to receiving her criminal clearance. However, employee did not begin working until after criminal clearance was received.

Explain the cause:
Employee was allowed to complete her employee packet prior to receiving her criminal clearance. However, employee did not begin working until after criminal clearance was received.

Details on correcting the non-compliance:
Employees will not complete the employee packet until criminal clearance is received. Future Stars will also document the difference between the hire date and the actual start date for each new employee.

How will CAP be implementing?
Future Stars has changed their protocol and will only allow employee packets to be completed after criminal clearance is received.

Quality Assurance plan:
Administrator will ensure that all employees will not complete employee packet or begin employment until criminal clearance is received.

Sarah Wright-Administrator
Sarah Wright