



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

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JERRY E. POWERS
Chief Probation Officer

October 1, 2012

TO: Each Supervisor

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

SUBJECT: **DELILU ACHIEVEMENT HOME CONTRACT COMPLIANCE
MONITORING REVIEW**

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We have completed a review of DeliLu Achievement Home, operated by DeliAnn-Lucille Corporation, a contractor with Los Angeles County, Department of Children and Family Services (DCFS) and the Probation Department.

DeliLu is an eight (8) bed Group Home that provides services to girls from the Los Angeles County Probation Department and Los Angeles County Department of Children and Family Services. DeliLu provides services to girls between the ages of 12 and 17 years old. DeliLu provides services for girls who have been neglected and abused, have had substance abuse issues, have exhibited delinquent behaviors such as disobedience at home and/or school, have demonstrated threatening behaviors towards others, have demonstrated a lack of impulse control and have had some depression.

At the time of this monitoring review in June of 2012, DeliLu was providing services to eight (8) children; six (6) from the Los Angeles County Probation Department and two (2) from the Los Angeles County Department of Children and Family Services. For this review, six (6) case files were reviewed, and six (6) child interviews were conducted, one (1) DCFS child and five (5) Probation children. Three (3) of discharge files were reviewed, all three (3) files were Probation children, as there were no DCFS children's discharged files available at the time of this review. Five (5) personnel files were reviewed. Additionally, two (2) children were prescribed and taking psychotropic medication and their files were reviewed for timely Psychotropic Medication Authorizations (PMA) and required monitoring.

DeliLu Achievement Home is located in the city of Los Angeles, in the Second District of Los Angeles County.

SCOPE OF REVIEW

The purpose of our review is to determine whether the Agency is providing the services as outlined in their Program Statement. In addition, the review covers basic child safety and

licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights. In addition, a review of the most current Auditor Controller Fiscal Review was conducted.

SUMMARY

Based on child interviews, our review of six (6) children's files and/or documentation provided by the Group Home, Delilu Achievement Home is providing the basic services as outlined in their Program Statement and is meeting the overall needs of the children placed at the Group Home. However, there were numerous deficiencies in the "Notable Findings" section that require corrective action. Some of these areas of deficiencies are found under "Facility and Environment", which require immediate attention; "Maintenance of Required Documentation and Service Delivery", related to the Needs and Services Plans (NSPs); "Education and Workforce Readiness", related to timely school enrollment, academic performance and children participating in Youth Development Services (YDS); "Health and Medical Needs" related to timely initial medical and dental examinations; "Personal Rights and Social/Emotional Well-Being", related to children given opportunities to participate in planning activities and children given opportunities to participate in age-appropriate extra-curricular activities, "Personal Needs/Survival and Economic Well-Being", related to Life Books and "Personnel Records", employees receiving timely health screenings.

NOTABLE FINDINGS

- There were many minor deficiencies noted that required repair or correction as described in the "Facilities and Environment" section of the Monitoring Review; such as, fixing exterior issues in the front and backyard, cracked ceiling in the dining room, computer, laundry and storage/recreation rooms need to be cleaned and organized, bathroom issues; such as, sink faucet leak and possible mold issue in the shower, bedroom furniture graffiti removal, replace missing dresser knobs and clean dirty window sill.
- There were several deficiencies with the Needs and Services Plans (NSPs) of the child files that were reviewed as described in the "Maintenance of Required Documentation and Service Delivery" section of the Monitoring Review; such as, missing the Probation caseworker's signature to authorize the NSP, NSPs not discussed with staff/parents, children not progressing towards their NSP goals, Probation caseworker's contact not verified and NSPs not comprehensive.
- Two (2) of the six (6) child files reviewed showed that they were not enrolled in school within three (3) days of placement and efforts were not documented, as described in detail in the "Education and Workforce Readiness" section of the Monitoring Review.
- One (1) of the six (6) children's initial medical examination was untimely and three (3) of the six (6) children's initial dental exams was untimely, as described in the "Health and Medical Needs" section of the Monitoring Review.

- Three (3) of the six (6) children interviewed stated that they are not given the opportunity to participate in age-appropriate extra-curricular activities of their choice, as described in the "Personal Rights and Social/Emotional Well-Being" section of the Monitoring Review.
- Five (5) of the six (6) children reported that they were never given a Life Book, as described in the "Personal Needs/Survival and Economic Well-Being" section of the Monitoring Review.
- None of the staff files reviewed had documented proof of the required one-hour child abuse training and two (2) employees did not have timely health screening in their respective files, as described in the "Personnel Records" section of the Monitoring Review.

EXIT CONFERENCE

In attendance:

Mary Davis Administrator/Owner
Lisa Seibel Assistant Administrator

Highlights:

The exit conference was held on June 28, 2012. The deficiencies were reviewed in detail and every section of the "Group Home Monitoring Review Field Exit Summary" was discussed. There were some concerns regarding the areas of "Facility and Environment", "Education and Workforce Readiness", as well as some concerns regarding documentation. DeliLu Administrators stressed the fact that they are passionate about what they do and the services that they offer; that they ensure the children get the services they need to improve emotionally, behaviorally and academically. The DeliLu representatives present were in agreement with the review findings. Mrs. Davis and Ms. Seibel agreed to make the necessary changes, as recommended. A written Corrective Action Plan was submitted on July 31, 2012, and has been approved.

A follow up visit was conducted on August 28, 2012, to ensure that all deficiencies have been corrected. The results for the follow-up visit, which can be found in detail on the final page of the "Compliance Monitoring Review" section, are as follows: exterior deficiencies were corrected, interior deficiencies; such as, leaky bathroom faucet repaired, graffiti was removed from bedroom furniture, the laundry, storage/recreation and computer rooms were cleaned and organized, the therapist was retrained on how to properly document and complete the NSPs, DeliLu is working to provide children with opportunities to participate in Youth Development Services (YDS)/ Independent Living Plan (ILP) services, DeliLu is current with initial medical and dental examinations, all children are given opportunities to participate in age-appropriate extra-curricular activities, all children have Life Books and are encouraged to use them and all employee files have the proper documents in their respective files and all have received the one-hour child abuse training as of June 15, 2012.

Each Supervisor
October 1, 2012
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If you need additional information or have questions or concerns, 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 Officer
Wendy Watanabe, Auditor-Controller
Philip L. Browning, Director, Department of Children and Family Services
Public Information Office
Audit Committee
Sybil Brand Commission
Mary Davis, Administrator, DeliLu
Jean Chen, Regional Manager, Community Care Licensing
Lenora Scott, Regional Manager, Community Care Licensing
Georgia Mattera, Public Safety, Chief Executive Officer
Chief Deputies
Justice Deputies

DELILU PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW- SUMMARY

	Contract Compliance Monitoring Review	Findings: June/2012
I	<u>Licensure/Contract Requirements</u> (9 Elements) <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. Transportation 3. SIRs 4. Compliance with Licensed Capacity 5. Disaster Drills Conducted/Logs Maintained 6. Runaway Procedures 7. Allowance Logs 8. CCL citations for safety/plant deficiencies 9. Detailed sign in/out log for children 	Full Compliance (ALL)
II	<u>Facility and Environment</u> (6 Elements) <ol style="list-style-type: none"> 1. Exterior Well Maintained 2. Common Quarters Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food 	<ol style="list-style-type: none"> 1. Needs Improvement 2. Needs Improvement 3. Needs Improvement 4. Needs Improvement 5. Full Compliance 6. Full Compliance
III	<u>Maintenance of Required Documentation and Service Delivery</u> (13 Elements) <ol style="list-style-type: none"> 1. Child Population Consistent with Program Statement 2. Probation Caseworker Authorization to Implement NSPs 3. Children's Participation in the Development of NSPs 4. NSPs Implemented and Discussed with Staff/Parents 5. Sampled children progressing towards meeting the NSP case goals 6. Treatment team developed timely initial NSP with the child 7. Treatment team develop comprehensive initial NSP with the child 8. Therapeutic Services Received (individual, group, substance abuse, etc.) 9. Recommendation Assessments/Evaluations Implemented (psychological, psychiatric, medical evaluations/assessments) 10. Probation Caseworkers Monthly Contact Verified 11. Agency assist the child in maintaining important relationships 12. Treatment team develop timely updated NSP with the child 13. Treatment team develop comprehensive updated NSP with the child 	<ol style="list-style-type: none"> 1. Full Compliance 2. Needs Improvement 3. Full Compliance 4. Needs Improvement 5. Needs Improvement 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Needs Improvement 11. Full Compliance 12. Full Compliance 13. Needs Improvement

IV	<u>Education and Workforce Readiness</u> (8 Elements) <ol style="list-style-type: none"> 1. Child enrolled in school within three (3) days after placement or efforts documented 2. Child attends school as required 3. Agency facilitates in meeting the child's educational goals (IEP conference, tutoring, parent/teacher conference, homework, etc.) 4. Based on services provided, has the child's academic performance and/or attendance increased (improved grades, test scores, promotion to the next level, High School graduated, IEP goals?) 5. Current IEPs maintained 6. Current copies of the child's report cards or progress cards maintained 7. Group Home provides children with opportunities to participate in age appropriate youth development services (YDS) and vocational training programs 8. Group Home encourages children's participation in YDS or equivalent programs. 	<ol style="list-style-type: none"> 1. Needs Improvement 2. Needs Improvement 3. Full Compliance 4. Needs Improvement 5. Full Compliance 6. Full Compliance 7. Needs Improvement 8. Needs Improvement
V	<u>Health and Medical Needs</u> (6 Elements) <ol style="list-style-type: none"> 1. Initial medical examinations conducted 2. Initial medical examinations timely 3. Required follow-up medical examinations conducted timely 4. Initial dental examinations conducted 5. Initial dental examinations timely 6. Required follow-up dental examinations conducted timely 	<ol style="list-style-type: none"> 1. Full Compliance 2. Needs Improvement 3. Full Compliance 4. Full Compliance 5. Needs Improvement 6. Needs Improvement
VI	<u>Psychotropic Medications</u> (2 Elements) <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication or document effort to obtain 2. Current Psychiatric Evaluation/Review for each child on psychotropic medication 	Full Compliance (ALL)
VII	<u>Personal Rights and Social/Emotional Well-Being</u> (17 Elements) <ol style="list-style-type: none"> 1. Children informed of Group Home's policies and procedures 2. Children feel safe at Group Home 3. Children supervised by staff 4. Group Home provides appropriate staffing and supervision 5. Children report satisfaction with meals and snacks 6. Staff treats children with respect and dignity 7. Appropriate rewards and discipline system in place 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Needs Improvement 7. Full Compliance

	<ol style="list-style-type: none"> 8. Consequences fair 9. Children allowed private visits, make and receive telephone calls and to send and receive unopened correspondence/mail 10. Children free to attend religious services and activities of their choice 11. Children's chores easy or hard (reasonable) 12. Children informed about their medication 13. Children aware of their right to refuse medication 14. Children free to received or reject voluntary medical, dental and psychiatric care 15. Children given opportunities to participate in planning activities 16. Children participate in activities, including at the Group Home, in the community or school 17. Children given opportunities to participate age-appropriate extra-curricular, enrichment and social activities in which they have an interest 	<ol style="list-style-type: none"> 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance 13. Full Compliance 14. Full Compliance 15. Needs Improvement 16. Full Compliance 17. Needs Improvement
VIII	<p><u>Personal Needs/Survival and Economic Well-Being</u> (8 Elements)</p> <ol style="list-style-type: none"> 1. \$50.00 Clothing Allowance 2. Adequate Quantity Clothing Inventory 3. Adequate Quality Clothing Inventory 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Needs Improvement
IX	<p><u>Discharge Plan</u> (3 Elements)</p> <ol style="list-style-type: none"> 1. Children placed at least 30 days, was the child discharged according to the permanency plan 2. Children placed at least 30 days, did the child make progress toward meeting their NSP goals 3. Group Home using available resources to attempt to stabilize the placement prior to requesting the removal of the child 	<p>Full Compliance (ALL)</p>
X	<p><u>Personnel Records</u> (14 Elements)</p> <ol style="list-style-type: none"> 1. DOJ submitted timely 2. If applicable, FBI submitted timely 3. Child Abuse Clearance Index (CACI) submitted timely 4. Appropriate employees sign a criminal background statement timely 5. Group Home staff who have direct contact with children meet the educational/experience requirements 6. Employees received timely health screenings 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Needs Improvement

	<ul style="list-style-type: none"> 7. Required employees have a valid CA drivers license 8. Appropriate Group Home employees signed copies of the Group Home policies and procedures 9. Appropriate employees received the required initial training 10. Appropriate employees received minimum one-hour training in the area of child abuse identification and reporting 11. Appropriate employees received CPR training 12. Appropriate employees received First-Aid training 13. Appropriate employees received the required annual on-going training 14. Appropriate employees received emergency intervention training per the Group Home's program statement 	<ul style="list-style-type: none"> 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Needs Improvement 11. Full Compliance 12. Full Compliance 13. Full Compliance 14. Full Compliance
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DELILU PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

**DeliLu Achievement Home
1564 West 36th Place
Los Angeles,, CA 90018
License Number: 198203559
Rate Classification Level: 12**

LICENSURE/CONTRACT REQUIREMENTS

Based on our review of six (6) children's files, one (1) DCFS child and five (5) Probation children, and/or documentation provided by the Agency, DeliLu Achievement Home was in compliance with all nine (9) elements in the area of "Licensure/Contract Requirements".

DeliLu notifies the required agencies in a timely manner when a child is removed from the program. It was stated that DeliLu does not actually relocate children since they only have one site; that they will work with the children to help them improve and progress.

It was stated that when a child leaves the program they either graduate or receive a 7-Day removal notice for increasingly poor behavior or possible arrest. DeliLu also provides transportation for children so that their needs are met. All six (6) children interviewed reported that DeliLu provides transportation to places; such as, school, medical appointments, and counseling sessions. DeliLu writes Special Incident Reports (SIR) and contacts the Probation Department's "Officer of the Day" (OD) Line to report all incidents, including runaways. If there is an AWOL situation, besides calling the AWOL OD line, DeliLu staff will contact the DPO of Record or Social Worker, law enforcement and the parent to notify them of the AWOL.

DeliLu is in compliance with licensing capacity and, at the time of review, there were eight (8) children residing in the home, two (2) children from the Department of Children and Family Services (DCFS) and six (6) Probation children. DeliLu conducts disaster drills monthly; the last disaster drill was completed on May 16, 2012. DeliLu maintains allowance logs that confirm children are receiving their weekly allowance. Recently, DeliLu updated their allowance logs to include date, child's name, signature, amount and a comment section for any additional information necessary.

Community Care Licensing was contacted, and there were no reports of plant/safety deficiencies within the last year.

DeliLu keeps detailed sign-in and sign-out logs. DeliLu keeps two (2) separate binders; one (1) for professionals; such as, therapists, Licensing and Probation Officers and the other binder for visitors, such as parents, tutor and mentors. DeliLu also keeps a separate Community Pass binder for children who leave the home to go to work or on a community pass with their parent.

Recommendations:

None

FACILITY AND ENVIRONMENT

Based on our walk through inspection of DeliLu Achievement Home, the Agency was in compliance with two (2) of six (6) elements in the area of "Facility and Environment". The four (4) areas of non-compliance were, "Exterior Well Maintained", "Common Quarters Maintained", Children's Bedrooms/Interior Maintained" and "Sufficient Recreational Equipment".

Overall, DeliLu is a well maintained two-story Colonial type home located in Los Angeles. The house is white with peach and light green trim. The upstairs windows have light green shutters and the downstairs windows are covered with light green bars that are locked; however, in the event of an emergency, each room has an emergency exit where the bars are not locked. There are gray steps with hand rails that need some painting that lead to the front door, which is also covered with light green bars. There was also some wiring that had to be secured. There are bushes planted underneath the windows as well as red and pink roses. On one side of the house, there is a sliding gate that leads to the parking lot and back yard. On the other side of the house, there is a chain link fence and gate which leads to the side yard, which is full of Rosemary and purple flowers. The front yard has a grassy area which is divided by the gray steps. The back yard has gravel and cement as well as a full size green grassy yard. There were a few broken chairs tossed in the back yard that had to be removed. The grassy area has a tether ball and enough room to play volley ball and run around. There are small steps in the back yard that lead to the kitchen and at the wall was a cable wire that had to be secured. There is a garage like area that is split into two (2) sections; on one side is the laundry room and the other side is the storage/workout area. The laundry room includes some cabinets and storage for laundry supplies and a washer and dryer, but needs cleaning and organizing. The storage area was full of extra supplies and recreation equipment, but due to it being so full, there was no room for the children to use the exercise equipment; such as, the exercise bike, stair master, yoga ball, two (2), five (5) and eight (8) pound weights, a crunch machine and a punching bag. However, there were footballs and basketballs, as well as a basketball hoop, to play with outdoors. Also, in the backyard is a lovely porch area, which is nicely decorated with two (2) white circular tables with pink and green Adirondack chairs. The back porch area is filled with greenery and pink, purple, orange and white flowers and mother-in-law's tongue plants.

As you enter DeliLu, there is a hallway lined with brown carpet, which appears throughout the Group Home. The hallway leads to the back of the house near the staff office. The staff office has shelves with children's binders and many charts and posters on the walls. Even though the office appeared unorganized, the DeliLu staff was quick to provide necessary documentation for review. There is a wide staircase that leads to the upstairs bedrooms. To the left of the house, is the living room and to the right, the gorgeous dining room. At the front of the house is a gray loveseat on the left and a book shelf to the right that contains several books on ethnicities/countries; such as, Korea, Jamaica and Ireland. There are also several National Geographic magazines lined on the shelf. Down the hallway near the staff office is a desk filled with board games; such as, Scrabble, Checkers, Rummikub, and many different puzzles. The desk is decorated with pretty pots that include orange, yellow and red flowers. The house rules, monthly recreational activities list and the daily activity chart are posted on the wall, in addition to the multiplication table and Serenity Prayer.

The living room is a large space which appears to be split into two (2) sections with a fireplace-like section in the middle. There is a white mantle and rectangular picture

hanging above of women of diverse ethnicities. There are also photographs of staff with the children from the past. The walls are painted a peach color. There are "before and after" remodel pictures of DeliLu placed on the mantle as well. The blinds at the windows are light gray. In one corner of the living room is a metal and glass case with pictures of children from prom and the Cinderella Ball, as well as a group picture from the "Success is Our Future" yearly event. The entire living room was decorated with yellow abstract paintings placed in brass colored frames. One side of the living has two (2) green love seats and a rectangular coffee table and the other side of the living room has an olive green semicircular sofa. The issue in the living was that the ceiling needed some painting, possibly patching. The dining room is big, beautiful, and clean. The walls are painted yellow with dark brown crown molding, dark brown paneling and dark wood built in cabinets. The cabinets had some plates, bowls and platters placed inside. On the bottom shelf was some information regarding the food program to promote good nutrition and health. The dining room is surrounded by large windows. The doors are draped with sheer grayish green curtains. There is a small round table in the corner of dining room, but also a large dining table in the middle with six (6) chairs. The dining table was covered with a white linen table cloth and striped placemats. The napkin holder says "ACHIEVE", which is placed in the middle of the table. There is a brass chandelier hanging over the dining room table. One section of the ceiling has a crack in it, which needs some painting. There is shelving around the dining room walls that contain several gold colored framed photos of former children with staff. Additionally, hanging on the walls, are two (2) framed photographs; one is of DeliAnn, who is the mother of one of the owners of Group Home and the other is of Lucille who is the mother of the other owner. The Group Home is named after DeliAnn and Lucille, subsequently naming the Group Home, DeliLu.

There is an eye-catching staircase that leads upstairs, but it should be noted that the hand rails appeared to be slightly wobbly if leaned on. As you walk upstairs, there are two (2) separate sitting areas. There is an upstairs lounge area where the children can watch TV. There is a black sectional with a grayish green TV stand that includes a small TV. The walls are painted light blue, and there are shutters on the windows that give a view of the front yard, but the window sills were dirty and needed cleaning. There is a fish tank in this room with four (4) gold fish, which are taken care of by the children. Across the room and on the other side of the stairs are French doors that open up to the computer room. There were two (2) computer tables, which are used for school research and reports and educational programs where the tutor comes to assist, in addition to a work desk. The walls are painted light blue, and there is a black leather love seat. There are windows with vertical binds that give a view of the backyard. Between the upstairs lounge and computer room, there is a small hallway that was arranged with two (2) brown book cases containing a countless number of books including "Divine Secrets of the Ya-Ya Sisterhood", "Jane Eyre", "Anne of Green Gables", "Treasure Island", books by Nora Roberts; such as, "Table for Two", "Lawless", and "Blue Dahlia", as well as an entire set of Encyclopedia Americana. The book cases are decorated nicely with two (2) white vases and green plants. It should also be noted that there were two (2) smoke detectors that needed repair: possible battery change.

There is also a supply closet in the house where extra emergency items are stored. The closet was full of sheets, pajamas, soap, conditioner, lotion, Neutrogena face wash and other items for the children to use if needed.

There is a kitchen nook that has several cook books and a Sparkletts water cooler. There is small table in the corner that had a good amount of breads placed on the table;

such as, hotdog buns, wheat bread slices, burger buns, and placed in a bowl on the table is garlic cloves and onions. There is a cabinet with a sufficient amount of canned goods such as vegetables and sauces; vegetables; such as, sliced carrots, mustard greens, sweet corn, chunk light tuna and black eyes peas and sauces; such as, spaghetti sauce and enchilada sauce. Also in the kitchen nook were several postings on the walls such as the chores list, Ombudsman number and Foster Youth Bill of Rights. The kitchen was of nice size and has a large center island. The center island tiles are white and mauve, and there was a basket of fresh fruit; bananas, oranges and apples. The kitchen cabinets are white with pewter knobs and handles. The kitchen was clean with neatly arranged appliances; such as, a microwave, dishwasher, range, refrigerator, ice cooker and crock pot. The kitchen was full of food as shopping is completed every Wednesday. There was a spice cabinet that had Tapatio, Lawry's seasoning salt, Creole seasoning, garlic, sea salt and oregano. There is a separate pantry that appeared to have had some work done to it recently, but also needs the walls to be patched up. The pantry has a decent amount of snacks including black bean and cheese tortilla chips, Triscuits, popcorn, Top Ramen, and vanilla wafers. The refrigerator contained milk, fresh veggies; such as, lettuce, carrots, tomatoes, broccoli, as well as tortillas and shredded cheddar cheese. The freezer contained foods; such as, chicken tostadas, ground turkey, pork chops, steaks, ground beef, okra and chicken thighs. In the back room near the kitchen is a supplementary refrigerator and freezer stocked with foods; such as, sausage, pork shoulder, pie crust, popsicles, ice cream, egg roll wrappers, green onions, iceberg lettuce, Romaine lettuce and eggs.

The staff bathroom is located in the back of the house and is nicely kept, clean and clean smelling. Bathroom #1 is located in bedroom #1, with a sink and a medicine cabinet with a mirror. Bathroom #1 has a toilet and bathtub with a separate shower. The towels are hanging on a hook behind the door. A lavender bath mat lay on the floor which gave it some color, since the room is mostly white. It should be noted that the shower and ceiling needs cleaning; there is what appears to be mold on the ceiling. Bathroom #2 has a sink and a medicine cabinet with a mirror. Bathroom #2 has a toilet and bathtub. There were three (3) white plastic towel racks mounted on the wall. There was a toilet paper holder that was missing its rod. The walls in bathroom #2 are painted peach. The bathtub has a frosted glass door, as well as a shower curtain that has pink and purple flowers. Bathroom #3 has a sink, a medicine cabinet with a mirror, a toilet and an old fashioned bathtub, which gave the room a lot of character. The walls in bathroom #3 are painted hot pink and the floors are beige linoleum. The sink has a leak that needs to be fixed. There is a set of small flower hooks on the wall to hang towels.

DeliLu is a five (5) bedroom house. Bedroom #1 is the privilege room that is large in size and also has its own bathroom (bathroom #1). The children have to be on the highest level in order to stay in this room. The carpet in the bedroom is the same in all of the bedrooms and the entire house; brown. There are two (2) beds placed on each side of the room. Both beds had colored comforters and colorful toss pillows chosen by the children. There is a graduation cap hanging above one of the beds and a puppy stuffed animal on the bed. There is a three (3) tier night stand next to the bed filled with several pairs of shoes; such as, Vans, ballet flats, flip flops, and boots. The walls are painted orange, salmon and peach colored. The side wall was decorated with several magazine cut outs and posters of music sensations and models. Bedroom #1 has three (3) windows covered with orange curtains, but the window sills needed cleaning. There is a wooden chair placed in the corner for relaxing. There is a walk in closet that was neatly organized and had lots of clothes and accessories; such as, hats, jackets, jeans

and formal dresses. However, there was no lighting in the closet, making it difficult to see. There are also two (2) larger dressers in the bedroom with three (3) drawers and shelf space. The drawers were stuffed with clothes, making the room look slightly messy and the shelves were full of items; such as, stereos, stuffed animals and personal items; such as, deodorant, lotions, and perfumes. The door of bedroom #1 was decorated with pages from a Spongebob Squarepants coloring book and a Garfield coloring book. The lighting for the room is a ceiling lamp that is brass colored with frosted glass; however, one of the light bulbs was not working.

Bedroom #2 has two (2) twin beds. Both beds had colored comforters and pillows of the child's choosing, and both beds have bright yellow headboards with shelves. One of the headboards has graffiti on it that needs painting. The walls are painted a darker shade of green and mint green color. There is some graffiti on the wall that needs to be painted. The dressers are also bright yellow. The shelves are full of stuffed animals and roses too. The dressers are again, like Bedroom #1, stuffed with clothes and each dresser has a missing knob. There are three (3) windows in this room, one with a view of the front yard and the other two with a view if the side yard. The windows are covered with golden yellow curtains. The walls are decorated with pictures of celebrities and advertisements. On one side of the wall is a scripture about love. One of the children has a small fish tank next to her bed. There is a walk in closet with several hanging purses, scarves and shoes. A small corner of the room is dedicated for hairdressing; with a chair and vanity with many hair products; such as, gel and hairspray, as well as curling irons and a hair straightener. The deficiency noted here is the corner of jumbled cords that could possibly be a hazard.

Bedroom #3 has two (2) twin beds with white, purple and pink circular pattern comforters. Each bed has a white headboard with shelves that need painting. There are two (2) nightstands at each bed and two (2) sets of dressers; one that has five (5) drawers with a missing knob and the other that has seven (7) drawers. The walls are lavender and the windows have lavender curtains. The nightstands are lined with magazines, beanie babies and books. One nightstand has some graffiti on it. There is one (1) small calendar posted on the wall and several shoes lined up on the floors including Jordan's and Vans. Bedroom #3 has a closet also filled with clothes but needs some work done to it, including having the cables secured, patching the ceiling and adding some lighting to be able to see inside. Bedroom #4 has one (1) twin bed that has a pink blanket with hearts and stars and walnut colored headboards. The walls are hot pink, and there is one (1) window with a view of the backyard that has white curtains fashionably set to the side for a view. This room was immaculate. There are several books such as Chicken Soup for the Soul and Twilight placed neatly on the shelf. There is a white dresser in the corner of the room with five (5) drawers, in addition to a walnut dresser with four (4) drawers. On the floor is a pink accent rug with green, orange, red and blue flowers. There is a wall shelf that had several pairs of shoes on it, as well as a Happy Mother's Day card, Bible and photograph of the child's daughter. Bedroom #4 has a small walk in closet that was full of clothes; such as, sweat shirts, blouses and a "super girl" T-shirt. Bedroom #5 also has one twin bed with a maroon blanket and a turquoise blanket with a tiger on it. The window is covered with sheer white curtains with pink roses. There is a dresser with three (3) drawers, a night stand with two (2) drawers and two (2) smaller drawers. Near the foot of the bed is a large walnut armoire which has a full length mirror. The room is painted a very light cream and pink. This room is decorated with teddy bears and several pictures and posters. There are many pictures

on the wall of friends and family, in addition to a Lakers and Clippers poster. Bedroom #5 has an additional door that leads to a stairway to the backyard.

Recommendations:

1. DeliLu shall ensure that the physical deficiencies of the exterior of the home are repaired; such as, front yard steps and hand rails need painting, cable wires in the front and back need to be secured and broken chairs tossed in the backyard that need to be removed.
2. DeliLu shall ensure that the physical deficiencies of the common quarters of the home are repaired.
3. DeliLu shall ensure that the physical deficiencies of children's bedrooms are repaired.
4. DeliLu shall ensure that there is sufficient and usable recreation equipment for children to use.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of six (6) children's files, child interviews conducted and/or documentation provided by the Agency, DeliLu Achievement Home was in compliance with eight (8) of 13 elements in the area of "Maintenance of Required Documentation and Service Delivery". The five (5) areas of non-compliance were, "Probation Caseworker Authorization to Implement NSPs", "NSPs Implemented and Discussed with Staff/Parents", "Sampled children progressing towards meeting the NSP case goals", "Probation Caseworkers Monthly Contact Verified" and "Treatment team develop comprehensive updated NSP with the child".

The child population is consistent with DeliLu's program statement. DeliLu accepts children who are neglected, delinquent and have behavioral issues. The children interviewed have school issues; such as, not attending or failing classes, substance abuse issues such as smoking marijuana, family problems; such as, poor communication with parents and poor social skills; such as, being involved in physical altercations with peers.

The Needs and Services Plans reviewed did not have any Probation Officer or Caseworker signatures implementing the authorization of the Needs and Services Plans. Additionally, there was no information documented to show that any effort was made to gain those signatures. However, all children acknowledged participating in their Needs and Services Plan and included the children's signatures. Three (3) of six (6) Needs and Services Plans had additional staff signatures.

After a review of the Needs and Services Plans, it appears that three (3) of six (6) children are progressing towards meeting their Needs and Services Plan goals. Two (2) of the children only had their initial Needs and Services Plan, because of the short time they have been there. One (1) child shows improvement by having significantly less physical and verbal altercations. The other child shows improvement in following Group Home rules, listening to staff directions, participating in treatment and having a better relationship with her mother. The last child shows improvement by expressing her

feelings, completing her chores and developing coping skills. The one (1) child was not progressing towards meeting her Needs and Services Plan goals since she is acting out, ditching school and using drugs.

The initial Needs and Services Plans were timely and completed within the 30 days of the children's placement. They were comprehensive, explaining the children's issues and goals. All children are receiving therapeutic services and required assessments. The children meet with the psychiatrist who comes to the Group Home at least once a month, routinely to evaluate the children who are already on medication and as needed. The children are assessed within 30 days of placement, in addition to being seen as needed and/or routinely. The psychologist, contracted by the Department of Mental Health, completes evaluations required by the treatment plan and within 30 days of placement. The Marriage and Family Therapist provides individual and family treatment, in addition to the Licensed Social Worker.

Three (3) of six (6) Needs and Services Plans included monthly contact by the Probation Officer or Caseworker. One (1) child's Needs and Services Plan did not have the monthly contact verified, while the other two (2) did not have the information since only the initial Needs and Services Plans were completed.

All six (6) children stated that they are maintaining important relationships and that the Group Home encourages them to maintain these relationships. The children stated that they have visits from family members, not just their parents, which might include brothers, sisters, aunts and uncles. The children stated that if their family does not visit them at the Group Home, then they are able to be with them either during home passes, on the weekends or while on a community passes.

The updated Needs and Services Plans were all timely. However, they were missing important information; such as, medical, dental, psychological and psychiatric care updates. In discussion of this issue with the Group Home Administrator, the importance of personalizing the Needs and Services Plans of each child was stressed.

Recommendations:

1. DeliLu shall ensure that the Probation Caseworker authorizes the implementation of the NSPs by obtaining signatures or documenting the efforts made to receive signatures.
2. DeliLu shall ensure that the implemented NSPs are discussed with staff by obtaining signatures or documenting the efforts made to receive signatures.
3. DeliLu shall ensure that the children are progressing towards meeting their NSP case goals.
4. DeliLu shall ensure that the Probation Caseworkers monthly contact is verified in the NSP.
5. DeliLu shall ensure that the treatment team develops comprehensive updated NSPs.

EDUCATIONAL AND WORKFORCE READINESS

Based on our review of six (6) children's files, child interviews conducted and/or documentation provided by the Agency, DeliLu was in compliance with three (3) of eight (8) elements in the area of "Education and Workforce Readiness". The five (5) areas of non-compliance were, "Children enrolled in school within three (3) days after placement or efforts documented", "Child attends school as required", "Based on services provided, has the child's academic performance and/or attendance increased (improved grades, test scores, promotion to the next level, High School graduated, IEP goals?)" and "Group Home encourages children's participation in YDS or equivalent programs".

Not all children were enrolled in school within three (3) days. Documentation shows that only two (2) of six (6) children were enrolled in school in a timely manner. Additionally, there was no documentation to show the reasons why the children were not enrolled in a timely manner.

Four (4) of the six (6) children attend school as required. It was documented that two (2) children struggle with school due to their emotional instabilities. The Group Home provides transportation to and from school for the children. If a child is unable to go to a certain school, the Group Home does their best to enroll the child in the best school available for their specific needs. Group Home staff stated that they have conferences and telephone conversations with teachers and counselors if a child is having a school problem. Additionally, the children stated that the Group Home provides tutoring to help with school work. Three (3) of the six (6) children appeared to be improving in school performance and attendance. One (1) child is not and the other two (2) are new to the Group Home.

None of the children have Individualized Education Plans (IEPs), but all children's files included copies of the child's report cards and/or transcripts.

Two (2) of the six (6) children have had opportunities to participate in the Independent Living Program (ILP). One (1) child is 14 years of age, so she has not had the opportunity at this time, but the other children, even though they are of age, have not yet participated in ILP. Some of the reasons given for the children not participating at this time are due to not having TILPs and, for one (1) child, refusing the classes. Five (5) of the six (6) children stated that the Group Home encourages them to participate in Youth Development Services, that they have an ILP coordinator to assist them and that they have attended job fairs.

Recommendations:

1. DeliLu shall ensure that all placed children are enrolled in school within three (3) days.
2. DeliLu shall ensure that all children attend school as required.
3. DeliLu shall ensure that children's academic performance and attendance increases.
4. DeliLu shall provide the children with opportunities to participate in age appropriate youth development services and training programs.

5. DeliLu shall encourage the children's participation in youth development services and/or vocational training.

HEALTH AND MEDICAL NEEDS

Based on our review of six (6) children's files, child interviews conducted and/or documentation provided by the Agency, DeliLu Achievement Home was in compliance with three (3) of six (6) elements in the area of "Health and Medical Needs". The three (3) areas of non-compliance were, "Initial medical examinations timely", "Initial dental examinations timely" and "Required follow-up dental examinations conducted timely".

All six (6) children received their initial medical examinations; however, one (1) was untimely. Of those exams, one (1) child needed a follow up, which was conducted in a timely manner. All six (6) children received their initial dental exams; however, three (3) were untimely. Of those dental exams, one (1) follow up was conducted in a timely manner; however, another follow up that was required was not in the file. All (6) children state that they have been transported for medical and dental care and have received dental and medical care. It should be noted that all six (6) children state that they are aware of their right to receive or deny voluntary medical, dental, and/or psychiatric care.

Recommendations:

1. DeliLu shall ensure that initial medical exams are conducted in a timely manner; within 30 days of placement.
2. DeliLu shall ensure that initial dental exams are conducted in a timely manner; within 30 days of placement.
3. DeliLu shall ensure that follow up dental exams are conducted in a timely manner.

PSYCHOTROPIC MEDICATION

Based on our review of six (6) children's files, child interviews conducted and/or documentation provided by the Agency, DeliLu Achievement Home was in compliance with both elements in the area of "Psychotropic Medication".

According to the medical information provided, two (2) of six (6) children reviewed were prescribed psychotropic medications. The Psychotropic Medication Authorization (PMA) forms were neatly filed away in the children's charts. One (1) child stated that she takes psychotropic medications, and she feels they help her. She also stated that her medications made her feel too tired and sleepy; however, the amounts were adjusted and now she does not have any problems taking her medications. The other child stated that she was evaluated by the psychiatrist and was supposed to be on medication, but at the time of the interview, she was not. This matter was discussed with DeliLu administration, and it was stated that the prescription was called in on June 12, 2012.

Recommendations:

None

PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING

Based on our review of six (6) children's files, child interviews conducted and/or documentation provided by the Agency, DeliLu Achievement Home was in compliance with 14 of 17 elements in the area of "Personal Rights and Social/Emotional Well being". The three (3) areas of non-compliance were, "Staff treats children with respect and dignity", "Children given opportunities to participate in planning activities" and "Children given opportunities to participate in age-appropriate extra-curricular, enrichment and social activities in which they have an interest".

All six (6) children were informed of Group Home's policies and procedures and stated that they feel safe at Group Home, that staff provides the appropriate supervision and that staff knows where they are at all times. The children reported some satisfaction with their meals and snacks. Even though, during the inspection, there was a sufficient amount of food and decent snacks, only one (1) of six (6) children rated the food as "good", whereas the other five (5) children rated the food as "fair". One (1) child commented about wanting more "junk food" snacks and another child wanted more dessert.

Five (5) of the six (6) children stated that staff treat them with dignity and respect and that staff help them when they are in need. However, there is one (1) child that stated, staff gives "attitude". When asked to explain "attitude", the child stated that sometimes staff might get "loud" with her.

All six (6) children stated that they receive appropriate rewards and discipline. DeliLu children follow a Weekly Behavior Log that allows a certain number of points a week and the points will determine which level they are on. There is a 700 point maximum and, if below 300 points, then they are on Risk Level. The children stated that one (1) of the best rewards that they receive is the increase in allowance. All six (6) children state that the consequences that they receive are fair and include things; such as, receiving "Special Incident Reports" and contacting the DPO of Record or Social Worker.

All six (6) children were allowed private visits, to make and receive telephone calls and/or to send and receive unopened correspondence/mail. All six (6) children reported that they are free to attend religious services and activities of their choice. They reported that they attend bible study, but it is not forced if they do not want to attend. Five (5) of the six (6) children stated that their chores are reasonable. One (1) child stated that her chores are hard, but only because she never completed chores at home. The children gave some examples of the chores they complete; such as, washing dishes, vacuuming, dusting, mopping and yard clean up. At the time of review, there was only one (1) child on medication who stated she was informed about the medication that she was prescribed and knew that she could refuse it if she wanted to. All other children state that they are aware of their right to refuse treatment, if they wanted to, and that they are aware of their right to receive or reject these services.

Five (5) of the six (6) children stated that they are given opportunities to participate in planning activities, but all six (6) children indicated that they participate in activities. DeliLu keeps a monthly calendar for activities; weekday activities as well as weekend activities. Some of the weekly activities for the month of June included, exercise day, Taco Tuesday, arts and crafts period and dance class. Some of the weekend activities

included, going to the park, going to the skating rink and going to IMAX at Exposition Park.

Three (3) of the six (6) children stated that they have the opportunity to participate in age-appropriate extra-curricular activities in which they are interested in. The other three (3) children reported that they do not. One (1) child stated that she used to be on a drill team and would like to pursue it once again. Three (3) children stated that they attend a hip hop dance class at Lulu Washington. In discussing this matter with DeliLu staff, it was stated that the children would soon have more opportunities to participate in these types of activities; such as, swimming, cycling and Zumba classes.

Recommendations:

1. DeliLu shall ensure that all staff treats children with dignity and respect.
2. DeliLu shall ensure that children are given opportunities to participate in planning activities.
3. DeliLu shall ensure that all placed children are given the opportunity to participate in age appropriate extra-curricular, enrichment and social activities in which they have an interest.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

Based on our review of six (6) children's files, child interviews conducted and/or documentation provided by the Agency, DeliLu Achievement Home was in compliance with seven (7) of eight (8) elements in the area of "Personal Needs/Survival and Economic Well-Being. The area of non-compliance was, "Encouragement and Assistance with Life Book".

All six (6) children state that they receive a clothing allowance of \$50.00 dollars every month. All six (6) children stated that they have an adequate quantity of clothing in addition to liking the quality of their clothing. The children stated that, at times, they shop at swap meet-like places because they can get more for their money. However, the children also stated that they mostly shop at the mall; at stores such as, H&M, Forever 21, Zumies and Footlocker. During the inspection of the children's bedrooms, it was noticed that all children had sufficient amounts of clothing, including everyday wear; such as, jeans, shirts, and comfortable shoes like, Converse, Vans and Toms, in addition to several pairs of evening shoes and evening dresses.

All six (6) children stated that they have the needed personal care items, as well as extra luxury items like Bath and Body Works lotions and shower gels and Victoria's Secret perfumes.

All six (6) children stated that they receive their weekly allowance and that they have the option to either spend or save their money. Of the six (6) children interviewed, one (1) has a bank account with Bank of America where she is able to deposit her money since she works. Additionally, one (1) other child who was not interviewed also has a bank account since she works. DeliLu will assist the children in opening bank accounts if they choose to save their allowance money.

Five (5) of the six (6) children reported that they have never received a "Life Book". There is one (1) child that had her "scrap book" and shared pictures of friends and family, in addition to pictures from a USC banquet, Pink Ribbon Award Ceremony, a rodeo and baking cookies with a chef.

Recommendations:

1. DeliLu shall encourage and assist children in maintaining life books/scrapbooks

DISCHARGE PLAN

Based on our review of three (3) discharged children's files, all three (3) files were Probation children, as there were no DCFS children's discharged files at the time of this review. DeliLu Achievement Home was in compliance with all three (3) elements in the area of "Discharge Plan".

All three (3) discharged children were placed for at least 30 days. Two (2) children were discharged according to their permanency plan for Family Reunification. Two (2) of the children were released from court to their grandmothers. The third child had a plan to reunify with her mother but went AWOL. All three (3) children made some type of progress towards meeting their Needs and Services Plan goals. One (1) child reached her goals of communicating her feelings and receiving passing grades. This child was able to talk to staff about her concerns and needs and attended school to receive necessary credits. It was noted in her discharge summary report that she became a role model to the other children in the home. The other child reached her goals of receiving passing grades and verbalizing her feelings by her willingness to participate in therapy and exploring and identifying her feelings. This child worked with a tutor to improve grades and had a Behavior Therapist. The last child wanted to work on her relationship with her mother. It was noted that this child worked hard in treatment to develop a positive relationship with her mother and explore and process her feelings; however, she ended up going AWOL. It should be noted that this child was able to complete high school and received her high school diploma. DeliLu was providing resources and treatment to stabilize these children prior to their release. DeliLu personnel; therapists and facility managers, as well as school personnel, gave support and encouragement to these children, which allowed them to either graduate from the program or develop awareness and gain some education, which they might be able to use in the future.

Recommendations:

None

PERSONNEL RECORDS

Based on our review of five (5) employee files, DeliLu Achievement Home was in compliance with 12 of 14 elements in the area of "Personnel Records". The employee files that were reviewed included the Assistant Administrator, two (2) child care workers, the night shift Facility Manager, and mid-shift Facility Manager. The two (2) areas of non-compliance were, "Employees received timely health screenings" and "Appropriate employees received minimum one-hour training in the area of child abuse identification and reporting".

All background checks, which include the Department of Justice (DOJ), Federal Bureau of Investigations (FBI) and the Child Abuse Central Index (CACI), were completed. All employees signed the criminal background statements that were neatly placed in the employee files. All employees meet the education and experience requirements, including having past experiences working with children. There are two (2) employees that did not have timely health screenings on file. The employee files included current driver's licenses. The employees signed the Group Home Policies and Procedures that were placed in their files, as well as additional forms; such as, the Drug Testing and Physical Contact Policy and Statement Acknowledging Requirement to Report Suspected Child Abuse. All employee files had proof of initial training in areas; such as, Child Care Worker Responsibilities, Mealtime Procedures, Medication Administration and Implementation of Facility Discipline System, as well as "job shadowing". There was no proof that employees had received at least one-hour of child abuse training; however, training was scheduled for June 15, 2012 on California Abuse Reporting Laws. All employees received their First Aid and CPR training. It should be noted that the CPR training indicated ADULT/CPR and, in speaking with the instructor, they informed that, for adolescents, the ADULT/CPR is the class required. All employees received their annual on-going trainings and appropriate employees received emergency intervention training for Therapeutic Crisis Intervention (TCI).

Recommendations:

1. DeliLu shall ensure that all staff receive timely health screenings

AUDITOR CONTROLLER FISCAL REVIEW

The most recent Fiscal Review for DeliLu from the Department of Auditor Controller is dated May 9, 2012, for the fiscal period of July 1, 2008, to June 30, 2009. The report dated May 9, 2012, indicated that DeliLu had questioned/disallowed costs. DeliLu submitted a timely approved fiscal Corrective Action Plan (CAP), which is being monitored by the Department of Children and Family Services, Fiscal Monitoring Section.

Recommendations:

N/A

FOLLOW-UP

On August 22, 2012, a follow up visit was conducted at DeliLu in order to verify that the Group Home has repaired all deficiencies. It should be noted that the majority of deficiencies were repaired and the plan for those issues in process is noted as follows:

- DeliLu repaired all exterior deficiencies. The front yard steps and handrails were painted. The wiring in the front yard and backyard was secured. The broken chairs were removed from the backyard.
- DeliLu repaired the common quarter deficiencies. The laundry room cabinets were cleaned and organized. Additionally, Group Home staff stated that the laundry room cabinets would remain locked until the children needed to use the supplies. The window sills in the sitting area as well as in the children's

bedrooms were cleaned. The smoke detectors appeared to be working. The computer room cables were tidy and the computer room was reorganized to provide more space. The dining room ceiling and living room ceiling were repaired. The kitchen pantry wall was repaired and items in the pantry were properly arranged. Regarding the handrails, DeliLu is in the process of finding companies and receiving estimates for repair. Regarding the shower ceiling, there was much improvement. The leaky faucet was repaired and toilet paper rod replaced.

- There was overall improvement in the appearance of the children's bedrooms. The trunk lids were repaired. The dressers were organized and neatly arranged. New light bulbs were placed in the ceiling lamp and closet lamp. Cords and cable wires were secured, knobs were replaced, and most of the graffiti was removed. The appearance of the headboards showed improvement. The closet wall was repaired, as well as the cable wire removed and lighting placed in the closet.
- DeliLu rearranged the back storage space in order for the children to have room to exercise. DeliLu positioned the exercise equipment in a way for the children to have easy access. As mentioned in the CAP, the Facility Manager will complete weekly checks to ensure the maintenance of the entire facility.
- The Licensed Clinical Social Worker (LCSW) has been trained on how to appropriately document and complete the Needs and Services Plan. Additionally, DeliLu provided the LCSW with the training manual to ensure the Needs and Services plan contains all required information. As mentioned in the CAP, the LCSW and Managers will make sure that the Needs and Services Plans are maintained. DeliLu will conduct monthly meetings to ensure children's progress and as discussed at the follow-up, if children are not progressing then DeliLu is to provide the necessary services to assist the children in progressing. The Social Worker is to obtain the Probation Caseworker signatures upon seeing them at the Group Home during visits or a MDT meeting. If a signature is not obtained at that time, then they will call and/or fax the NSP to them.
- Regarding DeliLu's provision of the necessary services for academic improvement and timely arrival to school and school attendance, Group Home staff will contact Probation for assistance, if needed. As mentioned in the CAP, DeliLu will provide tutoring, will attend conferences and will provide awards to the children who show progress. Additionally, DeliLu will provide the children with the opportunity to take part in Youth Development Services (YDS)/Independent Living Programs (ILP) and encourage the children to participate. DeliLu is to work closely with the ILP coordinator to ensure that the children of the appropriate age receive these beneficial services. It should be noted that during the follow-up, eligibility was confirmed for at least one (1) child, who will soon be attending the classes at Para Los Ninos.
- Regarding timely medical and dental examinations, as well as timely follow-up dental examinations, DeliLu will make these appointments upon the child's arrival to the Group Home. It should be noted that in discussing the "Health and

Medical Needs" of the children, DeliLu will document all necessary medical and dental information such as appointment dates, cancellations and refusals, etc.

- Regarding the issue of treating children with dignity and respect, DeliLu will provide training to Group Home staff, and if they are seen acting or talking inappropriately, they will have consequences. In discussing this matter at the follow-up, it was learned that the Group Home staff the child had referred to regarding this issue is no longer working at DeliLu.
- DeliLu will provide the children the opportunity to plan activities and the opportunity to participate in activities in which they have an interest. As mentioned in the CAP, DeliLu will schedule monthly meetings in order for the children to share their ideas. Group Home staff will encourage the children to participate in these activities and to ensure that the children are provided a variety of extra curricular activities, DeliLu children are to participate in the YMCA program. It should be noted that at the time of the follow-up there were no children available for interview on this topic.
- DeliLu will ensure that the children receive "Life Books". A camera has been purchased in order to take pictures during outings so that the children can place them in their "Life Books". Additionally, the children will participate in classes and receive incentives so that they continue in maintaining their "Life Books". Sample "Life Books" were presented during the follow up for review and were found to be appropriate.
- DeliLu shall ensure that employees have their health screenings prior to starting their jobs and that the health screening results are placed in the employee files.



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July 31, 2012

(CAP)
CORRECTIVE ACTION PLAN

II. Facility and Environment

1. DeliLu shall ensure that the physical deficiencies of the exterior of the home are repaired:

CAP – DeliLu has painted the exterior steps and handrails.

Direct TV has secured/removed the wiring on the left side of handrails

Broken chairs have been discarded

Direct TV has secured wires on back wall

(Implemented)

2. DeliLu shall ensure that the physical deficiencies of the common quarters of the home are repaired:

CAP – Laundry Room has been cleaned and organized.

Window sills in upstairs sitting area have been cleaned.

Electrician has repaired the smoke detector.

Painter has sanded and painted ceilings in the living room and dining room.

Pantry has been re-organized by staff – Painter has plastered/painted pantry

Bathroom #1 – Shower has been cleaned thoroughly

Bathroom #2 – Toilet paper roll has been purchased

Bathroom #3 Sink has been repaired

(Implemented)

Computer Room – A computer specialist has been contacted to correct the issues in the computer room – (Implemented by September 1, 2012)

Stair rails tightened– (Implemented by September 1, 2012)

DeliLu shall ensure that physical deficiencies of the children's bedrooms are repaired:

CAP- Electrician- has adjusted the closet light in bedroom #1 and ceiling cords in bedroom #2 have been secured, in bedroom #3 cable wires and closet lighting has been adjusted.

Windowsills have been cleaned in all room. The plan is to do weekly checks for maintenance.

Graffiti has been removed or painted over.

Girls have organized the dresser drawers, clothing is folded neatly.

(Implemented)

The Facility manager will do weekly checks to assure maintenance of Facility and its environment.

3. DeliLu shall ensure that there is sufficient use able recreation equipment for children to use.

CAP – DeliLu has acquired a new elliptical stair master for the recreation room. It is available for immediate use by children. (Implemented)

III. Maintenance or Required Documentation and Services Delivery

2. DeliLu shall ensure that the Probation Caseworker authorizes the implementation of the NSPs by obtaining signatures or documenting the efforts made to receive signatures

CAP - The LCSW (Licensed Clinical Social Worker) will document all efforts to contact stake holders to participate in the NSPs and acquire appropriate signatures for the NSPs.

Managers will review each NSP to ensure that the proper signatures and or

4. DeliLu shall ensure that the implemented NSPs are discussed with staff/parents by obtaining signatures and/or documenting efforts made to receive signatures

CAP - After each change in the NSPs, the staff will be informed of the client goals and determine what actions they will take and who will assist in the implementation of those goals.

5. DeliLu shall ensure that the children are progressing towards meeting their NSP case goals.

CAP – Monthly reviews will be held to determine what assistance is needed to assist client in meeting goals.

10. DeliLu shall ensure that the Probation Caseworker monthly contact is verified in the NSP.

CAP - A bullet will be added to the NSPs which document the date of the Probation Case Workers monthly visits.

13. DeliLu shall ensure that the treatment team develops comprehensive updated NSPs.

CAP – The LCSD and the Treatment Team will receive additional training on the writing and implementation of the NSPs.

IV. Educational and Workforce Readiness

1. DeliLu shall ensure that all placed children are enrolled in school.

CAP – DeliLu will attempt to enroll each child upon their arrival at DeliLu. A recent issue has been the local schools refusal to admit children without their prior school records and the lack of evidence of a T-Dap Shot. Probation can assist in this regard by giving the T-Dap shots to children prior to sending a child to placement. It would also be of help if probation would provide an Education Passport with recent school information.

- Additionally, DeliLu will continue to make efforts to enroll children in a timely manner as required. We will document our efforts to enroll children in school.
2. DeliLu shall ensure that all children attend school as required
CAP – DeliLu will assure that we provide regular transportation and encouragement for our youth to attend school regularly.
Staff will assist new youth in finding their classes for during their first week of attendance.
Morning staff will assist youth in getting the youth ready to leave to attend and arrive at school on time. We will maintain a perfect attendance chart for school attendance.
For youth who are reluctant to attend and/or truant from school, we will seek the assistance of the youth's probation officer as well as monitor their school attendance monthly.
 3. DeliLu shall ensure that children's academic performance and attendance increases.
CAP – DeliLu will attend parent conference to discuss student progress.
DeliLu will provide academic tutoring in reading and mathematics; and individual tutoring when there is a need in specific subjects.
DeliLu will provide \$ awards for student who make good grades.
DeliLu will review and evaluate student progress reports.
We will provide rewards to our youth for perfect monthly attendance and good grades.
 7. DeliLu shall provide the children with opportunities to participate in age appropriate youth development services and training programs.
CAP – DeliLu will work with the Probation Officers to assure that our youth are enrolled in Independent Living Program activities.
DeliLu will work closely with the ILP coordinators to make sure all our eligible youth attend the ILP classes.
DeliLu will encourage all youth over fourteen years of age to attend a Drug and Alcohol abatement program.
DeliLu youth are offered an opportunity to participate in extracurricular activities.
 8. DeliLu shall encourage the children's participation in youth development services and/or vocational training.
CAP – DeliLu will assist eligible youth in procuring jobs; getting California Identification cards, Social Security Cards, and Work permits as approved by their Probation Officers.

V. Health and Medical Needs

6. DeliLu shall ensure that the initial medical exams are conducted in a timely manner, within 30 days of placement
CAP – DeliLu will work with the Probation Department in obtaining proper medical cards and social security information for our youth in order for timeliness.
DeliLu will work with Probation Department to gain assistance in acquiring medical forms for the youths who are undocumented.
DeliLu will make medical appointments upon the youth's arrival to assure that she has met the requirement to be examined within thirty days.
15. DeliLu shall ensure that initial dental exams are conducted.
CAP – DeliLu will ensure that timely dental examinations held.

DeliLu will document a youth's refusal to go to an examination.

16. DeliLu shall ensure that **follow** up dental exams are conducted in a timely manner
CAP – When a doctor indicates that youth needs a follow-up appointment, DeliLu will assure the youth is seen on appointed dates.

VII. Personal Rights and Social/Emotional Well-Being

6. DeliLu shall ensure that the children are treated with dignity and respect
CAP – At regular monthly staff meetings, DeliLu will train staff how to speak to youth in such a way that the child feels respected.
Staff who is identified as being disrespectful to youth will receive appropriate disciplining.
15. DeliLu shall ensure that children are given opportunities to participate in planning activities.
CAP – A monthly group meeting will be held with youth to allow them to participate in planning activities.
16. DeliLu shall ensure that placed children are given the opportunity to participate in age appropriate extra-curricular, enrichment and social activities in which they have an interest.
CAP – Youth will be encouraged to participate in extra-curricular activities when grades allow them time away from studies.
DeliLu will provide any uniforms or supplies related to the extra-curricular activities.
DeliLu will be providing transportation to and from extra-curricular.
DeliLu will provide regular bi-monthly outings for youth.
Youth will be involved in the planning and implementation of extra-curricular activities.

VIII. Personal Needs/Survival and Economic Well-Being

8. DeliLu shall encourage and assist children in maintaining life books/scrapbooks
CAP – DeliLu will purchase a scrapbook for each client.
DeliLu will purchase a house camera for taking pictures when youth attend different activities
DeliLu will have workshops to assist youth in developing pages in their scrapbooks.
DeliLu will provide incentives to youth for their creativity and attention to detail.

X. Personal Records.

6. DeliLu shall ensure that staff receives timely health screening
CAP - DeliLu has implemented timely health screening.
All new staff must have health screening prior to starting work

Mary L Davis
8/2/12