



# COUNTY OF LOS ANGELES PROBATION DEPARTMENT

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**JERRY E. POWERS**  
Chief Probation Officer

November 5, 2012

TO: Each Supervisor

FROM: Jerry E. Powers   
Chief Probation Officer

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

Board of Supervisors  
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We have completed a review of Future Stars Youth Services, operated by Future Stars Youth Services, Inc., a contractor with the County of Los Angeles.

Future Stars Youth Services, Inc. is a six (6) bed residential treatment facility designed to provide services for adolescent girls 13-18 years of age from Los Angeles County Probation and surrounding Probation Departments, who exhibit severe psychological and emotional disturbances with a strong emphasis on girls who are victims of physical abuse, drug and alcohol abuse and are in need of a specialized anger management program. The girls exhibit severe behavioral problems, low self-esteem and lack control of their anger. The Group Home provides individual therapy to help clients manage their anger and process their feelings. Future Stars Youth Services provides services to Probation children only.

At the time of this monitoring review in February 2012, Future Stars Youth Services had one Los Angeles County Probation child placed over 30 days.

Future Stars Youth Services is located in the fifth district of Riverside 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 the youth placed in the Group Home at the time of the review. Interviews with youth 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. To date, a current Auditor Controller Fiscal Review has not been completed.

## **SUMMARY**

Generally, the Agency is providing the services as outlined in their Program Statement and is meeting the overall needs of the children placed at the Group Home. The last compliance review was conducted in December of 2010. This compliance report addresses issues that were noted during the month of February 2012. At the time of the monitoring review, Future Stars Youth Services Group Home had one (1) Los Angeles County Department of Children and Family Services child that was placed over 30 days. Due to this issue, only one (1) child file was reviewed and only one (1) interview was conducted.

One major deficiency found was that the Group Home used the incorrect Needs and Service Plan (NSP) form for the child, resulting in non-compliance in the area of "Maintenance of Required Documentation and Service Delivery". The Group Home used the NSP form from San Bernardino County on a Los Angeles County child.

Additionally, the Group Home needs to address a few deficient areas under "Facility and Environment"; such as, replace the missing knob on the closet in bedroom #1 and provide light covers for the ceiling fans in all three bedrooms, and a few deficient areas under "Personnel Records" and "Personal Needs/Survival and Economic Well-Being".

## **NOTABLE FINDINGS**

- Child's NSP was completed on an invalid form that is not approved for Los Angeles County.
- Group Home missing court authorization for psychotropic medication.
- Staff missing initial training, on-going training, child abuse training and emergency intervention training.
- One staff was missing current First Aid certification.
- Child not aware of "Life Books" or how much she should receive for her clothing voucher.

## **EXIT CONFERENCE**

### **In attendance:**

Sarah Wright, Executive Director

### **Highlights:**

The Exit Conference was conducted on March 21, 2012. The deficiencies cited were addressed at the time of the exit conference. The representative present was in agreement with improving the NSP and using the correct Los Angeles County approved form, providing verification of all required staff training and maintaining current First Aid certifications for all staff, as well as addressing the minor facility issues. The representative also reported that the Group Home will develop a clothing voucher form that will give the child the option to receive their clothing allowance monthly or quarterly. A written Corrective Action Plan was submitted on April 20, 2012, and has been approved. A follow up visit was conducted on May 11, 2012, to ensure that all deficiencies have been corrected. The results of the follow-up visit can be found on the final page of the "Compliance Monitoring Review" section, as follows: Door knob was replaced,

globe light covers for the ceiling fans were replaced, Life Books have been purchased and staff is now going to encourage the children to use them, a clothing waiver is now being provided to the children, child abuse training for all staff has been implemented and the NSP are now on the correct NSP form.

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  
Sarah Wright, Executive Director, Future Stars Youth Services  
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

**FUTURE STARS YOUTH SERVICES  
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW- SUMMARY**

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

	13. Treatment team develop comprehensive <b>updated</b> NSP with the child	13. Needs Improvement
IV	<b><u>Education and Workforce Readiness</u></b> (8 Elements) <ol style="list-style-type: none"> <li>1. Child enrolled in school within three (3) days after placement or efforts documented</li> <li>2. Child attends school as required</li> <li>3. Agency facilitates in meeting the child's educational goals (IEP conference, tutoring, parent/teacher conference, homework, etc.)</li> <li>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?)</li> <li>5. Current IEPs maintained</li> <li>6. Current copies of the child's report cards or progress cards maintained</li> <li>7. Group Home provides children with opportunities to participate in age appropriate youth development services (YDS) and vocational training programs</li> <li>8. Group Home encourages children's participation in YDS or equivalent programs.</li> </ol>	Full Compliance (ALL)
V	<b><u>Health and Medical Needs</u></b> (6 Elements) <ol style="list-style-type: none"> <li>1. Initial medical examinations conducted</li> <li>2. Initial medical examinations timely</li> <li>3. Required follow-up medical examinations conducted timely</li> <li>4. Initial dental examinations conducted</li> <li>5. Initial dental examinations timely</li> <li>6. Required follow-up dental examinations conducted timely</li> </ol>	Full Compliance (ALL)
VI	<b><u>Psychotropic Medications</u></b> (2 Elements) <ol style="list-style-type: none"> <li>1. Current Court Authorization for Administration of Psychotropic Medication or document effort to obtain</li> <li>2. Current Psychiatric Evaluation/Review for each child on psychotropic medication</li> </ol>	1. Needs Improvement 2. Full Compliance
VII	<b><u>Personal Rights and Social/Emotional Well-Being</u></b> (17 Elements) <ol style="list-style-type: none"> <li>1. Children informed of Group Home's policies and procedures</li> <li>2. Children feel safe at Group Home</li> <li>3. Children supervised by staff</li> </ol>	Full Compliance (ALL)

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

	<ul style="list-style-type: none"> <li>4. Appropriate employees sign a criminal background statement timely</li> <li>5. Group Home staff who have direct contact with children meet the educational/experience requirements</li> <li>6. Employees received timely health screenings</li> <li>7. Required employees have a valid CA drivers license</li> <li>8. Appropriate Group Home employees signed copies of the Group Home policies and procedures</li> <li>9. Appropriate employees received the required initial training</li> <li>10. Appropriate employees received minimum one-hour training in the area of child abuse identification and reporting</li> <li>11. Appropriate employees received CPR training</li> <li>12. Appropriate employees received First-Aid training</li> <li>13. Appropriate employees received the required annual on-going training</li> <li>14. Appropriate employees received emergency intervention training per the Group Home's program statement</li> </ul>	<ul style="list-style-type: none"> <li>4. Full Compliance</li> <li>5. Full Compliance</li> <li>6. Full Compliance</li> <li>7. Needs Improvement</li> <li>8. Full Compliance</li> <li>9. Needs Improvement</li> <li>10. Needs Improvement</li> <li>11. Full Compliance</li> <li>12. Needs Improvement</li> <li>13. Needs Improvement</li> <li>14. Needs Improvement</li> </ul>
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**FUTURE STARS YOUTH SERVICES  
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW**

**Future Stars Youth Services  
406 Myrtlewood Drive  
Calimesa, CA 92320  
License Number: 366408739  
Rate Classification Level: 11**

**LICENSURE/CONTRACT REQUIREMENTS**

Based on our review of one (1) case files, three (3) discharged child files, five (5) staff files, and documentation provided by the provider, Future Stars Youth Services Group Home was in compliance with eight (8) out of the (9) nine elements in the area of "Licensure/Contract Requirements". The area of non-compliance was "CCL citations for safety/plant deficiencies".

The Group Home provides timely notification for child's relocation when necessary. The children's transportation needs are met; such as, doctor and dental appointments, school and outings in the community. Special Incident Reports (SIRs) are submitted in a timely manner. The Group Home is in compliance with the licensed capacity. Disaster Drills are completed every month, and the last drill was completed on January 31, 2012. Runaway Procedures are completed in accordance with the Los Angeles County contract. Allowance Logs are maintained appropriately, showing that the children are receiving their allowance on a weekly basis. A detailed sign in/out log for children was utilized and maintained for the children's caseworkers and other visitors.

According to Riverside County Community Care Licensing (CCL), Future Stars Youth Services received a citation on September 15, 2011, for three (3) staff having expired CPR cards.

**Recommendations:**

1. Future Stars shall ensure that all staff has current CPR cards on file to maintain the safety and security of the residents at the Group Home.

**FACILITY AND ENVIRONMENT**

Based on our review of Future Stars Youth Services Group Home and an interview conducted with one (1) placed child, Future Stars Youth Services was in compliance with five (5) out of the six (6) elements in the area of "Facility and Environment". The area of non-compliance was: "Children's Bedrooms/Interior Maintained".

Future Stars Youth Services Group Home is located in a residential community. The overall structure is in good condition. There was no visible peeling paint. The concrete walkway was free from debris and lined with nicely trimmed three (3) foot tall shrubs. The front yard has a grapefruit tree that was full of fruit along with a lemon and apple tree. The front and back yards were neatly trimmed and free of debris. The common quarters were neat and clean. The living room carpet was clean and free of tears and stains. There was brown leather furniture in the living room along with a fireplace. The children do not have access to the fireplace for safety and security reasons, as there is a

metal screen covering the entire fireplace that is bolted to the wall. The light tan tile in the den was clean. The overall appearance of the Group Home was warm and inviting. The Group Home has a regulation-height basketball goal in the backyard and a "Wii" gaming system for recreation. There is also a magazine rack in the den with an assortment of age appropriate magazines for reading and relaxation; such as, "In Style", "Bon Appetite", "People" and "Seventeen". The Group Home provides a 47" inch flat screen television with a DVD/VCR combo. There are also board games; such as, "Clue", "Yahtzee", Dominoes and "Rummikub".

The Group Home provides a home-like environment for the children. The fire escape/evacuation routes were posted in visible areas and the smoke detectors and fire extinguishers were fully operational and current.

The children's bedrooms were in need of some minor repairs; however, they were neat and clean. They have bed comforters and window coverings. The mattresses were in good repair. All the beds have a complete compliment of linens. The children have an adequate supply of furniture for their personal storage and clothing.

The Group Home provides age appropriate and accessible educational and recreational equipment. There were a variety of science fiction and non-fiction books including "Harry Potter" and other various popular books, as well as magazines for the children to read. The Group Home also provides a working computer with internet connection for the children to use.

There was a sufficient supply of perishable and non-perishable foods located at the Group Home. Examples of the type of foods seen were; fresh lemons, apples and bananas. There was a gallon of milk in the refrigerator along with fruit juice, rice and macaroni and cheese. The freezer contained pork chops, waffles, ground beef and other miscellaneous frozen foods. The pantry contained canned green beans, tomato sauce, canned chili and boxed macaroni and cheese.

The deficiencies noted are as follows:

- Bedroom # 1, missing a knob on the closet door
- Bedroom #1, #2, and #3 were missing light covers on the ceiling fans

**Recommendations:**

1. Future Stars Youth Services shall ensure that the aforementioned deficiencies cited will be corrected in a timely fashion and provide verification of correction.

**MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY**

Based on our review of Future Stars Youth Services Group Home and an interview with one (1) placed child, Future Stars Youth Services was out of compliance with 8 (eight) of the 13 elements in the area of "Maintenance of Required Documentation and Service Delivery. The areas on non-compliance were: "Probation Caseworker Authorization to Implement NSPs", "Children's Participation in the Development of NSPs", "NSPs Implemented and Discussed with Staff/Parents", "Sampled children progressing towards meeting the NSP case goals", "Treatment team developed timely initial NSP with the child", "Treatment team develop comprehensive initial NSP with the child", "Treatment

team develop timely updated NSP with the child", "Treatment team develop comprehensive updated NSP with the child".

The children meet the Group Home's population criteria as outlined in their Program Statement and are assessed for needed services within 30 days of placement. The case file reflected adequate documentation to show that child is receiving treatment services; such as, anger management, drug and alcohol counseling and individual and family counseling. The child also confirmed during her interview that she is receiving treatment services. The child reported that she is attending individual and group counseling as well as attending drug and alcohol counseling twice a week.

The Needs and Service Plan (NSP) that was reviewed was completed in a timely manner; however, it was completed on a San Bernardino County NSP form and not the approved Los Angeles County NSP form as required. Although, the Group Home is out of compliance in all areas addressing the child's NSP, due to the invalid form, the monitor reviewed the form to get an overall idea of goals and services being provided for the child. The NSP was not comprehensive or child specific. The NSP was cookie cutter, meaning it read the same as compared to any other NSP lacking specific details about the child interviewed. The social worker who completed the NSP used general goals that could be applied to any child. The NSP goals were not specific to the child, were not measurable and were not time orientated. Due to the issues noted there was no way to determine if the child was progressing towards her goals. An example of a NSP goal was, "Adjust to Future Stars Group Home treatment program, staff and peers". The invalid form did not have a signature line for the child's Caseworker; therefore, the caseworker authorization to implement the NSP is out of compliance. The child reported that she felt as if she was making progress towards her goals and understood her goals. She reported that she is no longer getting suspended from school.

The Group Home and child reported that her caseworker visits with her monthly. A review of the sign-in/sign-out log verified this. In addition, the child reported during her interview that she has weekly visits with her mother at the Group Home.

#### **Recommendations:**

1. Future Stars Youth Services shall ensure that the aforementioned deficiencies cited will be corrected in a timely manner by ensuring that the correct Los Angeles County approved Needs and Service Plan is used for all Los Angeles County Probation children. The Group Home is to ensure that the NSPs are child specific and comprehensive. The NSPs should include goals that are measurable, and the reader should be able to determine if the child is making progress toward their goals. Lastly, the Group Home is to insure that all required signatures are completed and timely.

#### **EDUCATIONAL AND WORKFORCE READINESS**

Based on our review of Future Stars Youth Services Group Home and an interview with one (1) placed child, Future Stars Youth Services fully complied with all eight (8) elements in the area of "Education and Workforce Readiness".

The child interviewed was enrolled in school within three (3) days, she was attending school consistently and provided with educational support and resources to meet her

educational needs. She reported that Group Home staff attends meetings to help with school issues. She also reported that the Group Home provides transportation to all of the school functions and feels that they would support her if her school had extracurricular activities. She attends Oak View School, a non-traditional non-public school which allows her to catch up on her school credits. Oak View does not offer any type of sports or cheerleading. She did report that she is attending school daily and is no longer getting suspended. She also reported that she participates in a leadership class at school. She stated that in leadership class she gets to participate in different activities during the school day. For example, on Valentine's Day, the children in leadership class made items in class that were sold during school for Valentine's Day.

She indicated that she is taught daily living skills; such as, how to cook, and how to wash clothes. She reported that she does not have an IEP. She also reported that the Group Home provides a weekly tutor who assists with homework and who she feels is a mentor to her. A review of the child's grades reflects that she is not doing well in school. She reported during her interview that "she does not know why her grades are poor". The Group Home staff reported that they will ask the school to assess the child to see if she may need an IEP. She is not eligible for Independent Living Plan (ILP) services due to her age; however, the Group Home does encourage the child to engage in age appropriate social activities in the community. The most recent outing was a trip to the Long Beach Aquarium.

**Recommendations:**

None

**HEALTH AND MEDICAL NEEDS**

Based on our review of Future Stars Youth Services Group Home and an interview with one (1) placed child, Future Stars Youth Services fully complied with all six (6) elements in the area of "Health and Medical Needs".

Initial medical and dental exams conducted were completed within the first 30 days of placement. The child reported that all of her medical needs were being met. She also reported that if medical or dental treatment required any follow up exams, they were completed. She indicated that she is aware of her right to refuse medication. She is currently on prescribed medication and stated that, if she refused her medication, the Group Home would complete a Special Incident Report (SIR). A review of the medication log indicates that medication is properly distributed and documented. The child indicated that she is receiving regular doctor and dental check ups.

**Recommendations:**

None

**PSYCHOTROPIC MEDICATION**

Based on our review of Future Stars Youth Services Group Home and an interview with one (1) placed child, Future Stars Youth Services complied with one (1) out of the two (2) elements in the area of "Psychotropic Medication". The area of non-compliance was:

"Current Court Authorization for Administration of Psychotropic Medication or document effort to obtain".

The one (1) placed child did not have a current court authorization for administration of psychotropic medication. The child came directly from home without the court authorization. The Group Home is currently waiting for the judge to sign the form and provide to the doctor. Documentation based on the psychotropic medication review tool confirms that the child is routinely seen by the prescribing psychiatrist. The child did have a current psychiatric evaluation and had an appointment scheduled for March 8, 2012 to see the doctor and possibly receive her authorization for psychotropic medications. The child reported that she is not sure of the name of her medication but believed that she was taking it for depression. The child stated the medication made her feel "alright" but did not believe that it was helping her.

#### **Recommendations:**

1. Future Stars Youth Services shall ensure that the aforementioned deficiencies cited will be corrected by continuing to work to obtain the court authorization for administration of psychotropic medication.

#### **PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING**

Based on our review of Future Stars Youth Services Group Home and an interview with one (1) placed child, Future Stars Youth Services fully complied with all seventeen (17) elements in the area of "Personal Rights and Social/Emotional Well-Being".

The child reported that she was informed about the Group Home's policies and procedures when she was first placed. During the interview, she reported that she feels safe in the Group Home and is provided with appropriate staff supervision. She expressed satisfaction with the quality of her interactions with staff and reported that; overall, the facility staff treats her with dignity and respect.

The child reported that her assigned chores are reasonable and not too demanding; such as, cleaning the kitchen, cleaning the bathroom and the living room.

The child reported that the discipline policies are consistently enforced, and there are fair and appropriate consequences for inappropriate behavior. She indicated that the Group Home operates on a "level system", and when they do not follow the rules, as a consequence, a level is dropped. An example would be not being able to go on an outing.

The child reported that she is allowed to make and receive personal telephone calls, send and receive unopened mail and have private visits. She also reported that she is allowed to attend religious services and activities of her choice and is informed about her medication and her right to refuse it. She also reported that she receives voluntary medical, dental and psychiatric care.

The child reported that she is given the opportunity to participate in planning activities. Examples of planned activities stated during the child interview included; going bowling, to the movies and roller skating. She reported during the interview that her favorite and

most recent planned activity was going bowling. There was a recreation calendar posted on the wall at the Group Home.

The child reported satisfaction with meals and snacks. When asked how she would rate the food, she stated, "Very good." She also reported that she is satisfied with the snacks she receives. Examples of the types of snacks stated during the child interview were juice boxes, "Ritz" crackers, honey buns and fresh fruit.

**Recommendations:**

None

**PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING**

Based on our review of Future Stars Youth Services Group Home and an interview with one (1) placed child, Future Stars Youth Services complied with six (6) out of the eight (8) elements in the area of "Personal Needs/Survival and Economic Well-Being". The areas of non-compliance were: "\$50.00 Clothing Allowance" and "Encouragement and Assistance with Life Book".

The Group Home provides appropriate clothing, items of necessity and gives clothing vouchers; however, during the child interview, the child was not sure how much money she received and how often. Clothing receipts were verified to ensure that she was receiving her clothing voucher. The Group Home reported that they save the vouchers and give the children a larger amount at one time rather than the \$50.00 dollars a month. The Group Home was made aware that they must inform the child of this option and obtain a signed waiver from the child indicating that they waive the monthly clothing for a specified period of three (3 ) months. Children are provided with opportunities to select their own clothes and the clothing provided is of good quality and of sufficient quantity. The child reported that she shops for clothing at various stores in the mall, "DD's", "City Wear" and "Styles".

The child reported that she receives the required minimum weekly allowance and that she can spend her allowance as she chooses. She reported that she does not have a bank account, but she stated that she was offered an account but denied it. The child reported that she spends her allowance on "junk food".

The Group Home provides the child with adequate personal care items, for example, lotion, deodorant, shampoo. When asked about a "Life Book", the child did not know what a "Life Book" was. The Group Home was informed that not only is it unacceptable for the child not to know about the "Life Book", but that they are responsible to provide the "Life Book" and assist the child with starting and maintaining their memories through photos and special mementos.

**Recommendations:**

1. Future Stars Youth Services shall ensure that the aforementioned deficiencies cited will be corrected by developing a waiver form that gives the child the option to receive their clothing voucher on a monthly basis or save it for a specified period of three (3 ) months.

2. Future Stars will also purchase "Life Books" for the children and encourage them to use the books by incorporating them into their monthly program.

### **DISCHARGE PLAN**

Based on our review of three (3) closed files, Future Stars Youth Services Group Home complied with two (2) out of the three (3) elements in the area of "Discharge Plan". The area of non-compliance was: "Children placed at least 30 days, did the child make progress toward meeting their NSP goals".

Of the three (3) discharged files reviewed, two (2) of the children were discharged according to their permanency plan. Both of the permanency plans were family reunification, and they were placed back with their families. The last child's permanency plan was adoption, and she was arrested prior to her project release date. The Needs and Service Plans (NSPs) that were reviewed were not child specific and were cookie cutter, meaning that they all read the same. The goals were very general and not specific to the individual child. There was no way to determine if the children were making progress towards their goals because the goals were not measurable or time orientated. The Group Home did have treatment services in place to stabilize the children. The children were attending individual and group counseling as well as drug and alcohol counseling. Due to the fact that two (2) out of the three (3) children were released according to their permanency plan, it appears that they were receptive to treatment.

### **Recommendations:**

1. Future Stars Youth Services will continue to encourage all children to participate and be receptive toward treatment in an effort to assist every child meet their Needs and Service Plan goals and improve the development of NSPs to be child-specific and include measurable and time-oriented objectives and goals.

### **PERSONNEL RECORDS**

Based on our review of Future Stars Youth Services Group Home and a review of five (5) personnel files, Future Stars Youth Services complied with eight (8) out of the fourteen (14) elements in the area of "Personnel Records". The areas of non-compliance were: "Required employees have a valid CA drivers license", "Appropriate employees received the required initial training", "Appropriate employees received minimum one-hour training in the area of child abuse identification and reporting", "Appropriate employees received First-Aid training", "Appropriate employees received the required annual on-going training" and "Appropriate employees received emergency intervention training per the Group Home's program statement".

A review of five (5) personnel files was completed. All background checks (DOJ, FBI and CACI) were completed and current. The appropriate criminal background statements were signed and present in the files. All staff files reviewed met the education requirements established by the Group Home. All personnel files contained timely initial health screenings. There was also a form in each file that indicated that the employee had read and received a copy of the Group Home's policies and procedures. Out of the five (5) files reviewed, one (1) employee needed to provide a current copy of their driver's license. Two (2) out of the three (3) employees had the required initial

training, the minimum one hour child abuse training, required annual on-going training and emergency intervention training. The remaining three (3) personnel files were missing these documents. Of the five (5) staff files reviewed, one (1) file was missing a current copy of their First-Aid training. All remaining personnel files contained current copies of First-Aid and CPR training.

**Recommendations:**

1. Future Stars Youth Services shall ensure that the aforementioned deficiencies cited will be corrected by providing copies of all required training and a current copy of the employee's driver's license and First-Aid Training in a timely manner.

**AUDITOR CONTROLLER FISCAL REVIEW**

As of the date of this review, there has not been a Fiscal Review completed by the Auditor Controller's Office.

**Recommendations:**

N/A

**FOLLOW-UP VISIT**

A follow-up visit was conducted on May 11, 2012, at Future Stars Group Home to verify that all recommendations have been completed.

- A complete walk through of the interior was completed and all recommendations have been repaired or replaced. The door knob was replaced on the closet door in bedroom 1. The Group Home also provided globes for the light fixtures on the ceiling fans in all three (3) bedrooms.
- At the time of the review, the Group Home did not have Life Books for the children. During the follow-up visit the Group Home provided a sample of the Life Books that had been purchased for all of the residents. Group Home Administration also reported that they will encourage the children to make entries into their books.
- At the time of the review, the Group Home did not have a waiver in place for the children to sign stating that they chose to save their clothing voucher and receive it every other month. During the follow-up visit the Group Home provided a waiver that was developed for the children regarding receiving their clothing vouchers.
- At the time of the review, the Group Home had staffs that were missing initial, on-going, child abuse and emergency intervention training. During the follow-up visit the Group Home provided documentation of the training for all staff and reported that the documents were located in a separate personnel file that was located at a separate site.

- At the time of the review, the Group Home did not have comprehensive Needs and Service Plans (NSP's). The NSP was also completed on the incorrect form. The Group Home has provided a written Corrective Action Plan detailing how they will ensure that future NSP's are comprehensive, child specific, time orientated and measurable.

# **FUTURE STARS YOUTH SERVICES**

## **GROUP HOME MONITORING REVIEW CORRECTIVE ACTION PLAN**

### **I. LICENSURE/CONTRACT REQUIREMENTS**

8. Are there Community Care Licensing citations, PPOA GHM Investigation Unit reports on safety and physical plant deficiencies? (Citation for expired CPR cards on three staff)

#### **FIRST AID AND CPR CERTIFICATES**

All group home personnel responsible for providing direct care and supervision to children shall be trained in First Aid and CPR. Initial and renewal First Aid and CPR training shall be taken in addition to the 24 hour initial training requirements prior to caring for children. First Aid and CPR certificates are current until the expiration date shown on the certificate. When these certificates expire, renewal First Aid and CPR training must be taken before resuming care for children. The First Aid and CPR card shall be carried at all times while on duty, and a copy shall be placed in personnel file. The person responsible to ensure staff providing direct care has appropriate and valid first aid training and that a first-aid kit with a current edition of approved first aid manual is maintained and available at the facility shall be Mary Wright, Administrator.

### **II. FACILITY AND ENVIRONMENT**

12. Are children's bedrooms well maintained?

#### **\*FIXTURES, FURNITURE, EQUIPMENT, AND SUPPLIES**

Globes on the ceiling fans in all bedrooms and the knob on the closet door in bedroom 1 have been installed. The Agency shall ensure that the facility is inspected daily by staff on each shift for cleanliness, safety, in good repair and adequate supplies. Any deficiency shall be reported on the maintenance form and submitted to Facility Manager. The person responsible to ensure compliance shall be Administrator, Mary Wright.

### **III. MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY**

#### **NEEDS AND SERVICES PLANS**

17. Did the group home obtain or document efforts to obtain the Probation Caseworker's authorization to implement the Needs and Services Plan?

Following completion of the NSP, a signed copy with the signatures of the Program Therapist, child, Facility Manager, and Administrator shall be sent via fax with instructions for the Probation Caseworker to return a signed copy of the signature page for the child's file. The fax cover sheet (with date/time of fax) shall be placed in child's file to verify efforts to obtain authorization. (The NSP can be signed in person if the Probation Caseworker has a scheduled visit to the group home during this timeframe). The person responsible to ensure compliance shall be Administrator, Mary Wright.

18. Do age-appropriate children participate in the development of the NSP?

The NSP shall be developed in a collaborative effort between the child (at least 13 years old), and the Program Therapist from information corroborated by the placement agency and/or Probation Caseworker (e.g. legal, medical, family and educational history), the treatment team and may include the parent(s)/legal guardian. The Program Therapist shall be the responsible person.

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**19. Are NSPs implemented and discussed with the group home staff?**

The Program Therapist shall facilitate treatment team meetings attended by group home staff to discuss implementation and how to document NSP independent and collaborative interventions to facilitate child's case goals or modification of the NSP to promote child's success toward achieving NSP case goals. The Program Therapist shall be the responsible person.

**20. Are the sampled children progressing toward meeting the Needs and Services Plans case goals?**

Staff shall document daily progress of target behaviors identified in the NSP case goals for each child. The Program Therapist shall evaluate child's progress and facilitate discussion with the treatment team of independent and collaborative interventions and consider modification of the NSP to promote child's success toward achieving NSP case goals. Child's progress shall be reported on the NSP/QR form at 90-day intervals by the Program Therapist during the course of treatment. The Program Therapist shall be the responsible person.

**21. Did the treatment team develop timely Needs and Services Plans with the child?**

The Program Therapist shall facilitate the development of NSPs corroborated by the treatment team in collaboration with the child at treatment team meetings and properly completed on the NSP/QR form. To ensure timely NSPs, a copy of the NSP/QR shall be sent at 30 days of placement and at 90-day intervals thereafter by the Program Therapist via fax or email with instructions for the Probation Caseworker to return a copy of the signature page. A copy of the email or fax cover sheet shall be placed in child's file to verify efforts to obtain signature authorization. The Program Therapist shall be the responsible person.

**22. Did the treatment team develop comprehensive initial Needs and Services Plans with the child?**

The Program Therapist shall facilitate the development of comprehensive initial NSPs corroborated by the treatment team in collaboration with the child at treatment team meetings. The Program Therapist shall ensure that the NSP/QR form is properly completed with input from the team by the required timeline (30 days of placement). A completed copy of the comprehensive NSP shall be sent at 30 days of placement by the Program Therapist via fax or email with instructions for the Probation Caseworker to return a copy of the signature page. A copy of the email or fax cover sheet shall be placed in child's file to verify efforts to obtain signature authorization. The Program Therapist shall be the responsible person.

**27. Did the treatment team develop timely updated Needs and Services Plans with the child?**

The Program Therapist shall facilitate the development of timely updated NSPs corroborated by the treatment team in collaboration with the child at treatment team meetings. The Program Therapist shall ensure that the updated NSP is properly and entirely completed on the NSP/QR form (e.g. adjustment to placement, clinical visits, psychological health, educational goals, visitation/involvement, CSW/DPO contact, life skills training/emancipation preparation and serious incident reports. A copy of the updated NSP shall be sent at 90-day intervals by the Program Therapist via fax or email with instructions for the Probation Caseworker to return a copy of the signature page. A copy of the email or fax cover sheet shall be placed in child's file to verify efforts to obtain signature authorization. The Program Therapist shall be the responsible person.

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28. Did the treatment team develop comprehensive updated Needs and Services Plans with the child?

The Program Therapist shall facilitate the development of comprehensive updated NSPs corroborated by the treatment team in collaboration with the child at treatment team meetings. The Program Therapist shall ensure that the updated NSP is properly and entirely completed on the NSP/QR form (e.g. adjustment to placement, clinical visits, psychological health, educational goals, visitation/involvement, CSW/DPO contact, life skills training/emancipation preparation and serious incident reports). A copy of the comprehensive updated NSP shall be sent at 90-day intervals by the Program Therapist via fax or email with instructions for the Probation Caseworker to return a copy of the signature page. A copy of the email or fax cover sheet shall be placed in child's file to verify efforts to obtain signature authorization. The Program Therapist shall be the responsible person.

### **VI. PSYCHOTROPIC MEDICATION**

#### **JV220(A) PRESCRIBING PHYSICIAN'S STATEMENT**

43. Are there current court-approved authorizations for the administration of psychotropic medication or did the group home document efforts to obtain?

The Agency shall ensure that children on psychotropic medication at the time of placement have a court authorization (JV220(A) Prescribing Physician's Statement) that is current or effective at 180 days from the date granted to administer psychotropic medication to the child (2012 CA Rules of Court Rule 5.640 Psychotropic Medications, (f) Continued Treatment). In the meantime, the child shall be seen by the Consulting Psychiatrist as soon as feasible to complete a new JV220(A) form; alternatively, if necessary, the child shall be seen in emergency care by a physician to administer psychotropic medication without court authorization in an emergency situation (i.e. a physician finds that the child requires psychotropic medication to treat a psychiatric disorder or illness; and the purpose of the medication is to protect the life of the child or others, or to prevent serious harm to the child or others, or to treat current or imminent substantial suffering; and it is impractical to obtain authorization from the court before administering the psychotropic medication to the child). A current court authorization must be sought as soon as feasible but in no more than two court days after the emergency administration of the psychotropic medication (2012 CA Rules of Court Rule 5.640 Psychotropic Medications, (g) Emergency treatment). Efforts to obtain a current copy of JV220(A) form shall be documented in child's file. The person responsible shall be the Administrator, Mary Wright.

### **VIII. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING**

#### **CLOTHING ALLOWANCE AND LIFEBOOK/PHOTO ALBUM**

62. Is at least \$50 per month clothing allowance provided?

The Agency makes clothing purchases in advance in amounts that exceed \$50 per month clothing allowance to ensure that current clothing standards are maintained for every child. The clothing inventory form placed in the child's file verifies purchases with copies of receipts and detailed description of items. The person responsible shall be the Administrator, Mary Wright.

69. Are children encouraged and assisted in creating and updating a life book/photo album?

Beginning immediately and within 30 days of placement for every new child, the Agency shall introduce the idea of a personal workbook for life and encourage every child to use their personal workbook to plan, organize and document their life. The Agency shall provide the materials, and staff shall assist

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individually or as a group activity creating and updating a personal workbook for life to work on daily or during the week. Fun ideas and activities to focus on include weekly themes, achievements, goals, photos, artwork, writings, etc. The person responsible shall be the Facility Manager.

## **IX. DISCHARGE CHILDREN**

71. For children placed at least 30 days, did the child make progress toward meeting their NSP goals?

Most children partially achieve their NSP goals at discharge. Discharge planning shall be consisted with the MDT process with the Probation Caseworker and other important persons to monitor progress or modify the NSP to promote child's successful achievement of the NSP goals. Documenting daily progress of target behaviors and weekly discussion with the treatment team of independent and collaborative interventions shall continue. The Program Therapist shall be the responsible person.

## **X. PERSONNEL RECORDS**

79. Do required employees have a valid CA driver's license?

The Agency shall ensure that the required employee (B. Blair) have a valid CA driver's license. The person responsible to ensure employees are in compliance shall be the Administrator, Mary Wright.

82. Have appropriate employee received minimum of one-hour training in the area of child abuse identification and reporting?

The Agency shall ensure that employees (A. Simms, M. Wright, B. Blair) receive at least one-hour Mandated Reporter Training by our Training Consultant as soon as practically possible and not later than May 15, 2012. The topics to be covered include: how to report child abuse, what should be reported to Children and Family Services, what information is needed when making a report, what are the criteria for reporting suspected child abuse/neglect, what happens when child abuse is reported, who should report allegations of abuse or neglect to Children and Family Services. A certificate of completion shall be placed in their personnel file. The person responsible to ensure employees receive required training shall be Co-Director, Sarah Wright.

84. Have appropriate employees received First Aid training?

The Agency shall ensure that the employee (A. Simms) who provide direct care and supervision to children receive First Aid training as soon as practically possible not later than May 19, 2012. A certificate of completion shall be placed in the personnel file. The person responsible to ensure employees receive required training shall be Co-Director, Sarah Wright.

85. Have appropriate employees received the required annual on-going training?

The Agency shall ensure employees (A. Simms, M. Wright, B. Blair) receive annual training as soon as practically possible but not later than May 19, 2012. A certificate of completion shall be placed in their personnel file. The person responsible to ensure employees receive required training shall be Co-Director, Sarah Wright.

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86. Have appropriate employees received emergency intervention training per the group home's Program Statement?

The Agency shall ensure the employees (A. Simms, M. Wright, B. Blair) receive emergency intervention training as soon as practically possible but not later than May 19, 2012. A certificate of completion shall be placed in the personnel file. The person responsible to ensure employees receive required training shall be Co-Director, Sarah Wright.

*Sarah Wright*      4/20/12  
*Sarah Wright*      4/20/12