County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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Acting Director

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June 10, 2011

To: Supervisor Michael D. Antonovich, Mayor
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From: Jackie Contreras, Ph.D.
Acting Director

BOYS TOWN CALIFORNIA, INC. GROUP HOME PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

In accordance with your Board's April 14, 2009 motion, we are informing your Board of the results of a group home compliance review.

Boys Town California, Inc. Group Home is located in Orange County and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to the agency's program statement, its goal is "to help each child learn the skills and behaviors that are necessary for successful entry back into their family or to another placement within the community and, ultimately a successful entry into adulthood." Boys Town California, Inc. Group Home is licensed to serve a capacity of 32 children, ages eight through 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Boys Town California, Inc. Group Home in December 2010 at which time the agency had one 18-bed site and three DCFS placed children. Two children were females and one was a male. For purposes of this review, all DCFS placed children were interviewed and their case files were reviewed. Their overall average length of placement was 12 months, and their average age was 15. Five staff files were also reviewed for compliance with Title 22 regulations and the contract requirements.

All three children were on psychotropic medication. We reviewed their case files to assess timeliness of psychotropic medication authorizations and to confirm that medication logs were maintained and correct dosages were being administered as prescribed.

SCOPE OF REVIEW

The purpose of this review was to assess Boys Town California, Inc. Group Home's compliance with the contract and State regulations. The visit included a review of the agency's program statement, administrative internal policies and procedures, three children's case files, and a random sampling of personnel files. A visit was made to the facility to assess the quality of care and supervision provided to children, and we conducted interviews with children to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

Generally, Boys Town California, Inc. Group Home was providing services as outlined in its program statement. The children interviewed stated they were satisfied with residing in the home.

At the time of the review, we noted some documentation deficiencies. The Group Home needed to develop comprehensive Needs and Services Plans (NSP) and ensure that children participated in age-appropriate extra-curricular activities of their choice. In addition, the Group Home needed to ensure that children were provided with the opportunity to form a life book and that staff met all of the training requirements.

Boys Town California, Inc. Group Home was receptive to implementing some systemic changes to improve compliance with regulations and the Foster Care Agreement. The Administrator stated he would develop a plan to correct noted deficiencies.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Three NSPs were not comprehensive. The NSPs had inaccurate time frames and did not appropriately address required information. One NSP did not indicate the Group Home's recommendation regarding the feasibility of a child's return to the parents' home. The NSPs did not indicate whether children were eligible or had taken any part of the California High School Exit Exam (CAHSEE). One NSP did not indicate if an age-appropriate child was eligible for Youth Development Services or whether the child completed the program.

- One child expressed that she was not participating in extra-curricular activities of her choice. The child stated that she had an interest in participating in boxing or soccer activities. This was relayed to the Group Home's Administration who indicated that they

would follow up with the child's request. The Group Home indicated that it supports each child's participation in activities of interest.

- Two children expressed interest in creating a life book. The staff indicated that children kept their photos in their rooms on the walls or in picture frames but they would assist the children in maintaining their personal life books.

- Three staff members did not have documentation of completion of the required initial training requirements. Boys Town California, Inc. Group Home's management stated that the support staff had limited contact with children and that they did not receive the two-week training the other direct care staff received; however, they would develop a plan to ensure that they received the required initial training hours.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held on December 15, 2010:

In attendance:

Lawren Ramos, Executive Director, Clarissa Mejia de Navas, Site Support Specialist, and Sarah Terri, Program Director, Boys Town California, Inc. Group Home; and Lilia Gonzalez, Monitor, DCFS OHCMD.

Highlights:

Lawren Ramos, Executive Director, was in agreement with our findings and recommendations and was open to suggestions. He stated he would ensure that children participated in age-appropriate extra-curricular activities provided the activities were deemed safe. Further, he stated that changes would be made to the NSPs to ensure that they included all the required information. Issues with staff not having the required initial training hours were discussed with the Site Support Specialist, Clarissa Mejia. Mrs. Mejia stated that a plan would be designed to ensure that Awake Program Support Specialists receive the required initial training hours within the required time frame. Also discussed was the interest two children had in developing their personal life books; staff stated that they would assist them with maintaining life books.

Boys Town California, Inc. Group Home was provided a draft copy of our monitoring report, however, the Executive Director stated he agreed with the report and had no further responses to provide. As agreed, Boys Town California, Inc. Group Home provided a timely Corrective Action Plan (CAP) addressing each recommendation noted in this Compliance Report.

As noted in the monitoring protocol, a follow up visit will be conducted to address the provider's approved CAP and assess for full implementation of the recommendations.

If you have any questions, your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

JC:RS:KR
EAH:DC:lg

Attachment

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Donald H. Blevins, Chief Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
Lawren Ramos, Executive Director, Boys Town California, Inc. Group Home
Jean Chen, Regional Manager, Community Care Licensing
Leonora Scott, Regional Manager, Community Care Licensing
Robert Gomes, Regional Manager, Community Care Licensing, Orange County

BOYS TOWN CALIFORNIA, INC. GROUP HOME
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

SITE LOCATION

20342 Flanagan Rd.
Trabuco Canyon, CA 92679
License Number: 306002598
Rate Classification Level: 12

The following report is based on a "point in time" monitoring visit and addresses findings noted during the December 2010 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of three children's files and five staff files and/or documentation from the provider, Boys Town California, Inc. Group Home was in full compliance with five of nine sections of our Contract Compliance review: Licensure/Contract Requirements; Facility and Environment; Educational and Emancipation Services; Children's Health-Related Services, Including Psychotropic Medication; and Personal Rights. The following report details the results of our review:

PROGRAM SERVICES

Based on our review of three children's case files and/or documentation from the provider, Boys Town California, Inc. Group Home fully complied with seven of eight elements reviewed in the area of Program Services.

We noted that children were placed in accordance with the Group Home's population criteria outlined in the agency's program statement. Also, children were receiving required therapeutic services, and recommended assessments/evaluations were implemented. Boys Town California, Inc. Group Home's staff obtained CSWs' authorizations to implement Needs and Services Plans (NSP), and monthly contacts were appropriately documented regarding the children's progress in NSPs. In addition, children participated in the development of the NSPs, and the plans were discussed with the staff.

However, three updated NSPs reviewed had inaccurate timeframes. One NSP did not appropriately address the Group Home's recommendation regarding the feasibility of a child's return to the home, and NSPs did not document if children were eligible to take or had taken any part of the California High School Exit Exam (CAHSEE). Also, one NSP update did not address whether a child was eligible for Youth Development Services or an equivalent program or if a program had been completed.

Recommendation:

Boys Town California, Inc. Group Home Management shall ensure that:

1. NSPs are comprehensive and include all required information.

RECREATION AND ACTIVITIES

Based on our review of three children's case files and/or documentation from the provider, Boys Town California, Inc. Group Home fully complied with two of three elements reviewed in the area of Recreation and Activities.

Two children reported that they were given the opportunity in planning activities and that they participated in activities at home, school and in the community. However, one child reported that she had an interest in participating in boxing or soccer activities. This was relayed to Boys Town California, Inc. Group Home's Administration who indicated that they would follow-up with the child's request; they confirmed that the Group Home supports children's participation in activities of their interest.

Recommendation:

Boys Town California, Inc. Group Home Management shall ensure that:

2. children are given the opportunity to participate in age-appropriate extra-curricular, enrichment, and social activities in which they have an interest.

CLOTHING AND ALLOWANCE

Based on our review of three children's case files, interviews with the three children, and/or documentation from the provider, Boys Town California, Inc. Group Home fully complied with seven of eight elements reviewed in the area of Clothing and Allowance.

Children expressed that they received appropriate clothing allowances and that they were involved in the selection of their clothes. We noted that clothing inventories were adequate and that children were allowed to manage their allowance and/or earnings. In addition, children were provided with adequate personal care items appropriate to their individual needs and they received adequate weekly allowances.

However, two children who had numerous photos in picture frames in their respective rooms stated that they were interested in developing a life book. The staff indicated that children kept their photos in their rooms on the walls and or in picture frames but would assist children in maintaining personal life books.

Recommendation:

Boys Town California, Inc. Group Home Management shall ensure that:

3. staff encourages and assists children in creating a life book/photo album.

PERSONNEL RECORDS

Based on our review of five staff personnel files and/or documentation from the provider, Boys Town California, Inc. Group Home fully complied with 11 of 12 elements reviewed in the area of Personnel Records.

We noted that the Group Home staff met the educational and experience requirements and that criminal clearances and Child Abuse Central Index (CACI) clearances were timely. We also noted that employees signed criminal background statements in a timely manner, received timely initial health-screenings and had documentation of valid driver's licenses in their files. Employees also signed copies of the Group Home's policies and procedures, and received CPR training, First-Aid training, and emergency intervention training per the Group Home's Program Statement. However, three Awake Overnight Program Support Specialists had not received the required initial training. The Group Home's management stated that the staff had limited contact with children and their duties consisted of staying awake at night and ensuring that all children were in their beds throughout the night. Management indicated that the staff members did not participate in the two-week training program (which is offered out of state) because they were not considered direct care staff and thus received training in California at the Orange County Group Home site. They agreed that a plan would be designed to ensure that all Awake Overnight Program Support Specialists received all required training.

Recommendation:

Boys Town California, Inc. Group Home Management shall ensure that:

4. all employees receive required initial training hours as per the Group Home contract.

PRIOR YEAR FOLLOW-UP FROM COMPLIANCE REVIEW

Objective

Determine the status of the recommendations reported in the prior compliance review.

Verification

We verified whether the outstanding recommendations from the previous compliance report dated May 26, 2010 were implemented.

Results

The prior compliance report contained four outstanding recommendations. Boys Town California, Inc. Group Home's management was to develop comprehensive NSPs that included required information and addressed all areas, including information on psychotropic medication, reasons why children were not enrolled in school within the 3-day requirement, and identified attainable, measurable case plan goals. Boys Town California, Inc. Group Home management was also to maintain documentation of Children's Social Workers' (CSW)

signatures verifying their approval to implement the NSPs. The Group Home was also to ensure that standardized NSP goal forms were used and children's signatures were obtained as verification that they had participated in the development of the NSP goals. Lastly, Group Home management was to ensure that copies of court-approved authorizations for psychotropic medication were placed in each required child's file. Boys Town California, Inc. Group Home implemented three of these four recommendations. The recommendation to develop comprehensive NSPs had not been fully implemented. Corrective action was requested of the Group Home to further address this finding.

Recommendation:

Boys Town California, Inc. Group Home Management shall ensure that:

5. The outstanding recommendation from the previous compliance report of May 26, 2010, which is noted in this report as recommendation #1, is implemented.

BOYS TOWN CALIFORNIA, INC. GROUP HOME
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW-SUMMARY

20342 Flanagan Rd.
Trabuco Canyon, CA 92679
License Number: 306002598
Rate Classification Level: 12

	Contract Compliance Monitoring Review	**Findings: December 2010**
I	**Licensure/Contract Requirements** (9 Elements) 1. Timely Notification for Child's Relocation 2. Stabilization to Prevent Removal of Child 3. Transportation 4. SIRs 5. Compliance with Licensed Capacity 6. Disaster Drills Conducted 7. Disaster Drill Logs Maintenance 8. Runaway Procedures 9. Allowance Logs	Full Compliance (ALL)
II	**Facility and Environment** (6 Elements) 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food	Full Compliance (ALL)
III	**Program Services** (8 Elements) 1. Child Population Consistent with Program Statement 2. DCFS CSW Authorization to Implement NSPs 3. Children's Participation in the Development of NSPs 4. NSPs Implemented and Discussed with Staff 5. Therapeutic Services Received 6. Recommended Assessments/Evaluations Implemented 7. DCFS CSWs Monthly Contacts Documented 8. Comprehensive NSPs	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Needs Improvement
IV	**Educational and Emancipation Services** (4 Elements) 1. Emancipation/Vocational Programs Provided 2. ILP Emancipation Planning 3. Current IEPs Maintained 4. Current Report Cards Maintained	Full Compliance (ALL)

V	**Recreation and Activities** (3 Elements) 1. Participation in Recreational Activity Planning 2. Participation in Recreational Activities 3. Participation in Extra-Curricular, Enrichment and Social Activities	 1. Full Compliance 2. Full Compliance 3. Needs Improvement
VI	**Children's Health-Related Services (including Psychotropic Medications)** (9 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 3. Medication Logs 4. Initial Medical Exams Conducted 5. Initial Medical Exams Timely 6. Follow-up Medical Exams Timely 7. Initial Dental Exams 8. Initial Dental Exams Timely 9. Follow-Up Dental Exams Timely	 Full Compliance (ALL)
VII	**Personal Rights** (11 Elements) 1. Children Informed of Group Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Staff Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Free to Receive or Reject Voluntary Medical, Dental and Psychiatric Care 7. Children Allowed Private Visits, Calls and Correspondence 8. Children Free to Attend Religious Services/Activities 9. Reasonable Chores 10. Children Informed about Psychotropic Medication 11. Children Aware of Right to Refuse Psychotropic Medication	 Full Compliance (ALL)
VIII	**Children's Clothing and Allowance** (8 Elements) 1. $50 Clothing Allowance 2. Adequate Quantity of Clothing Inventory 3. Adequate Quality of Clothing Inventory 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances	 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance

	7. Management of Allowance 8. Encouragement and Assistance with Life Book	7. Full Compliance 8. Needs Improvement
IX	**Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances and Training)** (12 Elements) 1. Education/Experience Requirement 2. Criminal Fingerprint Cards Timely Submitted 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Employee Health Screening Timely 6. Valid Driver's License 7. Signed Copies of GH Policies and Procedures 8. Initial Training Documentation 9. CPR Training Documentation 10. First Aid Training Documentation 11. Ongoing Training Documentation 12. Emergency Intervention Training Documentation	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Needs Improvement 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance

BOYS TOWN
California

February 18, 2011

County of Los Angeles
Department of Children and Family Services
Out of Home Care Management Division
9320 Telstar Ave.
Suite 216
El Monte, CA 91731

Dear Ms. Dorothy Channel,

The following plan of correction is in response to your Contract Compliance Review to Boys Town California, Inc. programs in Trabuco Canyon. Below you will see your findings and our corrective action plan.

Corrective Action Plan (CAP):

1. **Program Services:**

22a - Finding: Needs and Services Plan were not comprehensive. Three NSPs update did not have appropriate timeframes. Instead of projected timeframes, they stated past timeframes. NSP for E-J B. did not properly address the GH's recommendation regarding the feasibility of the child's return home. The NSPs updates did not indicate if two children were eligible to take the CAHSEE, or their status in passing all three parts O.P. and E-J B. One of the NSP update did not indicate whether a child was eligible for Youth Development Services or an equivalent program or if he had completed a program (P.L.).

POC: Program Director Sarah Terry will hold training on LA County Needs and Services Plans on 02/28/11 in order to ensure that both new Residential Consultants are aware of the expectations when completing Needs and Service Plans including dates, addressing permanency plans and important school testing information.

2. **Recreation and Activities:**

29 - Finding: Child O.P. expressed interest in participating in extra-curricular activities such as classes at L.A. Boxing, soccer or horseback riding.

POC: Youth Activities Specialist Adrienne Cardinale will research a list of local activities that the youth are interested in by 3/11/11. At this time all youth participate in recreation and activities as part of the family style environment they live in, but we will offer the youth additional age and developmentally appropriate extra-curricular, enrichment and social activities.

3. **Clothing and Allowance:**

57 - Finding: Two children, E-J B. and O.P. expressed that they did not have a life book/photo album. Both Children expressed an interest in putting together a life book/photo album.

2740 North Grand Avenue 2nd Floor
Santa Ana California 92705 | 714 532 2399
www.boystowncalifornia.org

POC: Youth Activities Specialist Adrienne Cardinale will set up activity times monthly by 3/11/11 for opportunities for youth to work on their life books. Adrienne will provide materials necessary to add to their life books.

4. **Personnel Records:**

64 - Finding: Three employees (E.R., D.R., and M.F.) considered support staff did not have all required initial training hours. All three staff had been working three months. Boys Town Administration stated that the staff has limited contact with the children and they are not required to complete the two-week training that the direct care staff receives out of state. Part of the support staff duties consist of making rounds from site to site in the evening hours, (also know as night awake staff.)

POC: All Awake Overnight Program Support Specialist will have a training plan that ensures that they receive the amount of training hours needed during the required time frames by 03/01/11. Starting on 03/01/11 all newly hired Awake Overnight Program Support Specialists will have a clearly defined training plan check list that lists all the trainings they need to complete as well as time frames. Our Awake Overnight Program Support Specialists are scheduled one per home and their main duty is to make sure that our kids remain safe in their own bed through out the night. During the sleeping night hours there is always at least one Family Teacher, Assistant Family Teacher or Administrative Staff available within the home. The Family Teacher, Assistant Family Teacher or Administrative Staff maybe sleeping, however they are awoken when needed for concerns, emergencies or other youth related issues that arise to assist our Awake Overnight Program Support Specialist.

The respective Program and Program Director will implement the plan of correction for these finding. I will provide oversight to them with random monitoring of this plan of correction. Should you require additional information, please contact me.

Sincerely,

Clarissa Mejia

Clarissa Mejia
Site Support Specialist
Boys Town California, Inc.