

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



February 11, 1999

ALL COUNTY INFORMATION NOTICE NO. I-12-99

TO: ALL COUNTY WELFARE DIRECTORS
ALL CHIEF PROBATION OFFICERS**REASON FOR THIS TRANSMITTAL**

- State Law Change
- Federal Law or Regulation Change
- Court Order or Settlement Agreement
- Clarification Requested by One or More Counties
- Initiated by CDSS

SUBJECT: **BEST PRACTICES AND PROCEDURES FOR
COMPREHENSIVE GROUP HOME EVALUATIONS**

The purpose of this notice is to provide county placing agencies with the Department's plan for conducting group home comprehensive evaluations. Senate Bill (SB) 933, Chapter 311, Statutes of 1998, made a number of changes to the group home licensing and monitoring process, including expanding the length and focus of the licensing visit. The changes in these areas will mean placement agencies can expect more contact from the local licensing analyst when preparing for, conducting and following up annual unannounced visits to local group homes. We believe these changes will better ensure coordination between licensing and placement workers that will ultimately mean better care and services for children.

In keeping with the intent of SB 933, the Department began comprehensive visits for all group homes, both in-state and out-of-state, effective January 1, 1999. For the first three months of implementation we will be closely monitoring the findings of each visit, including necessary contacts with placement workers and others to determine what adjustments may be necessary. You will be advised in a subsequent information notice of any changes or unexpected issues identified.

Attached is a copy of the guidelines Licensing Program Analysts are using for the comprehensive group home evaluation visits. If there are any questions about this guideline or the comprehensive visits, please contact Bonnie Yamamoto at (916) 324-4302 or Bob Markell at (916) 324-4318.

Sincerely,

Original Signed by
Martha Lopez on February 11, 1999
MARTHA LOPEZ
Deputy Director
Community Care Licensing Division

Enclosure

c: California Welfare Directors Association
California Probation Officers of California

BEST PRACTICES AND PROCEDURES FOR COMPREHENSIVE GROUP HOME EVALUATIONS

In 1998, group homes came under intense scrutiny by the media, the general public and the Legislature. Senate Bill 933 (Chapter 311, Statutes of 1998) was enacted to bring about changes in the licensing, monitoring and funding of group homes, to expand CDSS' oversight functions. In keeping with the intent of SB 933, CDSS is requiring comprehensive visits for all group homes, effective January 1, 1999.

The purpose of this section is to a) provide Licensing Program Analysts (LPAs) guidance in conducting the comprehensive group home evaluation visit; and, b) ensure LPA's know the department's expectations of how a group home comprehensive visit must be conducted. Comprehensive, rather than focused, visits are required to begin January 1, 1999. Due to the depth of the review, the LPA may require one full day, or more, at the facility.

The comprehensive visit can be broken into three components: Planning the Visit, Conducting the Visit, Post Visit.

PLANNING THE VISIT

There is a lot of work involved in the "Planning the Visit" stage. An effective compliance visit cannot be made without a thorough knowledge of the program, staffing levels and operating history. Do not make a visit unless you have gone through the following steps:

Before conducting a comprehensive evaluation visit, the LPA must thoroughly review the facility file to become familiar with the history of the facility, the characteristics and needs of the client population, and the program statement. The LPA should have knowledge of all facilities under the same licensee. This will require communication with other LPA's regarding the licensee's other facilities. This information provides the framework for the evaluation visit. The following are the specific steps to take:

Coordination with Other District Offices

When planning the visit, the LPA should contact other LPA's, with facilities under the same licensee. The LPA, Licensing Program Supervisor (LPS) and District Office (DO) Manager may determine, in consultation with other DO's, that visits to all group homes under one licensee be conducted simultaneously. The Manager shall determine when it is necessary to conduct simultaneous or synchronized visits with another district office.

Facility File Review

Review the facility file and document the review on a Detail Supportive (LIC 812). If the LPA is new to the facility, the entire file must be reviewed. At the LPS' discretion, new LPA's must review the entire file with the LPS or an experienced LPA. Assure that the file contains complete and current documents. The following are to be reviewed:

- Note any time-limited or child-specific documents, such as waivers and exceptions. At the time of the evaluation visit, check that the facility is operating according to the waivers or exceptions, e.g. check that any child-specific exception is not used for other children, ensure that conditions still exist to warrant a facility-specific waiver. Waivers and exceptions may be renewed, if appropriate.

Note any incomplete or missing documents. Document this review on the Annual License Visit Checklist Group Homes (LIC 9119) or Notification of Incomplete Application (LIC 184). The LIC 9119 is intended for office use only, and is not provided to the facility. When the LPA uses the LIC 9119 for this part of the review, the LPA shall inform the licensee of what is needed, and may document using the Licensing Report (LIC 809). The LIC 184 is intended for incomplete applications; however, it may also be used to identify and request incomplete or missing documents. The LPA may mail the LIC 184 to the licensee before the evaluation visit or give it to the licensee at the beginning of the visit.

- Become familiar with the Group Home Program Statement (LIC 9106). In particular, note the types of children served and the types and frequency of services provided by the group home. The LPA will check that these services are provided, by interviewing clients, staff, and may contact treatment staff.
- Become familiar with the group home's client cash resource systems, including client allowances, and fines.
- Review all complaints and licensing reports. Note any trends, types of complaints or deficiencies. During the visit, the LPA will check that prior deficiencies remain corrected.
- Review the incident reports. The LPA should be reviewing incident reports on a flow basis; however, the LPA cannot be expected to remember all incidents that occur in a facility. The LPA may decide, on a case by case basis, whether to review all or a limited number of reports. The LPA must look for any patterns, such as the involvement of a particular staff or child or a trend in the types of incidents, such as AWOLs or restraints. The LPA must include exploration of any trends, at the time of client and staff interviews during the visit.
- Review the Personnel Report (LIC 500). Note the names and job descriptions of staff. The LPA must compare these names to the staffing information on the Licensing Information System (LIS), or the LIS 555. In addition, at the facility visit the LPA will be interviewing some of these individuals and checking for criminal record and child abuse index clearances on staff subject to these requirements. The LPA must also review for hours worked and staffing patterns to ensure the appropriate ratio is maintained.
- Review the board of directors' list (LIC 309). The LPA will check the LIS to determine if board members have any past or current associations with facilities licensed by

Community Care Licensing Division (CCLD). Such licensing history shall include licensee, employee, or any other association that requires a criminal record clearance. The purpose of the review is to determine if ineligible members are serving. After May 1, 1999, the LPA will verify that each board member has signed a statement attesting to an understanding of the legal duties and obligations as a board member.

Information on the LIS

- Obtain the facility profile sheet. Review for accuracy, and make changes as appropriate. Note any information in the “Comments” Section.
- Find out whether there are other facilities under the same licensee or administrator. If so, note the other facilities. The LPA should contact the LPA(s) familiar with those other facilities before making the evaluation visit to detect any patterns of deficiencies with this licensee or administrator. One individual may be the administrator for multiple group homes; however, their duties and responsibilities for each facility shall not be impaired. To verify the hours and days the administrator is onsite at each group home, the LPA shall communicate with other LPA’s to: a) compare the number of hours the administrator has stated he or she will be spent at each facility on the Personnel Report; b) verify that time sheets observed during the comprehensive visit coincide with the Personnel Report.

Checking With Other Organizations and Neighbors

- To facilitate contact with placement agencies, the LPA may want to obtain a client roster from the facility. The roster includes the names and telephone number of placement workers for current placements. When the district offices have access to the Child Welfare Services Case Management System (CWS/CMS), the LPA will be able to access current placement information including the child’s authorized representative and date of admission. The purpose of the contacting the placement agencies is to find out their experiences with the facility. At the District Office’s discretion, the LPA may conduct a pre-visit meeting with placement workers or/and plan a joint visit of the facility. If the host county does not place children in this facility, find out why.
- Contact the Regional Office and request current information from the legal case tracking system regarding any pending administrative actions against the licensee in other district offices. If there is a pending administrative action against any group home operated by the licensee, confer with the attorney before conducting the facility visit. If the LPA is not aware of the assigned attorney, consult the legal case tracking system.
- If Technical Support Program (TSP) services were provided to the facility contact the TSP staff who provided the services for information regarding the licensee’s response to the services provided. TSP services are voluntary and consultative not enforcement.

- Contact the Foster Care Rates analyst. Determine the current Rate Classification Level (RCL), the facility's history with Rates, and whether there is a rate appeal. Rates may have concerns about the staffing or operations that the LPA should check during the LPA's annual review. For example, if Rates has a concern about the qualifications of staff, the LPA will want to pay particular attention to verifying the staff qualifications during the annual visit. This step may be skipped if the Foster Care Rates analyst has been in contact with the LPA prior to the visit.
- Contact the Foster Care Audits Bureau. Find out if there is an on-going audit, an audit appeal, a sustained overpayment, or a signed repayment agreement. Audits may have found something about the staffing or operations that the LPA should also check during the annual visit. In addition, the LPA may need to coordinate with the audits analyst, if there is an audit in process at the facility. This step may be skipped if the Foster Care Audits Bureau has been in contact with the LPA.
- Contact local law enforcement to find out if there have been any problems with, or calls regarding the facility. Certain problems may indicate a need for the LPA's attention at the comprehensive visit. For example, if there are complaints from neighbors of vandalism, there may be inadequate supervision of the children at the facility. The LPA should compare any information provided by law enforcement with incident reports.
- If the facility has a non-public school, the LPA shall request from, the licensee, a copy of the current Department of Education certificate.
- The LPA may contact the facility's neighbors in conjunction with a police report, complaint or incident report, or if it is a problem facility.

Preparing the Annual Visit Package

The purpose of this package is to make the comprehensive visit more effective for the LPA. It can serve to remind the LPA at the visit of items/operations to check or questions to ask, based on the facility file review and contacts with other organizations. As a part of the visit package, the LPA may include the following items:

- Copy of Program Statement sections that discuss program, clients, and services.
- Personnel information (notes or the LIC 500, LIS 555 and LIS information).
- Copies of previous licensing reports.
- Copies of waivers and exceptions.
- Copy of the facility floor plan and grounds.
- LIS profile.
- LPA notes from the facility file review and contacts with other organizations (as documented on the LIC 812).
- Questions to ask the administrator, staff, and clients.
- Blank extra forms, if necessary.

All confidential documents must be safeguarded. Also, after the visit, any original documents shall be placed in the facility file.

CONDUCTING THE VISIT

The comprehensive group home evaluation visit is an overall assessment of the facility. The LPA is responsible for evaluating if the group home is in compliance with all licensing laws and regulations. The LPA must evaluate compliance with the program statement, submitted by the group home, upon which the licensing decision was made. The visit shall be documented and the facility cited according to the protocols outlined in Evaluator Manual Sections 3-3000 et seq. and 3-4200 et seq. The visit shall be documented on the LIC 809 and, if needed, the Detail Supportive (LIC 812). When deficiencies are cited, the LPA must be able to justify his/her findings and the course of action discussed with the licensee to ensure correction.

Beginning the Visit

CCLD will send a letter (Attachment A) with the Notice of Facility Roster (LIS 555), providing an overview of the group home comprehensive visit. However, upon commencing the visit, the LPA must explain the scope of the new group home comprehensive visit, and answer any questions the administrator or person in charge may have.

The group home comprehensive visit requires interviewing the children in placement, facility personnel, social work staff and the administrator. It is anticipated the visit may last eight or more hours. A comprehensive visit to a large or complex facility may require two days to complete. The LPA may return the next day to complete the staff and client interviews.

The LPA may begin the visit by touring the facility or reviewing administrative, client and personnel files. The LPA may need to adjust the order to accommodate the facility. Interviews should be conducted after the file reviews.

The procedures specified here are to be used as minimum guidelines. The LPA must use the following procedures when conducting an annual visit:

Administrative Records

Review the facility's administrative files to verify the following documentation is complete and current:

- Facility license.
- Child's daily activities plan (e.g., educational activities, physical, religious, and leisure activities).
- Disaster and Mass Casualty Plan, including documentation of disaster drills every six months.
- Medication logs and destruction records.
- Menus for previous 30-days.
- Accounting records maintained for each child for allowances and fines.
- Board of Directors meetings minutes for the past year, noting frequency and content.
- Staff training schedule, training plan; review sign-in logs or individual personnel files to verify completion.
- Discipline policies and procedures.
- Emergency intervention plan.
- Transportation plan.
- Admission/intake procedures.
- Discharge procedures.
- Visitation policies.
- House rules.
- Children's complaint procedures.
- Neighborhood complaint procedures.
- Personnel policies, job descriptions.
- Client roster.
- Board of Directors member's self certification, required for persons serving on boards of directors on or before May 1, 1999. This requirement is effective May 1, 1999.

At this time, the LPA may request any documents noted on the LIC 184 (Notification of Incomplete Application) as incomplete or missing.

Personnel Files

Selecting files for review

The LPA must select the files to be reviewed. The following standard should be used when deciding how many personnel files to review:

- When the facility is licensed for six or fewer, review all personnel files.
- When the facility is licensed for seven or more, review 10 or 10 percent, whichever is greater.
- Additional files may be reviewed at the LPA's discretion. For example, the LPA has not been to the facility before; the facility has a history of Type A or B deficiencies, or civil penalty assessments.

The LPA may use the LIC 500 to select the files for review. Consideration should be given to new hires, contract staff (e.g. social worker under direct contact contract), staff mentioned frequently in incident reports. The LPA may focus on specific classifications, e.g. facility manager, and evening child care staff.

File Review

The facility's personnel files must be reviewed for completeness and accuracy. The LPA should use the LIC 859 (Review of Staff/Volunteer Records) to document the personnel file review, citing deficiencies when appropriate.

In-depth review of the Personnel Record

- Verify the individuals listed on the LIS 555 are current employees. Note any changes, such as terminated staff.
- Verify the individuals listed on the LIS 555 against LIC 500.
- Verify the workdays and hours listed on the LIC 500 against the personnel files (time cards, time sheets, etc.).

Staff Interviews

The LPA should also interview each staff person whose personnel file was reviewed. The LPA may conduct the interview by telephone if personal contact is not possible. The purpose of the interview is to determine how knowledgeable staff are about the facility's policies, procedures and operations. Discussion questions may address the following:

- A description of the group home's program and activities.
- Familiarity with the fining or point system and how it works.
- Familiarity with the needs of the children in placement.
- Discipline, the use of emergency interventions, and staff training.
- Work hours and responsibilities; and familiarity with licensing regulations.

- Procedures for medication, and medication emergencies, e.g. what happens when the facility runs out of medication.
- Responding to disruptive visitors.
- Responding to emergencies.
- How information is relayed about each client.
- House rules and if applicable, the facility's policies on dress code, smoking, chores, homework.
- Policies and procedures for resident searches, and drug testing.

Client Files

Selecting files for review

The LPA must select the files to be reviewed. The following standard should be used when deciding how many client files to review:

- When the facility is licensed for ten or fewer, review all client files.
- When the facility is licensed for eleven or more review 10 or 10 percent, whichever is greater.
- Additional files may be reviewed at the LPA's discretion. For example, the facility has a history of incomplete client files.

Existing regulations require the facility to provide a current client roster, either the LIC 9020 or a comparable form. The LPA may randomly select the files from this list, or may select certain files for review using the following criteria:

- Child is mentioned in numerous incident reports.
- Child with special health care needs.
- Child is placed out-of-county.
- LPA's discretion, e.g. child is pregnant, frequent AWOL's or incidents.

File review

Using the Client/Resident Records Review (Residential) (LIC 858), the file must be checked for completeness and accuracy, citing deficiencies when appropriate.

Review of Needs and Services Plan

In addition to the overall review of the client files, the group home comprehensive visit requires an in-depth review of the child's needs and services plan. The review requires the LPA to be familiar with the group home's program statement, particularly the stated client population, services and activities, and staffing. The purpose of the review is to determine if the group home's program, can meet the needs of the child, as identified in the needs and services plan. The LPA is not evaluating the quality of services. The LPA should use the client interview to determine if the services are being provided. The needs and services plan must be reviewed for the following:

- Is the plan current?
- Is the plan approved by the child's authorized representative?
- Does the plan discuss the child's needs in the areas specified in Sections 80068.2 and 84068.2?

The LPA must be familiar with the group home's program to evaluate the following:

- Does the program statement indicate the facility will serve a child with these particular characteristics and behaviors, e.g. the program statement describes the program population as teenagers, and the child is eight years old?
- Does the facility provide the services and activities specified in the need and services plan, e.g. the facility's program is geared towards teenage regional center clients with hearing impairments, and the child is an eight year old, physically and sexually abused ward of the court.
- Does the facility have qualified staff to provide the services specified in the needs and services plan, e.g. the facility contracts out for social work and mental health treatment services. The child care staff are not licensed professionals and provide basic care and supervision only.

If the needs and services plan is not complete or current, cite as appropriate. If it appears the facility does not have the program of services or staffing to meet the specific needs of the child, cite as appropriate. The LPA should also discuss the placement with the facility administrator and social work staff, if available. As stated in the post visit duties, the LPA should also contact the child's authorized representative.

Medication Log

In addition to any files reviewed, the LPA should review the medication log for all children receiving psychotropic medication. The LPA shall cite when the log is incomplete or incorrect.

Additionally, the LPA must be familiar with the facility's procedures for storing, dispensing and destroying prescription and over the counter medication.

- What happens when a child is away from the facility and requires medication during his/her absence.
- What happens when a child refuses prescribed medication.

Client Interviews

Children placed in-group homes must be interviewed as part of the annual visit. The interview is the opportunity to discuss if the facility is providing the services specified in the child's needs and services plan. Every effort should be made to interview the children in the facility. When the LPA interviews the child at the facility, existing regulations require the licensee to allow private interviews. However, the LPA or the child, may request the presence of a third person. The licensee need not consent to the interviews.

The Evaluator Manual Section 3-2000 includes procedures for conducting interviews. Prior to commencing the interview, children should be apprised of their right to refuse to participate in the interview. When a child objects, the LPA shall honor this objection. The child must also be apprised of their right to have another person present during the interview. However, to ensure confidentiality, the interview should occur away from facility staff and other children.

The purpose of the interview is to elicit the child's comments regarding the program, staff and the group home's ability to meet the child's needs. Issues that may be discussed include:

- Child's placement history, how long has the child been in the facility, is this a recurring placement?
- Child's understanding of the group home's services and activities.
- Child's understanding of the allowance and fining systems and how they work.
- Child's school attendance.
- Child's work history.
- Child's observations about the use of discipline and the use of emergency interventions.
- Child's observations about facility personnel, child's relationship with facility personnel.
- Child's observations about other children in the facility, child's relationships with other children in the facility.

- Child's opinion of the services provided, are the services being provided and the child's needs being met.

Other Interviews

The LPA should interview the facility administrator, facility manager and social worker or clinical director, if applicable. If the administrator or social worker are not on-site, the interview may occur at a later date. The purpose of the interview is to discuss the program, and any possible placements that are not consistent with the program statement. The LPA should ask if the licensee received Technical Support Program services. If so, ask the licensee if they benefited from these services, and made any corrections to any related deficiencies or weaknesses. The LPA should also ask the administrator and social worker to address scenarios such as:

- How will the facility respond when a placement worker wants to make an immediate placement without providing the group home an adequate history of the child?
- How will the facility respond when a placement worker wants to make an inappropriate placement, i.e. the facility does not have the resources to meet the child's needs?
- How will the facility respond when the placement worker does not provide adequate information for the facility to prepare a needs and services plan?

Physical Plant Review

The facility visit also includes the walkthrough to inspect the facility's buildings, grounds and overall maintenance and operation. The LPA shall conduct a complete review for compliance with all the applicable regulation sections. The following can be used as a guide, but it is not all inclusive of the regulatory requirements that need to be reviewed.

- Telephones - Verify that there is a working telephone on the facility premises. If applicable, also review the facility's policies on telephone usage.
- Transportation - Verify the vehicle is in operating condition; observe seat belts and child seats, if applicable.
- Health Related Services - Verify adequacy of first aid supplies; verify storage of medication, including refrigeration.
- Food Services - Review for adequate supply of perishable and non-perishable foods; storage; sanitary condition in food preparation areas; menus, including provisions for modified diets; cleanliness and adequacy of dishes and utensils; condition of appliances including temperature, e.g. refrigerator, freezer, and stove.

- Buildings and Grounds - Review for building changes/alternations; adequate fencing or approved cover for bodies of water; all areas are free from potential hazards; storage of poisons, toxic substances, other dangerous objects and firearms; adequate lighting; safety of play equipment.
- Fixtures, Furniture, Equipment and Supplies - Review fixtures, e.g. toilets, sinks, showers/baths; solid waste disposal; inaccessibility of fireplace or heaters; appropriate water temperature; adequacy of linens; review furniture for cleanliness and adequacy; availability of basic hygiene items; adequacy of child's personal storage space; adequacy of child's clothing.
- Water Supply - Review for a current bacteriological analysis on private water source which establishes the safety of the water, if applicable.

To determine compliance, the LPA shall review administration files, interview facility personnel, clients or the administrator. The LPA will also review the following areas:

- Reporting requirements: The group home shall report all reportable incidents to the Department.
- Health related services: The group home shall have procedures for sick children, accessing emergency medical services; routine medical care; dispensing prescription and PRN medication.
- Care and Supervision: The group home shall have adequate staffing ratios, and qualified staff.
- Personal Rights: The group home shall not violate a child's personal rights, including the right to attend religious services; send and receive correspondence and telephone calls; be free from physical abuse, sexual abuse, verbal abuse, neglect, withholding food and water, inappropriate use of restraints, locking in buildings or rooms corporal punishment.
- Record Keeping: The group home shall safeguard the cash resources of children in care. The LPA shall observe where cash resources are maintained. Fines shall be locked in a secure location or held in a separate bank account for the residents.

At the conclusion of the visit, the LPA should be able to answer the following questions:

1. What is the group home's plan for responding to assaultive children? What is the group home's plan for the use of manual restraints?
2. How are facility personnel made aware of each child's needs, as described in the needs and services plan?

3. What are the lines of communication, how is general facility information and client specific information relayed, e.g. at shift changes, and staff meetings?
4. What are the facility's procedures for prescription medication? What will staff do when the facility runs out of a child's medication, or there is a change in prescription? What procedures are in place to prevent mistakes in distribution medication and to safeguard medications? What are the facility's procedures for over the counter and bulk medications ?
5. How does the facility respond to medical emergencies?
6. What do facility personnel do when a child refuses to take medication?
7. What do facility personnel do when a child refuses to participate in the program, e.g. attend school.
8. What is the facility's policy regarding compatibility of residents ?
9. How do facility personnel respond to disruptive visitors?
10. How does the facility address neighborhood complaints?
11. What is the facility's policy for AWOLS?
12. What is the facility's emergency evacuation plan? How are staff and children made aware of the plan?
13. How does the facility respond to the religious needs of each child, services?
14. What does the facility do to recruit, hire, train and retain staff?
15. What did the administrator, facility manager, affected staff person and child have to say about previous complaints and incidents?
16. What is the overall physical condition of the facility? What is the facility's procedures for maintaining the facility.

Once these questions are answered to the satisfaction of the LPA, the following decisions should be made:

- Is it necessary for the LPA to discuss waivers and exceptions?
- Should the LPA discuss the facility with the LPS?
- Should the licensee come in for an office conference ?

- Should the licensee come in for a noncompliance conference?
- Should the licensee come in for a compliance plan conference?
- Should the LPA provide information regarding the Technical Support Program to the licensee ?
- Should the facility be allowed to continue to operate
- Should the facility be referred for a Legal consultation
- Should the facility be referred for a Temporary Suspension Order (TSO), or referred for revocation?

Exit Interview

The LPA shall conduct the exit interview as outlined in the Evaluator Manual Section 3-4200.

POST VISIT

Plan of Correction

The LPA shall comply with the plan of correction protocols outlined in Evaluator Manual Section 3-3600 et seq.

The LPA's work related to a comprehensive group home visit does not end when the LPA leaves the facility. Plan of correction due dates must be entered in the Control Book. The LPA must also enter when the deficiency has been cleared.

Follow-Up

After the comprehensive evaluation visit is completed, the LPA shall send copies of the LIC 809 to the following:

- Placement agencies when serious deficiencies are cited.
- Children and Family Services Division.
- Legal Division when the group home is pending administrative action.

The LPA may send copies of the LIC 809 to other LPA's with facilities under the same licensee

The LPA may send copies of licensing reports to placement agencies for non-serious deficiencies; however, the LPA should send both the LIC 809 for the comprehensive visit and the proof of correction (either an LIC 9098 or LIC 809).

After the comprehensive evaluation visit is completed, the LPA should contact the following, if necessary, by telephone or in person:

- Placement agencies, as needed, e.g. no record of visits by placement worker, facility's

- program statement does not support the services the child needs.
- Foster Care Rates Bureau, as needed, e.g. the LPA cannot verify the work hours for various facility personnel.
 - CCLD Audit Section, as needed, e.g. potential trust audit.
 - Legal Division, as needed, e.g. potential or pending TSO or revocation.
 - Other public agencies, as needed, e.g. local planning authority or fire authority.
 - Neighbors of the facility to follow-up on neighborhood issues that surfaced at the time of the visit.

ATTACHMENT (A)

GROUP HOME ANNUAL VISIT OVERVIEW

This is to advise you of a visit that will be made by one of our licensing staff within the next 120 days. As a result of new licensing requirements in Senate Bill 933, Chapter 311, Statutes of 1998 the Department is modifying its procedures for annual reviews of group homes and other categories of community care facilities. Although the exact date of our visit to your facility will not be announced to you, we are making you aware of specific documents and information you should have available for review when we conduct our evaluation visit. The visit will include, (1) an assessment of your physical plant (buildings and grounds, furniture and fixtures, etc.), (2) a review of all required records and (3) interviews with licensees, staff and children. Your ability to provide the necessary documents and information will minimize the possibility that your facility will be cited for deficiencies.

1. RECORD REVIEW

The records you should have available for review fall into three separate categories, those related to the children in your care, those related to the facility, the licensee or the staff and other general records. The kinds of records we will be looking for include, but are not limited to the following:

CLIENT/RESIDENT RECORDS

Admission Agreement	Medical Assessment	Medications
Cash & other Resources	Immunization Record	Needs & Services Plan
Individual Health Care Plan for Special Health Care Needs Children		
Client Roster		

STAFF/VOLUNTEER RECORDS

Criminal Record Statement	TB Test Results	First Aid Certificates
Education Verification	Health Screening Report	Training Certificates
Special medical Training Certificates (If Needed)		

OTHER RECORDS

House Rules	Personnel Policies	Menus
Personnel Roster	Board minutes (past year)	

2. INSPECTION OF PHYSICAL PLANT AND GROUNDS

The facility must meet the requirements in regulation sections 80075, 80076, 80086, 80087, 80088, 84076, 84087, 84087.1, 84087.2, 84087.3, 84088, & 84088.3 related to physical plant and grounds. These regulations cover the requirements for food service, buildings and grounds, fixtures, furniture, equipment, supplies, outdoor activity space and equipment. You may find it helpful to review the following areas.

- Is the facility clean, safe, sanitary and in good repair?
- Is there a pool with an approved fence or pool cover?
- Is there a safe outdoor activity space?
- Is recreational equipment age appropriate, and maintained in a safe condition free of sharp, loose or pointed parts?
- Do I have adequate supplies of healthful food for meals and snacks, and do I have menus available that reflect three healthy meals a day?
- Does the facility have working smoke detectors and a fire clearance?
- Are dangerous and hazardous materials properly stored and secured?
- Are medicines properly stored and secured?
- Is the hot water temperature between 105 degrees and 120 degrees?
- Are there an adequate number of bedrooms, beds and furniture based on the facility capacity?
- If there is a signal system, is it in good working order?

3. INTERVIEWS WITH LICENSEES, STAFF AND CHILDREN

Some regulatory requirements cannot be assessed by record reviews and/or physical inspection. Consequently, the last part of the review will consist of interviews with facility administrators, staff, and children in placement. The purpose of the last part of the review will be to assess compliance with such requirements as the needs and services plans of children in placement, appropriate follow up on incident reports, providing necessary transportation, application of discipline policies, and provision of personal rights.

This will be the only notice you will receive regarding our plans to conduct an onsite visit and review of your compliance with the community care licensing group home regulations. If you have any questions, contact your Licensing Program Analyst.