

CHILDREN'S RESIDENTIAL UPDATE

Children's Residential Licensing Program Mission:

The Children's Residential Licensing Program licenses and monitors Adoption Agencies, Foster Family Agencies and Homes, Group Homes, Licensed Foster Family Homes, Runaway Youth Shelters, Small Family Homes, and Transitional Housing in an effort to ensure that they provide a safe and healthy environment for children who are in residential care.

The Update Has a New Look and New Home

As of December 2014, responsibility for the Quarterly Updates has moved into the Advocacy and Technical Support Unit of Community Care Licensing's new Quality Assurance, Advocacy and Technical Support (QAATS) Bureau. While the Updates now have a new look and a new home, they will

serve the same important purpose: keeping the Children's Residential community informed about licensing program changes, requirements and services. We appreciate your support in sharing these Updates with those in your organization and others interested in Children's Residential Care issues.

A Note from Pamela Dickfoss, Deputy Director

Since I joined the Community Care Licensing Division (CCLD) a year ago, I have been honored to work alongside my colleagues serving the most vulnerable people of California through our mission to promote the health, safety, and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system. Some of our goals toward this end, include:

- Strengthening our workforce by promoting continuous improvement and efficiency throughout the community care licensing system
- Promoting strategies to increase voluntary compliance

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Note from Deputy Director, continued

- Providing technical assistance to and consulting with care providers
- Working collaboratively with clients, their families, advocates, care providers, placement agencies, related programs and regulatory agencies, and others involved in community care
- Training staff in all aspects of the licensing process
- Educating the public about CCLD and community care options
- Focused collaboration with stakeholders on the evolution of community care and related policy development.

And in the last year, we have been very busy rebuilding or laying new foundation to support these goals. You'll find more details about some of the ways we're doing this in this update, and to highlight just a few, we have:

1. Launched a Centralized Complaint Unit, establishing a toll free hotline where anyone can call and lodge a complaint. To date, we have logged approximately 300 calls per week and the number is steadily increasing.
2. Created a Quality Assurance (QA) Unit, which is implementing processes for monitoring and addressing opportunities to improve the quality and consistency of our own performance, as well as identify and address areas of non-compliance by licensees.

3. Established an Advocacy and Technical Support Unit to enhance training and support to licensees who are looking for opportunities to improve their compliance and performance.
4. Expanded the training our field staff receives with program-specific training teams to increase the ongoing training opportunities for established LPAs and by expanding the new LPA Academy from two weeks to four weeks.
5. Instituted an online LPA exam, available 24 hours a day, seven days a week – which will allow us to fill vacancies in a timely manner with a continually refreshing pool of motivated and qualified applicants.
6. Convened an Administrator Certification Advisory Committee, consisting of internal and external stakeholders to address the additional topics required in all Initial Certification Training Programs approved by CDSS, per SB 911 and AB 1570.

As we look forward to the work ahead, I anticipate many more opportunities to meet and network with provider, stakeholder and advocate communities for each program. We succeed when community care recipients are safe, healthy, and receiving the quality care we know most providers want to provide. Please take advantage of all the ways we are here to assist you.

[New Centralized Complaint Line - If You See Something, Say Something](#)

As of January 20, 2015 the Community Care Licensing Division (CCLD) has a new [Centralized Complaint and Information Bureau](#) (CCIB). CCIB now fields the complaint/concern calls statewide that used to go to the regional offices Officer of the Day lines. There is a [poster](#) with the hotline information available on our website. The poster is not a required posting for Children's Residential licensees, but the number should be made available. We

request that you update the contact information at the bottom of the Children's Rights poster to reflect the new number to call. The CCIB phone number is:

1-844-LET-US-NO
(1-844-538-8766)

Legislative Updates

Personal Rights

Legislation passed in [Senate Bill 528 \(Yee\), Chapter 338, Statutes of 2013](#), afforded the additional right to all foster children to have access to age-appropriate information regarding reproductive health, the prevention of unplanned

pregnancy, the prevention and treatment of sexually transmitted infections at 12 years of age or older. The Department is drafting regulations to implement this legislation. Please view the implementation plan here: [2013 Chaptered Legislation](#).



Smoke Free Foster Care

Effective January 1, 2014, [Assembly Bill 352 \(Hall\) chapter 292, statutes of 2013](#), required that foster caregivers maintain a smoke free environment in the facility and vehicles that are regularly used to transport foster children.

The Department is developing regulations to implement this new statute. More information is available in the department's Implementation Plan, which can be found online at: [2013 Chaptered Legislation](#)

Runaway and Homeless Youth Shelter: New Licensing Sub-Category

Effective January 1, 2014, [Assembly Bill 346 \(Chapter 485, Statutes of 2013\)](#) established "runaway and homeless youth shelters" (RHYS) as a new sub-category of group homes under the Community Care Facilities Act, requiring licensure by the CDSS as specified by [Section 1502.35 of the Health and Safety Code](#). Previously, these facilities providing the necessary services to aid homeless youth were not required to be licensed. AB 346 was sponsored by the CDSS to create uniform licensing standards for

RHYS, and to ensure that federal funds received by RHYS were not jeopardized from a lack of either consistency with licensing or a clear policy directive from the state. A RHYS provides short-term shelter (no more than 21 consecutive days from the date of admission), nonmedical care, supervision, and personal services to runaway youth and/or homeless youth, who voluntarily enter the shelter. Regulations for this new sub-category are now available on our [website](#).

All Current and Prior Chaptered Legislation

REMEMBER!
Review
implementation
plans to ensure
compliance.

The department prepares implementation plans for all chaptered legislation affecting Children's Residential Facilities. It is important for Licensees to review these implementation plans to ensure compliance. To review plans for legislation that became effective January 1, 2015, please view the following website: <http://cclcd.ca.gov/PG3063.htm>. Prior year plans can be found online at: <http://cclcd.ca.gov/PG540.htm>

Quality Parenting Initiative

The Quality Parenting Initiative or QPI began in Florida with the goal of strengthening foster care by ensuring that a foster caregiver provides the loving, committed and skilled care that the child needs, while working effectively with the child welfare system to achieve the child's goals. QPI also seeks to clearly define and articulate the responsibilities of caregivers, and to align child welfare policies and practices with quality foster care. QPI has resulted in systemic changes and improved relationships between youth in foster care and their caregivers. Measurable improvements have been reported in outcomes, including fewer unplanned placement changes, reduced use of group care, fewer cases of sibling separation, and more successful instances of reunification. Currently, eighteen counties in California are participating in the initiative.



If you would like more information on QPI please visit the following websites:

[Florida QPI Website](#)

[2012 Normalcy Memo](#)

[2013 Normalcy, Babysitting, Vacation, and Emergency Care for Children in Out-of-Home Care](#)

[Florida Regulations 65C-13.029 - Licensed Out-of-Home Team Member Roles](#)

Cultural Competency

Lesbian, Gay, Bisexual, Transgender (LGBT) youth make up as much as 30 percent of children in the child welfare system. A study released in August 2014 by the Williams Institute reveals that 19% of youth in foster care in Los Angeles identify as LGBTQ (Q is for Questioning). LGBT youth experience extreme levels of physical violence and verbal harassment based on their sexual orientation or gender identity or expression (SOGIE), as well as facing unique barriers to permanency. Recent legislation in Assembly Bill 1856 affords the personal right to every foster youth of having a caregiver that has received instruction in cultural competency and sensitivity as it relates to LGBT youth.



For more information regarding resources to help support LGBT youth, please click on the links to the side:

- Gender Spectrum
<https://www.genderspectrum.org/resources/>
- P4 Resources | Family Builders
<http://www.familybuilders.org/p4/resources>
- Sexual and Gender Minority Youth In Foster Care: Assessing Disproportionality and Disparities in Los Angeles:
http://research.jacsw.uic.edu/getrealblog/files/2014/08/LAFYS_report-submission-FINAL.pdf
- Get R.E.A.L (Recognize. Engage. Affirm. Love)
<http://research.jacsw.uic.edu/getrealblog/>
<http://research.jacsw.uic.edu/getrealblog/state-training-resources/>

Technical Support Program Returns

Effective December 2014, the Community Care Licensing Division (CCLD) has established a new Technical Support Program for Community Care licensees of adult, senior, and children's residential facilities.

One of two units in the Division's new Quality Assurance, Advocacy and Technical Support Bureau (QAATS), the Advocacy and Technical Support Unit currently includes one manager, two Child Care Advocates and one Technical Support Analyst. (The Governor's 2015-16 Proposed Budget would add two additional Child Care Advocates, and three additional Technical Support Analysts.)

The new Unit is already at work on multiple projects. The two Child Care Advocates continue to provide services to Child Care licensees statewide, including disseminating information about the state's licensing role, providing the public with information about CCLD, acting as a liaison to childcare resource and referral agencies, and assisting in the coordination of complaints and concerns on the behalf of children in child care. The Technical

Support Program (TSP) analyst and manager are in the process of developing technical assistance and consultation services for adult, senior, and children's residential care licensees or potential licensees. The TSP's current focus is on updating CCLD's technical support guides for residential care providers, and updating CCLD's website as a resource for the public and providers. As the program develops, the TSP Analyst will also be available for consultation with and training for provider groups on the most common deficiencies, best practices to ensure ongoing compliance or prevent common health and safety risks, and how to work effectively with CCLD.

Starting in early 2015, the Technical Support Program manager and analyst will attend CCLD's regular stakeholder meetings to establish relationships with the community care community they serve.

The TSP invites your questions, concerns, and/or ideas for ways we can be of assistance to licensees. Please contact: TechnicalSupportProgram@dss.ca.gov

Top Three Most Commonly Cited Deficiencies in Children's Group Homes in 2014

The facility shall be kept clean, sanitary and in good repair at all times.

Copies of original needs and services plans, signed by the child and their authorized representative(s), shall verify the offer to participate in plan development, and the authorized representative's approval of the plan.

Child care staff shall complete a minimum of 20 hours of annual training, including 5 hours course work not affiliated with the group home license.

Data published by the Quality Assurance Unit, March 2015.

Are you a Group Home licensee looking for assistance to come into compliance with these or other issues? Please contact the Technical Support Program at TechnicalSupportProgram@dss.ca.gov.

Program Management Information

The Children's Residential Program has the following leadership:

Statewide:

Pamela Dickfoss, Deputy Director
Angela Valdez, Program Administrator
Jean Chen, Assistant Program Administrator

Regional Managers, include:

Kimberly Taylor, Pacific Inland Regional Manager (overseeing the San Diego, Riverside, and Orange County offices)

Thomas Stahl, Northern California Regional Manager (overseeing the Natomas and Chico offices)

Angela Carmack, Central California Regional Manager (overseeing the San Bruno, Rohnert Park, Fresno and San Jose offices)

Lajuannah Hills, Los Angeles Tri-Coastal Regional Manager (overseeing the Monterey Park office)

Lenora Scott, Los Angeles Metro & Valley Regional Manager (overseeing the Woodland Hills and Culver City offices)

Please find contact information online at:
http://www.ccl.d.ca.gov/res/pdf/childres_rolist.pdf

Licensing Program Analyst Exam

The Licensing Program Analyst (LPA) open examination bulletin is posted at the following location:

<https://jobs.ca.gov/JOBSGEN/4PB34.PDF>

The California Department of Human Resources (CalHR) is offering the above examination to everyone that qualifies. Applicants for the LPA examination will apply online, take the Training and Experience Evaluation examination, and receive their results immediately. Applicants will self-certify they meet the minimum qualifications and the qualifications will be verified at

Also, new to CCL:

Robert Bayles, Administrator Certification Section (ACS) Manager in the Technical Assistance and Policy Branch (TAPB). New to state service, Mr. Bayles comes to ACS with much experience in education, training, and management, including positions as Director of Education and Executive Director of Private Postsecondary Vocational Education institutions. Having served 21 years in the U.S. Air Force, Mr. Bayles held positions as Professional Military Education Center Director, Logistics and Training Manager, Curriculum Development Manager, Training Manager, and Training Instructor. He has a Master's Degree in Organizational Management and a Bachelor's Degree in Occupational Education. Please join us in welcoming Mr. Bayles!



the time of hire. The names of successful competitors will be merged onto the eligible list in order of final scores, regardless of test date. Upon successful completion of the examination, competitors will have 12 months of eligibility. All list appointments to this classification will be from the new list. **If you have current list eligibility from the previous examination administered on January 11, 2014, you must take this new examination to maintain list eligibility.**

Additional Resources

Where can I find some of the forms that will help me with the operation of my facility?

http://www.dss.cahwnet.gov/cdssweb/FormsandPu_271.htm

Where can I find the facility self-assessment guides?

<http://www.cclld.ca.gov/PG832.htm>.

Where can I find information if I want to become an administrator?

<http://www.cclld.ca.gov/PG471.htm>

Where can I find information on laws that have been passed?

<http://www.cclld.ca.gov/res/pdf/14APX6.pdf>

Where can I find information about facility fees?

<http://www.cclld.ca.gov/PG1766.htm>

Where can I find the Applicant /Licensee rights? Click below and scroll down to form LIC 9058

<http://www.dss.cahwnet.gov/cdssweb/PG166.htm#lic>

Please visit the CCLD website at www.cclld.ca.gov to obtain additional program updates, office locations, provider letters, regulations, or to learn more about licensing services. Information about all Children's Residential Facilities and homes, including Out-of-State Group Homes and the Statewide County Foster Family Home Program, is available on the CCLD website at [Children's Residential Facilities](#).

IMPORTANT INFO AND PHONE NUMBERS

Centralized Complaint Information Bureau (CCIB)	1-844-538-8766
Foster Care Rates	916-651-9152
Caregiver Background Check Bureau (CBCB)	1-888-422-5669
Foster Care Ombudsman	1-877-846-1602
CCL Public Inquiry and Response	916-651-8848
Technical Support Manager Alison Newkirk	916-651-6712

Notes and Credits

The Community Care Licensing Division (CCLD) publishes the Children's Residential Program Quarterly Update for the benefit of Licensees, Parents, Clients, Residents, and Stakeholders.

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