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DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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September 8, 2015

To: Supervisor Michael D. Antonovich, Mayor
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Supervisor Don Knabe

From: Philip L. Browning
Director

**WALDEN ENVIRONMENT DBA WALDEN FAMILY SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW**

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a contract compliance review of Walden Environment dba Walden Family Services Foster Family Agency (the FFA) in May 2014. The FFA has one licensed office in the Third Supervisorial District and an office in Riverside County. Both offices provide services to the County of Los Angeles DCFS placed children. According to the FFA's program statement, its mission is to "support the lives of children and families through lasting relationships; and does so by providing advocacy and placement services for abused, neglected, and at-risk children in need of out-of-home placement."

At the time of the review, the FFA supervised 111 DCFS placed children in 84 Certified Foster Homes. The placed children's overall average length of placement was three months and their average age was nine.

## SUMMARY

During CAD's review, the interviewed children generally reported: feeling safe at the FFA's Certified Foster Homes; having been provided with good care and appropriate services; being comfortable in their environment; and being treated with respect and dignity. The Certified Foster Parents reported they were supported by the FFA staff in their efforts to provide care, supervision and service delivery to the children placed in their homes.

The FFA was in full compliance with 5 of 11 areas of our contract compliance review: Educational and Workforce Readiness; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records.

CAD noted deficiencies in the areas of: Licensure/Contract Requirements, related to Community Care Licensing (CCL) citations as a result of deficiencies and findings; Certified Foster Homes related to a lack of criminal clearances; Facility and Environment, related to the exterior, common areas, and children's bedrooms not being well maintained, not having sufficient reading materials, or computers, not conducting disaster drills at least every six months, and not maintaining

appropriate and comprehensive monetary and clothing allowance logs; Maintenance of Required Documentation and Service Delivery, related to the FFA's failure to obtain DCFS Children's Social Workers' signatures authorizing implementation of children's Needs and Services Plan (NSP); not developing timely initial and updated NSPs with the child's participation, not providing therapeutic services, not documenting monthly contacts with the County Children's Social Worker, and not developing timely and comprehensive quarterly reports; Health and Medical Needs, related to an untimely initial medical examination; and Personal Needs/Survival and Economic Well-Being, related to not providing clothing allowances, not conducting clothing inventories, not providing clean towels and adequate personal care items, not providing weekly allowances, and not assisting in the development and maintenance of their Life Books/Photo Albums.

Attached are the details of our review.

## REVIEW OF REPORT

On June 26, 2014, Chinelo Maduike, DCFS CAD, held an Exit Conference with Walden Family Services staff: Sue Evans, Chief Operating Officer; Muriel Gaudin, Program Director; and Karen Crossan, Social Worker Supervisor. DCFS staff included: Leticia Foster and Sherman Mikle, CAD. The FFA representatives were in agreement with the review findings and recommendations; were receptive to implementing systemic changes to improve compliance with regulatory standards; and to address the noted deficiencies in a Corrective Action Plan (CAP).

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

The FFA provided the attached approved CAP addressing the recommendations noted in this compliance report. The Out-of-Home Care Management Division (OHCMD) has provided on-going technical assistance.

On April 4, 2015, CAD conducted a follow-up visit and verified the FFA's implementation of its CAP addressing the recommendations in this report.

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

PLB:EM
LTI:cm

Attachments

c: Sachi Hamai, Interim Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Sue Evans, Chief Operating Officer, Walden Environment dba Walden Family Services
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

**WALDEN FAMILY SERVICES FOSTER FAMILY AGENCY**
**CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY**

**Los Angeles Office**
**6345 Balboa Blvd, Suite 130 (Building II)**
**Encino, CA 91316**
**License Number: 197805512**

**Riverside Office**
**3576 Arlington Ave, Suite 106**
**Riverside, CA 92506**
**License Number: 336403491**

| | Contract Compliance Monitoring Review | Findings: May 2014 |
|---|---|---|
| I | **Licensure/Contract Requirements (7 Elements)** | |
| | 1. Timely Notification for Child's Relocation | 1. Full Compliance |
| | 2. Timely, Cross-Reported SIRs | 2. Full Compliance |
| | 3. Runaway Procedures in Accordance with the Contract | 3. Full Compliance |
| | 4. Are there CCL Citations/OHCMD Safety Reports | 4. Improvement Needed |
| | 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training | 5. Not Applicable |
| | 6. FFA Pays Certified Foster Parents (CFP) Whole Foster Family Home Payments | 6. Not Applicable |
| | 7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or More Children | 7. Full Compliance |
| II | **Certified Foster Homes (CFHs) (12 Elements)** | |
| | 1. Home Study and Safety Inspection Conducted Prior to Certification | 1. Full Compliance |
| | 2. Agency's Inquiry with OHCMD for Historical Information Prior to Certification | 2. Full Compliance |
| | 3. Timely, Criminal Clearances (DOJ, FBI, CACI) Prior to Certification | 3. Full Compliance |
| | 4. Timely, Completed, Signed Criminal Background Statement | 4. Full Compliance |
| | 5. Health Screening & TB Test Prior to Certification | 5. Full Compliance |
| | 6. All Required Training Prior to Certification | 6. Full Compliance |
| | 7. Certificate of Approval on File/Including Capacity | 7. Full Compliance |
| | 8. Safety Inspection Completed At Least Every Six Months or Per Approved Program Statement | 8. Full Compliance |
| | 9. Completed Annual Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates | 9. Full Compliance |
| | 10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers if applicable, car seat(s) | 10. Full Compliance |
| | 11. Criminal Clearances and Health Screening/CDL/CPR/DOJ/FBI/CACI/Auto Insurance for Other Adults in the Home | 11. Improvement Needed |
| | 12. FFA Assists CFPs in Providing Transportation Needs | 12. Full Compliance |

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| III | **Facility and Environment (7 Elements)** | |
| | 1. Exterior/Grounds Well Maintained | 1. Improvement Needed |
| | 2. Common Areas/Interior Well Maintained | 2. Improvement Needed |
| | 3. Children's Bedrooms/Interior Well Maintained | 3. Improvement Needed |
| | 4. Sufficient and Appropriate Educational Resources | 4. Improvement Needed |
| | 5. Adequate Perishable and Non-Perishable Food | 5. Full Compliance |
| | 6. CFPs Conducted Disaster Drills and Documentation Maintained | 6. Improvement Needed |
| | 7. Money and Clothing Allowance Logs Maintained | 7. Improvement Needed |
| IV | **Maintenance of Required Documentation/Service Delivery (10 Elements)** | |
| | 1. FFA Obtains or Documents Efforts to Obtain County Children's Social Worker's (CSW) Authorization to Implement NSPs | 1. Improvement Needed |
| | 2. CFPs Participated in Development of the NSPs | 2. Full Compliance |
| | 3. Children Progressing Towards Meeting NSP Goals | 3. Full Compliance |
| | 4. FFA Social Workers Develop Timely, Comprehensive Initial NSP with Child's Participation | 4. Improvement Needed |
| | 5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with Child's Participation | 5. Improvement Needed |
| | 6. Therapeutic Services Received | 6. Improvement Needed |
| | 7. Recommended Assessments/Evaluations Implemented | 7. Full Compliance |
| | 8. County Children's Social Workers Monthly Contacts Documented in Child's Case File | 8. Improvement Needed |
| | 9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports | 9. Improvement Needed |
| | 10. FFA Social Workers Conduct Required Visits | 10. Full Compliance |
| V | **Education and Workforce Readiness (5 Elements)** | |
| | 1. Children Enrolled in School Within Three School Days | Full Compliance (All) |
| | 2. Children Attend School as Required and FFA Facilitates in Meeting Their Educational Goals | |
| | 3. Current Children's Report Cards/Progress Reports Maintained | |
| | 4. Children's Academic Performance and/or Attendance Increased | |
| | 5. FFA Facilitates Child's Participation in YDS or Equivalent Services and Vocational Programs | |

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| VI | **Health and Medical Needs (4 Elements)**<br><br>1. Initial Medical Exams Conducted Timely<br>2. Follow-Up Medical Exams Conducted Timely<br>3. Initial Dental Exams Conducted Timely<br>4. Follow-Up Dental Exams Conducted Timely | <br><br>1. Improvement Needed<br>2. Full Compliance<br>3. Full Compliance<br>4. Full Compliance |
| VII | **Psychotropic Medication (2 Elements)**<br><br>1. Current Court Authorization for Administration of Psychotropic Medication<br>2. Current Psychiatric Evaluation Review | <br><br>Full Compliance (All) |
| VIII | **Personal Rights and Social Emotional Well-Being (10 Elements)**<br>1. Children Informed of Agency's Policies and Procedures<br>2. Children Feel Safe in the CFP Home<br>3. CFPs' Efforts to Provide Nutritious Meals and Snacks<br>4. CFPs Treat Children with Respect and Dignity<br>5. Children Allowed Private Visits, Calls and to Receive Correspondence<br>6. Children Free to Attend or Not Attend Religious Services/Activities of Their Choice<br>7. Children's Chores Reasonable<br>8. Children Informed About Their Medication and Right to Refuse Medication<br>9. Children Aware of Right to Refuse or Receive Medical, Dental and Psychiatric Care<br>10. Children Given Opportunities to Participate in Extra-Curricular Activities, Enrichment and Social Activities | <br><br>Full Compliance (All) |
| IX | **Personal Needs/Survival and Economic Well-Being (7 Elements)**<br><br>1. $50 Clothing Allowance Provided in Accordance with FFA Program Statement<br>2. On-going Clothing Inventories of Adequate Quantity and Quality<br>3. Children's Involvement in Selection of Their Clothing<br>4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs<br>5. Minimum Weekly Monetary Allowances<br>6. Management of Allowance/Earnings<br>7. Encouragement/Assistance with Life Book/Photo Album | <br><br>1. Full Compliance<br>2. Improvement Needed<br>3. Full Compliance<br>4. Improvement Needed<br>5. Improvement Needed<br>6. Full Compliance<br>7. Improvement Needed |

| | | |
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| X | **Discharged Children (3 Elements)**<br><br>1. Completed Discharge Summary<br>2. Attempts to Stabilize Children's Placement<br>3. Child Completed High School (if applicable) | <br><br>1. Full Compliance<br>2. Full Compliance<br>3. Not Applicable |
| XI | **Personnel Records (9 Elements)**<br><br>1. Criminal Clearances (DOJ, FBI, CACI) Signed and Submitted Timely<br>2. Timely, Completed, Signed Criminal Background Statement<br>3. FFA Social Workers Met Education/Experience Requirements<br>4. Timely Employee Health Screening/TB Clearances<br>5. Valid CDL and Auto Insurance<br>6. FFA Employees Signed Copies of FFA Policies and Procedures<br>7. FFA Employees Completed All Required Training and Documentation Maintained<br>8. FFA Social Workers Have Appropriate Caseload Ratio<br>9. FFA Maintained Written Declarations for Part-Time Contracted FFA Social Workers Caseloads Not to Exceed a Total of 15 Children | <br><br>Full Compliance (All) |

# WALDEN FAMILY SERVICES FOSTER FAMILY AGENCY
# CONTRACT COMPLIANCE MONITORING REVIEW
# FISCAL YEAR 2013-2014

## SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the May 2014 review. The purpose of this review was to assess Walden Environment dba Walden Family Services Foster Family Agency's (the FFA's) compliance with its County contract and State regulations and included a review of the FFA's program statement, as well as internal administrative policies and procedures. The monitoring review covered the following 11 areas:

- Licensure/Contract Requirements,
- Certified Foster Homes,
- Facility and Environment,
- Maintenance of Required Documentation and Service Delivery,
- Educational and Workforce Readiness,
- Health and Medical Needs,
- Psychotropic Medication,
- Personal Rights and Social Emotional Well-Being,
- Personal Needs/Survival and Economic Well-Being,
- Discharged Children, and
- Personnel Records.

For the purposes of this review, 14 County of Los Angeles placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed each child and reviewed their case files to assess the care and services they received. There were 3 sampled children that were not interviewed, as they were too young. These 3 children were observed in their Certified Foster Homes (CFHs) and they appeared to be comfortable and the Certified Foster Parents (CFPs) were observed to be attuned to the needs of the children. Additionally, 4 discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, 5 placed children were prescribed psychotropic medication. CAD reviewed the case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

CAD reviewed 7 CFP files and five staff files for compliance with Title 22 regulations and County contract requirements. Interviews were conducted with the CFPs to assess the quality of care and supervision provided to the placed children.

## CONTRACTUAL COMPLIANCE

CAD found the following areas to be out of compliance:

### Licensure/Contract Requirements

- Community Care Licensing (CCL) cited the FFA.

CCL cited the FFA, as a result of deficiencies and findings, for a complaint received on May 14, 2013. According to the report dated May 6, 2014, CCL substantiated a personal rights violation when it was discovered that the CFP sprayed a child down with a hose for "bad behavior" (having a tantrum).

CCL requested a Plan of Correction (POC), which included decertification of the CFH by May 7, 2014. The FFA submitted a written POC to CCL stating that the agency decertified the home effective May 6, 2013. CCL received a copy of the decertification letter. The POC was approved and CCL cleared the deficiency on May 6, 2014. This referral was investigated by a Department of Children and Family Services (DCFS) Emergency Response Children's Social Worker (ER CSW) and the allegation of General Neglect was deemed Substantiated. DCFS Out-of-Home Care Investigation Section (OHCIS) requested and received CCL's approved POC and the home was placed on an Indefinite Hold.

CCL cited the FFA, as a result of deficiencies and findings, for a complaint received on June 17, 2013. According to the report dated June 24, 2013, CCL substantiated a personal rights violation when it was discovered that a CFP was grabbing, yelling, and squeezing the foster children.

CCL requested a POC, which included the FFA provide personal rights re-training to the CFPs. The POC also required that proof of the training be provided to CCL prior to August 19, 2013. The FFA submitted a written POC to CCL stating the agency decertified the CFH effective July 22, 2013 and agreed to re-train all their CFPs. CCL received a copy of the decertification letter on July 22, 2013 and re-training documents on September 20, 2013. The POC was approved and CCL cleared the deficiency on December 30, 2013. This referral was investigated by a DCFS ER CSW and deemed the allegation of Emotional Abuse as Inconclusive and General Neglect as Substantiated. DCFS OHCIS also conducted an investigation. The FFA's approved POC was requested and received by DCFS OHCIS. As a result, DCFS OHCIS placed the home on an Indefinite Hold.

**Recommendation:**

The FFA's management shall ensure that:

1. The FFA is compliant with Title 22 regulations, County contract requirements and free from CCL citations.

**Certified Foster Homes**

- Criminal clearances for other adults in the home were not maintained.

The children in one CFH were left in the care of adults that were not criminally cleared. These adults were not the substitute care providers on record. This was brought to the attention of the FFA representative during the review process. It should be noted that the FFA representative initiated an incident report the next day and assured that the agency will make an unannounced visit to the CFH to further investigate the alleged inappropriate adult supervision. The FFA staff made an unannounced visit to the CFH to complete a home inspection on June 27, 2014 and provided the CFP with additional fingerprinting forms for substitute care providers and visitors. On July 3, 2014, the FFA conducted a follow up visit to the CFH and provided re-training to the foster mother regarding

the use of alternate caregivers. The FFA also indicated that they will continue to monitor the family closely.

**Recommendation:**

The FFA's management shall ensure that:

2. Criminal clearances for other adults in the home are maintained.

**Facility and Environment**

- Exterior/grounds were not well maintained.

In CFH #6, the exterior grounds were not well maintained. CAD noted an exposed "dead" electrical wire in the side yard and a large empty cardboard box in the backyard, which posed a safety hazard to the young children placed in the home. CAD immediately requested that the CFP discard the empty box.

During the monitoring review period, the FFA supervisor made an unannounced visit to the above mentioned CFH on June 14, 2014 and verified that the exposed "dead" wire has been corrected and the home was free of any safety hazards.

- Common areas were not well maintained.

In the same CFH, noted above, the common areas were not well maintained as the children's bathroom smelled of cat waste emanating from the litter box placed in the bathroom. Additionally, knives were locked up in a little box in the kitchen; however, the key was hung up in the kitchen and readily accessible to the children.

On June 27, 2014, the FFA staff conducted an unannounced visit to this CFH and found the home to be odor-free and the knives remained locked and the key no longer accessible to the children.

- Children's bedrooms were not well maintained.

In CFH#3, the children's bedrooms were not well maintained. In bedroom #1, the bedding was worn and dirty. The pillows in the room were not clean and one of the pillows was ripped with exposed stuffing. This bedroom also had an odor of urine. In bedroom #2, no clothes were hanging in the children's closet nor was there a dresser drawer for the two-year old child's clothes. The child's clothes were kept in a few trash bags in the closet. Additionally, the baby crib in the foster mother's room did not have adequate/appropriate bedding for the one-year old.

The FFA provided photo verification on June 16, 2014, of the condition of the bedrooms. In bedroom #1, there were new sets of beddings, pillows and towels for the children's use. In bedroom #2, there were children's clothes hanging in the closet of sufficient quantity. Further, the FFA staff received training on June 20, 2014, regarding home inspections and standards for CFHs. Documentation of this training was provided to CAD.

- Sufficient and appropriate educational resources were not maintained.

The CFH #3 lacked sufficient and appropriate reading materials and educational resources in the home as there were no toys or books for the children. On June 16, 2014, the FFA provided pictures showing toys and books in the home.

The CFH #6 also lacked sufficient and appropriate educational resources; specifically, it did not have a working computer for the children's use. The FFA provided the CFP with a computer on July 3, 2014.

- CFP did not conduct and maintain disaster drill logs.

Documentation of fire drills and earthquake emergency kits were missing in CFHs #3, #5, and #6.

The FFA will conduct spot checks to ensure that fire drills are conducted and emergency kits are maintained.

- Money and clothing allowance logs were not maintained.

The CFH #3 did not maintain a monetary allowance log. Also CFHs #5 and #6 had inadequate clothing and allowance documentation logs. The records were sporadic and not complete.

The FFA will conduct periodic unannounced reviews to ensure all CFHs are in compliance with money and clothing allowance logs.

**Recommendations:**

The FFA's management shall ensure that:

3. Exterior grounds are well maintained.

4. Common areas are well maintained.

5. Children's bedrooms and /interior are well maintained.

6. Sufficient and appropriate educational resources are maintained.

7. CFPs conduct disaster drills and documentation is maintained.

8. Monetary and clothing allowance logs are maintained.

**Maintenance of Required Documentation/Service Delivery**

- FFA did not obtain or document efforts to obtain the County Children's Social Worker's (CSW's) authorization to implement the Needs and Services Plan (NSP).

In 2 of 15 files reviewed, the County CSW's authorization to implement the NSP was not timely. The FFA did not document efforts to obtain the CSW's authorization to implement the NSPs within the required timeframes.

- FFA Social Workers did not develop timely initial NSPs with child's participation.

For all the initial NSPs reviewed, the FFA social workers did not develop timely NSPs with the participation of age appropriate children.

- FFA Social Worker's did not develop timely updated NSPs with child's participation.

Although the updated NSPs were developed, they were not signed timely. In 13 of 15 NSPs reviewed, the children did not sign.

- Therapeutic services were not received.

Two children needed therapeutic speech services, but were not receiving the services. During the review visit, two four year-old children were observed to not have clear speech, as would be expected for their age. This was brought to the attention of the FFA representative. Documentation was received on June 20, 2014, demonstrating therapy services for both children had been initiated.

- County CSW's monthly contacts were not documented in child's case file.

In 3 of 15 cases, the County CSW's monthly contacts were not documented and included in the NSPs.

- Quarterly reports were not timely.

Although the FFA social workers completed comprehensive quarterly reports, all signatures were late. In one quarterly report, the CSW's signature, date, and efforts to obtain CSW's signature appeared altered.

During the monitoring review period, the FFA representative stated their social workers will be re-trained on NSP/quarterly report requirements and ensure that all contacts with DCFS CSWs are documented in the children's case files. FFA representatives attended the refresher NSP training on July 11, 2014, offered by the Out-of-Home Care Management Division (OHCMD).

**Recommendation**

The FFA's management shall ensure that:

9. FFA obtains or document efforts to obtain the County CSW's authorization to implement the NSP.

10. FFA Social Workers develop timely initial NSPs with child's participation.

11. FFA Social Workers develop timely updated NSPs with child's participation.

12. Therapeutic services are provided.

13. County CSW's monthly contacts are documented in child's case file.

14. Quarterly reports are timely.

**Health and Medical Needs**:

- An initial medical examination was not conducted timely.

One child's initial medical appointment was late. The child was placed on March 17, 2014 and the initial appointment was scheduled for April 28, 2014. The appointment was not made on time by the FFA. The April 28, 2014 appointment was cancelled by the medical office and the child was subsequently seen on May 16, 2014.

**Recommendation**

The FFA's management shall ensure that:

15. Initial medical examinations are conducted timely.

**Personal Needs/Survival and Economic Well-Being**

- Children's clothing inventories were not of adequate quantity and quality.

In CFH #3, the children were too young to be interviewed about their clothing; however; it was observed that the children's on-going clothing inventory was not adequate and did not indicate the required clothing was provided. On June 16, 2014, the FFA provided receipts and pictures of clothes purchased for the children.

- Provision of a sufficient supply of clean towels and personal care items meeting ethnic needs was not made.

It was also observed in CFH #3 that the children were not provided with clean towels along with adequate personal care items. The children had old towels for their daily use and the bathroom was

missing towels, wash cloths, toothpaste, toothbrush, lotion and other toiletries etc. Further, there was not an adequate/appropriate baby tub and toiletries (wash cloth, lotion, shampoo, body wash etc.) for the one year-old. On June 16, 2014, the FFA provided receipts and pictures of personal items purchased for the children.

- Children are not provided with minimum weekly monetary allowance.

Three children in CFH #6 did not receive their weekly allowance consistently and the records were not clear on the amount received. The FFA re-trained staff members at the Los Angeles office regarding allowance policies on July 1, 2014, and the Riverside office on July 7, 2014.

- Children were not encouraged/assisted with Life Book/Photo Album.

In CFHs #3 and #6, the children were not assisted with developing and maintaining a Life Book/Photo Album. All children placed in these CFHs did not have pictures or Life Books/Photo Albums.

During the Exit Conference, the FFA's representative stated that they would re-train the CFPs on the importance of creating and maintaining Life Books or Photo Albums. On July 3, 2014, staff members at the Los Angeles office were re-trained on the importance of keeping Life Book's current and the Riverside office was re-trained on July 7, 2014.

**Recommendations:**

The FFA's management shall ensure that:

16. On-going clothing inventories are of adequate quantity and quality.

17. Provision of sufficient supply of clean towels and personal care items meeting ethnic needs are maintained.

18. Minimum weekly monetary allowance is provided.

19. Encouragement/assistance with Life Books/Photo Albums is provided..

## PRIOR YEAR FOLLOW-UP FROM DCFS OUT-OF HOME DIVISION (OHCMD)'S FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The OHCMD's last compliance report dated August 6, 2013, identified 2 recommendations.

**Results**

Based on the results of the current review, the FFA did not fully implement the 2 previous recommendations for which they were to ensure that:

- All certified foster homes are in compliance with Title 22 regulations and documentation is maintained in the certified foster parent files.

- Placed children have timely initial medical examinations and are documented in the children's files.

**Recommendation:**

The FFA management shall ensure that:

20. The outstanding recommendations from the 2012–2013 monitoring report dated August 6, 2013, which are noted in this report as recommendations 1 and 15 are fully implemented.

At the Exit Conference, the FFA representatives expressed their desire to remain in compliance with Title 22 regulations and Contract requirements. The FFA representatives further stated the agency will train the FFA Social Workers on NSP requirements and ensure that all contacts with DCFS CSWs are documented in the children's case files.

CAD conducted a follow-up visit on April 4, 2015 and the FFA implemented all of the recommendations noted in this report. The FFA representatives will continue to conduct periodic checks to monitor on-going compliance with newly implemented protocols. CAD will continue to assess implementation of the recommendations during our next compliance review. The OHCMD will provide on-going technical support prior to the next review.

## MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A current fiscal review of the FFA has not been posted by the Auditor-Controller.

# LA County Annual Monitoring Review Revised CAP

**Date: 11/21/14**

**Re: FFA Monitoring Review Field Exit Summary from 6/26/2014**

**Section: I. LICENSURE/CONTRACT REQUIREMENTS: #4**

*Walden had 2 substantiated CCL complaints in the LA office (Bernardo: Conduct Inimical 11/30/13, Thomas: neglect 6/25/13) and 1 substantiated complaint in the Riverside office (Summers: personal rights 7/30/13).*

**Walden's Actions:**

- All three foster families noted above were decertified by Walden Family Services.

**Section: II. CERTIFIED FOSTER HOMES: Notes**

***Note:*** *Per guidelines new certified homes may not exceed max of 2 in the first year of cert unless a waiver is obtained. CFH #6 (cert 11/4/13) had a capacity of 4 and 3 minor children placed in the home and there was no documentation on file or waiver at the time of review (sib group). Also, the Cert of Approval posted in the home had age range 0-2 and capacity of 2. CFH #7 (cert 4/18/14) had capacity of 3 and 3 minors placed in the home and there was no documentation on file or waiver at the time of review.*

**Walden's Actions:**

- Walden Riverside Intake workers, on-call workers, and all staff were re-trained on **6/17/14** regarding the requirement that no more than 2 children be placed in a newly certified home within the first year of certification without a waiver. Training sign-in is attached. SFV Staff was re-trained as well on 7/3/14. Training sign-in sheet is attached.
- Walden will not place more than 2 children in any newly certified home within the first year of certification, unless Walden obtains a waiver with written permission from LA County for additional siblings to be placed or if they are a sibling group of 2+ children. The form documenting this waiver has been revised to reflect county approval, as specified by the county.

***Note:*** *CFH #3 did not have original or copy of the Cert of Approval in the home at the time of review, however per cert of approval guildelines "the original is to be posted or maintained in the home".*

**Walden's Actions:**

- Walden has verified that CFH #3 has a copy of current Cert of Approval posted in the home, and will ensure all certified homes keep current Certs of Approval posted in all foster homes.

***Note:*** *Question #18 - CFH #1 and CFH #4 does not have additional adults in the home. Question #19 - CFPs are responsible for providing children's transportation needs.*

**Walden's Actions:**

- All Walden Foster Parents identify alternate care providers, which may include other Walden certified families, licensed daycare providers or approved adult alternate caregivers who have received all required background and county clearances.

- All Walden Foster Parents are trained regarding providing for all of the transportation needs of the children in their care. Walden assists with transportation as necessary.

**Section: III. FACILITY AND ENVIRONMENT: #20, 21, 22, 23,24 and 26**

*CFH #3: #20 CFH3 had exposed "dead" electrical wire in side yard, and large empty cardboard box in the backyard and per CFP the box is used for the children to play in which is a potential safety hazard. #21 CFH3 home wasn't child-friendly environment, lack of toys/books/pictures on walls, etc.#22 CFH3 children's bedrooms were not well maintained (worn out, dirty bedding in 4 yo twins room), pillows in twins room old and dirty, old towels in twins room for daily use, twins room smelled of urine, no clothing was hanging in children's closets, bathroom did not have towels, washcloths, toothpaste, toothbrush, toiletries. 2 yo bedroom did not have a drawer for his clothes, clothes were kept in few trashbags and in closet. CFH3 did not have appropriate baby tub for the 1 yo child or adequate toiletries for 1 yo child, and 1 yo did not have adequate/appropriate bedding.*

**Walden's Actions:**

- Walden Supervisor, Karen Crossan, conducted an unannounced home visit to CFH #3 on 6/14/14 and confirmed that all of the above items were corrected. The exposed wires were no longer exposed and the pipes were capped off. Attached are pictures of the CFH #3 illustrating that clothes were hanging in the closet and that the quantity of clothes was appropriate. FFASW verified that two sets of new bedding had been purchased as well as pillows and towels. Toys were available to the children.
- Walden Encino staff members were re-trained regarding home inspections and standards for certified foster home/physical plant regulations on 6/20/2014. The sign-in sheet is attached.

*CFH #6: #21 CFH6 children's bathroom smelled of cat waste, house was cluttered, family has 4 dogs, 2 cats and 2 birds. Also CFP has knives locked in box in the kitchen, however key is hung in a way that is accessible to the children. #23 CFH6 does not have a working computer for children to use.*

**Walden's Actions:**

- Walden Senior Recruiter, Sheri Alley, conducted an unannounced visit to CFH6 on **6/27/14** to verify that all of the above were corrected. Ms. Alley found the home to be odor-free, tidy, pets are maintained/clean and ensured that all sharps remain locked and key is now inaccessible to the children. Inspection form attached.
- Walden provided a donated computer to CFH6 on 7/3/14.

*CFH #3, 5, and 6: #24/26 Homes did not have documentation of disaster drills and did not have earthquake/emergency kits.*

**Walden's Actions:**

- Walden CFPs are required to document emergency/disaster drills monthly and document on Walden FP Monthly form. (Form attached) Walden Social Workers will ensure all CFHs conduct drills and indicate dates in the appropriate section of the FP Monthly form, and verify that CFPs keep the form in home file as well as provide copy of the form to WSW monthly for child file.
- The Emergency drill section of the FP Monthly Form (attached) is audited at quarterly CQI audits and will be spot-checked by Walden Supervisors periodically.
- Walden CFHs will be required to maintain emergency/disaster kits, which will be verified by WSWs at monthly home inspections and by Walden Recruiters at annual home inspections.
- Encino staff was re-trained on July 3rd (sign-in sheet attached) on disaster drills and on how to model a drill for their CFP. An earthquake Safety Check list booklet was distributed to CFP and staff discussed with CFP the appropriate supplies to have on hand in case of an emergency.

*#26: CFH3 home did not have appropriate and comprehensive monetary and clothing allowance logs with signatures, dates, amounts, and receipts for monthly shopping. CFH6 only had logs for April and May, June log was not available.*

**Walden's Actions:**

- Walden CFPs are required to provide allowance to FC weekly and document on the Walden FP Monthly form (side 2, attached) and include amount, signatures, and dates.
- Walden CFPs are required to provide between $60-100 of receipts for clothing/shoes for the children to WSW each month, attached to the Walden FP Monthly form, and receipts are to be kept on file in child file.
- Walden Riverside staff was retrained regarding allowance policies on **7/1/14**. Sign-in sheet attached.
- Walden Supervisors will conduct periodic unannounced reviews of FP Monthly forms to check for compliance.

**Section: IV. MAINTAINANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY #27, 30, 31,32, 34,35**

*#27: 2 reports did not have CSW signature, no documentation of efforts to obtain DCFS CSW signature.*
*#30: 15 Initial NSPs were not timely (signed late or submitted late to CSW).*
*#31: 13 NSPs were not signed by the child in a timely manner to indicate their participation in developing their NSPs.*
*#32: 2 children are in need of therapeutic services and were not receiving services at the time of review.*
*#34: 3 files did not have appropriate documentation of monthly contact with DCFS CSW in the NSP (did not list dates of contact).*
*#35: 14 Quarterly/updated NSPs were not timely (signed late or submitted late to CSW), or no documentation of requests to get signatures from CSW.*

**Walden's Actions:**

- **#27, 30, 35:** Walden Social Workers will receive retraining regarding timelines for initial and updated (quarterly) NSPs and process for obtaining DCFS CSW signature for LA County dependents **by 7/31/14**, and documentation of training (sign-in sheet) will be provided as proof.
- **#31:** All children age 5 and over (as developmentally appropriate) will sign their NSP at the time the plan is developed, not after the report is completed, by the due date based on their date of placement, each quarter.
- **#32:** The children addressed in #32 have been referred for therapy and have an appointment for assessment with psychiatrist on 7/17/14. The delay in securing therapy appointments for the children due to health benefits in process of transferring to out-of-county.
- **#34:** Walden Social Workers will enter actual dates of their monthly contact with LA DCFS CSWs in the body of NSPs.

**Section: VI. HEALTH AND MEDICAL NEEDS #42 and 44**

*#42: 2 children were scheduled late for initial medical exam, and were seen late due to HUB cancellation.*
*#44: 2 children had late initial dentals due to dental benefits in process of transferring to out-of-county*

**Walden's Actions:**

- **#42/44:** Walden Social Workers will continue to coordinate with HUB and DCFS CSW to secure initial medical and dental appointments for LA County dependents within the first 30 days of placement.
- **#42/44:** Walden Social Workers will continue to document their communications in attempts to secure HUB or other appointments in a timely manner.
- **#42/44:** Walden Social Workers and CFPs will continue to document reasons for any late medical and dental exams or follow-up appointments.

**Section: IX. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING #59, 61, AND 64**

*#59: 3 children did not have adequate on-going clothing inventory*
*#61: 3 children were not provided with adequate personal care items and these items were not readily available*
*#62: 2 children do not get weekly allowance consistently and there was a discrepancy on the amt received*
*#64: 2 children did not have a lifebook/scrapbook or photobook with current photos.*

**Walden's Actions:**

- **#59:** Walden Encino staff was reminded to check children's closets for adequate quality and adequate quantity of clothing and this will also be verified on the clothing receipts submitted monthly by foster parents.
- **#61:** Personal items have the children have been purchased for the children (photo attached) and WSW will continue to monitor that the children have adequate supplies in the home at weekly visits.
- **#62:** Walden Riverside staff members were retrained regarding allowance policies on **7/1/14.** Encino staff was re-trained on 7/3/2014. Walden Social Workers will review these requirements with all of the foster parents. Sign-in sheets attached.
- **#64:** During Walden Encino staff re-training of 7/3/14 emphasis was placed on the importance of keeping lifebooks current and updated with photos. Walden Riverside Social Workers were reminded at staff meetings the week of 7/7/14 to check that all youth have current lifebook/photobook or scrapbook album and supplies.
- Walden will provide lifebooks and materials as needed for children to complete their lifebooks, and Walden Social Workers will check periodically to ensure youth have adequate ongoing supplies and are actively participating in the creation of their lifebooks, as documented in weekly contact notes, and monthly walkthroughs.

**Section: IX. PERSONNEL RECORDS**

*#68: Employee #5 was hired 8/19/03 and fb was 9/20/13 and health 9/18/13. Criminal clearance was 9/2/03 and signed crim backgnd 7/20/15.*

**Walden's Response and Actions:**

- No Plan of Correction Required

Sue Evans
CCO
Walden Family Services
11/21/2014