County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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Director

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September 11, 2015

To: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

From: Philip L. Browning
Director

NIÑOS LATINOS UNIDOS FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a review of Niños Latinos Unidos Foster Family Agency (the FFA) in February 2015. The FFA has three licensed offices, one located in the First Supervisorial District, one licensed office located in the Fifth Supervisorial District and another located in Riverside County. All locations provide services to the County of Los Angeles DCFS placed foster children. According to the FFA's program statement, its mission is to "recruit, train, certify and provide support for Latino homes. Provide bilingual (English/Spanish) and bicultural staff to work with certified foster parents, potential foster parents, County Children's Social Workers (CSWs) and foster children. Provide culturally sensitive supervision to the foster homes and ensure that quality culturally sensitive foster care is provided. Provide Latino children culturally sensitive foster care services and foster homes to enable them to reunify with biological family whenever possible. If reunification is not an option, a more permanent plan such as adoption or emancipation services will be pursued. During this time, all efforts will be made to provide consistency for the children by keeping them with the same certified home."

At the time of review, the FFA supervised 181 DCFS placed children in 78 Certified Foster Homes (CFHs). The children's overall average length of placement was 2 years and their average age was 7.

SUMMARY

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

The FFA was in full compliance with 9 of 11 sections of our Contract Compliance Review: Certified Foster Homes; Facility and Environment; Education 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.

CAD noted deficiencies in the areas of: Licensure/Contract Requirements, related to Community Care Licensing (CCL) citations; Maintenance of Required Documentation and Service Delivery, related to not obtaining or documenting efforts to obtain CSW's authorization to implement Needs and Services Plans (NSPs), FFA Social Workers not developing timely, comprehensive updated NSPs, and CSW monthly contacts not documented in the case file.

Attached are the details of our review.

REVIEW OF REPORT

On February 18, 2015, Vanessa Gutierrez, DCFS CAD, held an Exit Conference with the FFA Representatives: Pedro Travieso, FFA Administrator and Director of Programs and Operations; Wendy Contreras, FFA Administrator for the Palmdale Office; Yvette Cucuta, FFA Supervisor and Assistant Administrator; Edward Velasco, FFA Supervisor; Luis Mendez, FFA Administrator for the Riverside Office, and Andrea Lacey, FFA Assistant Administrator. The FFA representatives agreed with the review findings and recommendations, were receptive to implementing systemic changes to improve the FFA's compliance with regulatory standards and to address the noted deficiencies in a Corrective Action Plan (CAP).

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

The FFA provided the attached approved CAP addressing the recommendations noted in this report.

CAD conducted an on-site follow-up visit on June 19, 2015, to verify implementation of the CAP.

PLB:EM
LTI:vg

Attachments

c: Sachi A. Hamai, Interim Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Oma Velasco-Rodriguez, Executive Director, Niños Latinos Unidos
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

NIÑOS LATINOS UNIDOS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

9246 Alondra Boulevard
Bellflower, CA 90706
License Number: 197803061

38424 10th Street East
Palmdale, CA 91722
License Number: 197805210

3392 Durahart St., Suite A
Riverside, CA 92507
License Number: 336426565

	Contract Compliance Monitoring Review	**Findings: February 2015**
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 (WFFH) Training	5. Non-Applicable
	6. FFA Pays Certified Foster Parents (CFP) WFFH Required Supplemental Payments	6. Non-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	Full Compliance (All)
	2. Agency's Inquiry with OHCMD for Historical Information Prior to Certification	
	3. Timely Criminal Clearances (DOJ, FBI, CACI) Prior to Certification	
	4. Timely, Completed, Signed Criminal Background Statement	
	5. Health Screening & TB Test Prior to Certification	
	6. All Required Training Prior to Certification	
	7. Certificate of Approval on File/Including Capacity	
	8. Safety Inspections Completed At Least Every Six Months or Per-Approved Program Statement	
	9. Completed Annual Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates	
	10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers	
	11. Criminal Clearances and Health Screening/CDL/CPR/DOJ/FBI/CACI/Auto Insurance for Other Adults in the Home	
	12. FFA Assists CFPs in Providing Transportation Needs	

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

VI	**Health and Medical Needs** (4 Elements) 1. Initial Medical Exams Conducted Timely 2. Follow-Up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted Timely	Full Compliance (All)
VII	**Psychotropic Medication** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Full Compliance (All)
VIII	**Personal Rights and Social Emotional Well-Being** (10 Elements) 1. Children Informed of Agency's Policies and Procedures 2. Children Feel Safe in the CFP Home 3. CFPs' Efforts to Provide Nutritious Meals and Snacks 4. CFPs Treat Children with Respect and Dignity 5. Children Allowed Private Visits, Calls and to Receive Correspondence 6. Children Free to Attend or Not Attend Religious Services/Activities of Their Choices 7. Children's Chores Reasonable 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse or Received Medical, Dental and Psychiatric Care 10. Children Given Opportunities to Participate in Extra-Curricular Activities, Enrichment and Social Activities	Full Compliance (All)

IX	**Personal Needs/Survival and Economic Well-Being** (7 Elements) 1. Clothing Allowance Provided in Accordance with FFA Program Statement 2. On-going Clothing Inventories of Adequate Quantity and Quality 3. Children's Involvement in Selection of Their Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 5. Minimum Weekly Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book/Photo Album	Full Compliance (All)
X	**Discharged Children** (3 Elements) 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable)	Full Compliance (All)
XI	**Personnel Records** (9 Elements) 1. Criminal Clearances (DOJ, FBI, CACI) Signed and Submitted Timely 2. Timely, Completed, Signed Criminal Background Statement 3. FFA Social Workers Met Education/Experience Requirements 4. Timely Employee Health Screening/TB Clearances 5. Valid CDL and Auto Insurance 6. FFA Employees Signed Copies of FFA Policies and Procedures 7. FFA Employees Completed All Required Training and Documentation Maintained 8. FFA Social Workers Have Appropriate Caseload Ratio 9. FFA Maintained Written Declarations for Part-Time Contracted FFA Social Workers Caseloads Not to Exceed a Total of 15 Children	Full Compliance (All)

NIÑOS LATINOS UNIDOS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2014-2015

The following report is based on a "point in time" monitoring visit. The compliance report addresses findings noted during the February 2015 review. The purpose of this review was to assess Niños Latinos Unidos 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 administrative internal 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 purposes of this review, 12 County of Los Angeles Department of Children and Family Services (DCFS) placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed nine children and reviewed their case files to assess the care and services the children received. At the time of the review, three children were prescribed psychotropic medication. The children's case files were reviewed to assess for timeliness of Psychotropic Medication Authorizations and required documentation of psychiatric monitoring. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts.

CAD reviewed four Certified Foster Parent (CFP) and five staff files for compliance with Title 22 Regulations and County contract requirements. Site visits were conducted to the FFA and the Certified Foster Homes (CFHs) to assess the quality of care and supervision provided to the placed children.

CONTRACTUAL COMPLIANCE

CAD found the following areas out of compliance:

Licensure/Contract Requirements

- Community Care Licensing (CCL) cited the FFA as a result of deficiencies and findings.

CCL cited the FFA as a result of deficiencies and findings in a complaint received on February 26, 2014. According to the report dated November 3, 2014, CCL substantiated a complaint against a CFP who allegedly pulled the child's hair and placed the child outside the home in the rain. CCL requested a Plan of Correction (POC), which included having the CFPs receive additional two hours of personal rights training, specifically in regards to corporal punishment and infliction of pain. The CFPs signed a contract stating they understand the FFA's discipline policy. The FFA

reminded the CFPs that all children placed in their home are to be treated with respect and placing the child outside in the rain is an unacceptable form of discipline. The POC was cleared on December 29, 2014. A referral was investigated by a DCFS Emergency Response (ER) Children's Social Worker (CSW) and allegations of physical abuse and sibling at risk were determined to be unfounded. The Out-of-Home Care Investigations Section (OHCIS) conducted a supplementary investigation and determined the CFP needed to be decertified. The FFA submitted a Corrective Action Plan (CAP) indicating the home would be placed on an indefinite "hold" for placements from all counties and proceeded with the non-voluntary decertification of the CFH. The FFA also provided an in-service training on December 8, 2014, on how to complete a Serious Incident Report (SIR). The CAP was approved by OHCIS on December 22, 2014.

CCL cited the FFA as a result of deficiencies and findings in a complaint received on July 14, 2014. According to the report dated October 27, 2014, CCL substantiated a complaint against a CFP for touching the children inappropriately. CCL requested a POC and the FFA decertified the CFH on October 20, 2014. The POC was cleared on October 27, 2014. A referral was investigated by a DCFS ER CSW and allegations of sexual abuse were determined to be inconclusive, while allegations of sibling at risk were determined to be unfounded. OHCIS conducted a supplementary investigation and placed the CFH on an indefinite "hold" effective November 19, 2014. OHCIS concluded their investigation on December 10, 2014.

CCL cited the FFA as a result of deficiencies and findings in a complaint received on August 19, 2014. According to the report dated September 4, 2014, CCL substantiated a complaint against a CFP that was arrested for possession with intent to distribute. CCL requested a POC and the FFA decertified the CFH on September 8, 2014. The POC was cleared on September 8, 2014. A referral was investigated by a DCFS ER CSW and allegations of caretaker absence/incapacity and general neglect were determined to be substantiated, while allegations of physical abuse were determined to be inconclusive. OHCIS conducted a supplementary investigation and placed the CFH on an indefinite "hold" and determined it would no longer be used as a placement resource for DCFS children. OHCIS concluded their investigation on September 22, 2014.

CCL cited the FFA as a result of deficiencies and findings in a complaint received on October 8, 2014. According to the report dated November 20, 2014, CCL determined the complaint against the CFP for physical abuse to be unfounded. A referral was investigated by a DCFS ER CSW and allegations of physical abuse were inconclusive and allegations of sibling at risk were determined to be unfounded. OHCIS conducted a supplementary investigation and the CFH was placed on an indefinite "hold" and would no longer be used as a placement resource for DCFS chilldren. OHCIS concluded their investigation on November 10, 2014.

CCL cited the FFA as a result of deficiencies and findings in a complaint received on October 8, 2014. According to the report dated October 8, 2014, CCL substantiated a complaint against a CFP for failing to report in a timely manner, that the granddaughter was living in her home and was subsequently arrested. CCL requested a POC, which included the FFA providing the CFP training on SIR guidelines and reporting procedures, a copy of reporting requirements was given to CFPs to verbally explain the importance of reporting in a timely manner and to provide CCL a copy of the memorandum by October 10, 2014. The POC was cleared on October 10, 2014. A Child Welfare Services/Case Management System (CWS/CMS) search determined that a referral was not initiated or investigated. OHCIS conducted a supplementary investigation and placed the home

on an indefinite "hold" and would no longer be used as a placement resource for DCFS children. OHCIS concluded their investigation on September 22, 2014.

CCL cited the FFA as a result of deficiencies and findings in a complaint received on March 17, 2014. According to the report dated October 20, 2014, CCL substantiated a complaint against a CFP that allowed an adult in the home with known mental health issues and whose fingerprints had not been cleared. CCL requested a POC and the CFH was decertified on July 8, 2014 and the POC was cleared on the same date. A referral was investigated by a DCFS ER CSW and allegations of general neglect were determined to be inconclusive. A CAP including the CFP being decertified was approved by OHCIS on September 15, 2014.

CCL cited the FFA as a result of deficiencies and findings in a complaint received by CCL on April 14, 2014. According to the report dated October 29, 2014, CCL substantiated a complaint for a CFP that violated the children's personal rights by utilizing inappropriate discipline and making derogatory statements to the children. CCL requested a POC, which was cleared on October 29, 2014. On May 12, 2014, the FFA decertified the CFH. A referral was investigated by a DCFS ER CSW and allegations of general neglect were substantiated, while allegations of emotional abuse and sibling at risk were determined to be inconclusive. OHCIS conducted a supplementary investigation and requested a CAP to include that the adult son of the CFP attend training on children's personal rights and appropriate disciplinary techniques. The FFA submitted their CAP on April 23, 2014 and was approved by OHCIS on May 29, 2014.

The FFA representative acknowledged the CCL, DCFS and OHCIS findings. The FFA conducted Title 22 regulations training for staff on: February 2, 2015; February 9, 2015; February 23, 2015; February 25, 2015; March 9, 2015; March 16, 2015; March 31, 2015; and April 6, 2015.

CAD conducted a follow-up visit on June 19, 2015, to assess the FFA's progress. There had been no new CCL citations for the FFA's CFHs since the review was conducted.

Recommendations:

The FFA's management shall ensure that:

1. The FFA is in compliance with Title 22 regulations and free of CCL citations.

Maintenance of Required Documentation and Service Delivery

- The FFA did not obtain or document efforts to obtain CSW's authorization to implement Needs and Services Plans (NSPs).

A child's initial NSP did not have the CSW's signature nor was there documentation of the FFA's efforts to obtain the CSW's signature.

During CAD's follow-up visit on June 19, 2015, two reviewed NSPs contained the required CSW's authorization signatures.

- FFA Social Workers did not develop timely, comprehensive updated NSPs.

Three NSPs dated September 24, 2014, were late. The three NSPs were mailed to the CSW after October 20, 2014, and the CFP signed after October 3, 2014. For another child, the dates on the NSPs were incorrect. For two other children, the NSPs due July 8, 2014, were missing. The FFA Social Worker stated that she did not have an explanation and that this was an oversight. The NSPs during this review period should have been the 11th day of February, May, August and November 2014; however, dates on reports were the 18th day of February, May, August and November 2014. In addition, on the NSP dated August 11, 2014, the CFP, child and FFA Social Worker had pre-printed dates of August 11, 2014; the actual dates of the signatures could not be verified.

For two children the NSPs dated March 10, 2014, June 10, 2014, September 10, 2014, and December 10, 2014, the Achieved Outcome Goals were not listed despite progress being made during those timeframes. Also, due to the young ages and needs of these children, goals should have included developmental milestones. For another child, Goal #1 should have been modified after March 15, 2014, when the child began attending a new school and was no longer behind in credits. NSPs dated May 11, 2014, August 11, 2014, and November 11, 2014, incorrectly indicated "Minor is lacking a few credits." The NSP dated February 11, 2014, the NSPs due May 11, 2014, and August 11, 2014, had no modifications to Goals #1 through 4 with the exception of Goal #3, which was incomplete in the May NSP. On the NSP due November 11, 2014, the goals were duplicated with no modification or reasons and the "Method" portion was incomplete for Goals # 2 through 4. For two other children, the NSPs dated April 3, 2014, July 3, 2014, October 3, 2014, and January 3, 2015, did not have the Achieved Outcome Goals listed, despite the narrative stating that the goals had been met and that new goals had been added.

At the Exit Conference, the FFA Representative acknowledged the need to focus on improving the timeliness and comprehensiveness of NSPs.

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

In one child's case file, the FFA Social Worker did not document the contact with the CSW for the month of March 2014. In the case files for three other children, there was no documentation of the FFA Social Worker's contact with the CSW for the month of November 2014.

During CAD's follow-up visit on June 19, 2015, additional files were reviewed and the FFA's Social Workers' monthly contacts with the CSWs were properly documented. At this follow-up, it was verified that trainings were held for FFA Social Workers on January 26, 2015, February 2, 2015 and February 23, 2015, to address the timeliness of NSPs. The FFA also stated they plan to have training before August 30, 2015, on how to develop comprehensive NSPs, including appropriate goals that are Specific, Measurable, Attainable, Relevant, and Time-Bound (SMART).

During the follow up, CAD also reviewed two NSPs and found that NSPs were comprehensive; however, one of the two NSPs reviewed was developed late. The FFA stated the delay was caused by a temporary supervisor shortage that has now been resolved. The FFA reiterated they understand the importance of timely NSPs and they have implemented a calendar system to assist in compliance.

Recommendation:

The FFA's management shall ensure that:

2. FFA obtains or documents efforts to obtain CSW's authorization to implement NSPs.

3. FFA Social Workers develop timely, comprehensive updated NSPs.

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

PRIOR YEAR FOLLOW-UP FROM DCFS OUT-OF-HOME CARE MANAGEMENT DIVISION'S (OCHMD's) CONTRACT COMPLIANCE MONITORING REVIEW

The OHCMD's last compliance report dated August 11, 2014, identified 21 recommendations.

Results

Based on CAD's follow-up, the FFA fully implemented 17 of 21 recommendations for which the FFA was to ensure that:

- SAFE (Structured Analysis Family Evaluation) Home Studies are completed and dated prior to certification.
- Certified Foster Parents have appropriate and sufficient educational resources.
- Disaster drills are conducted at least every six months.
- The FFA will maintain comprehensive monetary and clothing allowance logs.
- Certified Foster Parents participate in development of NSPs.
- Children are progressing toward meeting NSP goals.
- FFA Social Workers develop timely and comprehensive Initial NSPs.
- FFA Social Workers develop timely and comprehensive Quarterly Reports.
- FFA Social Workers are conducting required visits with the children.
- The FFA ensure all children have a follow-up dental examination as recommended by their dentist.
- The FFA ensure that a current copy of the psychiatric evaluation report is maintained in the child's file for all children that are prescribed psychotropic medication.
- Age-appropriate children are informed about their medication and their right to refuse medication.
- All children are given opportunities to participate in age appropriate extra-curricular activities.
- The children are receiving $50 monthly clothing allowance.
- Children, appropriate to their development level, are involved in the selection of their clothing.
- Children are provided with sufficient supply of clean towels along with adequate personal care items appropriate to their ethnic needs.
- Certified Foster Parents are encouraging and assisting children to update their Life Book/Photo Album.

Based on CAD's follow-up, the FFA did not implement 4 of 21 recommendations for which the FFA was to ensure that:

- The FFA is in full compliance with Title 22 regulations, free of CCL's citations.

- FFA obtain or document efforts to obtain DCFS CSW's authorization to implement NSPs.
- FFA's monthly contact with DCFS CSW's is occurring and documented in children's case files.
- FFA Social Workers develop timely and comprehensive updated NSPs.

Recommendation:

5. The outstanding recommendations from the report dated August 11, 2014, which is noted in this monitoring report as Recommendation numbers 1, 2, 3, 4, and 5 are fully implemented.

The FFA representatives expressed their desire to remain in compliance with Title 22 regulations and contractual requirements. The FFA made efforts to utilize information from the review to strive towards greater overall compliance. Based on the results of the on-site follow-up visit on June 19, 2015, the FFA implemented four of five recommendations noted in this report and will continue to improve the timely development of NSPs. CAD will continue to assess implementation of the recommendations during our next monitoring review. The OHCMD will provide on-going technical assistance prior to the next review.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER (A-C)

A fiscal review of the FFA has not been posted by the A-C. However, the FFA has an outstanding debt of $115.00 and is making payments in accordance to invoice dates.

NIÑOS LATINOS UNIDOS®

FOSTER FAMILY AGENCY

9246 ALONDRA BLVD., BELLFLOWER, CALIFORNIA 90706

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July 24, 2015

Contract Compliance
Contracts Administration Division
Vanessa Gutierrez, MSW, CSA I
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

Re: Contract Compliance Review

Dear Ms. Gutierrez:

Niños Latinos Unidos, FFA (NLU) will address the recommendations set forth in the most recent contract compliance review by the DCFS Contract Compliance, Contract Administration Division, as follows:

I. Licensure/Contract Requirements

Recommendation:

The FFA is to ensure that the Agency and certified foster parents comply with CCL recommendations and findings in a timely manner.

Response:

NLU administrators and supervisors will utilize the reminder system within the Gmail calendar to ensure that all POC from Community Care Licensing are responded to within the established deadlines.

NLU administrators, supervisors, and FCSWs will continue to ensure that Certified Foster Parents are in compliance with all Title 22 regulations. FCSWs will follow up by conducting the weekly spot checks. Upon finding a deficiency the FCSW will ask that the deficiency be corrected immediately and/or within a reasonably appropriate deadline. FCSW will then follow-up to ensure that the correction has been implemented.

II. Maintenance of Required Documentation and Service Delivery

Recommendations:

The FFA will obtain or document efforts to obtain the County worker's authorization to implement the NSP.

Response:

NLU administrators and supervisors will develop an agency wide training for all foster care social workers were the importance of obtaining County Worker's authorization will be emphasized. FCSWs will be provided with a reminder system within the Gmail calendar to address this issue. This system will remind FCSWs to send out request for CSW's authorization to implement the NSP within 5 working days after NSP submission.

Recommendation:

The FFA social workers are to maintain and document monthly contacts with CSWs.

Response:

NLU will continue to have the FCSWs utilize the CSW contact log. The supervisors will review all files for CSW contact log on a monthly basis to ensure that regular contacts are maintained and documented in a timely manner. Gmail reminders will be utilized to alert FCSWs when an upcoming quarterly report is due. In addition, we have the website of www.timeanddate.com which provides a date calculator allowing for improvement the accuracy of the quarterly report dates.

Recommendation:

The FFA social worker will complete timely, comprehensive, quarterly reports and updated NSPs.

Response:

The administrators and supervisors will develop a power point presentation on the completion of NSP/quarterly reports. The training will address the time line of NSP/quarterly due dates, the importance of providing comprehension reports to address all areas of the needs and services plan in order to provide minor with the services he/she may need. This training is expected to be given no later than June 17, 2015.

On June 17, 2015, the clinical staff of the three offices received a power point presentation which addressed the due dates, importance of writing a comprehensive report, the need to address all areas in the needs and service plan. The signature page was submitted to Vanessa Gutierrez, MSW, CSA I.

If you have any further questions regarding the contents of this response, please contact me at your earliest convenience.

Respectfully,

Yvette Cucuta, MSW
Supervisor/Assistant Administrator