County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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October 27, 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

Cynthia McCoy Miller for

**FUTURO INFANTIL HISPANO FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW**

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a review of Futuro Infantil Hispano Foster Family Agency (the FFA) in January 2015. The FFA has two licensed offices, one located in the First Supervisorial District and another located in San Bernardino County. Both offices provide services to the County of Los Angeles DCFS placed foster children. According to the FFA's program statement, its purpose is "to achieve the placement agency's overall goals of permanency and well-being."

At the time of the review, the FFA supervised 244 DCFS placed children in 83 certified foster homes. The children's overall average length of placement was twenty-one months and their average age was nine.

## SUMMARY

During CAD's review, the interviewed children generally reported: feeling safe, 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 being supported by the FFA's staff in their efforts to provide care and supervision to the children placed in their homes.

The FFA was in full compliance with 8 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; Discharged Children; and Personnel Records.

CAD noted deficiencies in the following areas: Licensure/Contract Requirements, related to Special Incident Reports (SIRs) not being timely or cross reported and Community Care Licensing (CCL) citations; Maintenance of Required Documentation and Service Delivery, related to the FFA's social workers not developing comprehensive updated Needs and Services Plans (NSPs); and Personal

CAD noted deficiencies in the following areas: Licensure/Contract Requirements, related to Special Incident Reports (SIRs) not being timely or cross reported and Community Care Licensing (CCL) citations; Maintenance of Required Documentation and Service Delivery, related to the FFA's social workers not developing comprehensive updated Needs and Services Plans (NSPs); and Personal Needs/Survival and Economic Well-Being, related to children not being involved in the selection of their clothing or being provided sufficient supply of personal care items.

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: Lily Olan, FFA Administrator and Teri Amirkhan, FFA Deputy Administrator. DCFS staff included Thomas Manning, Out-of-Home Care Management Division (OHCMD). 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 were in agreement with addressing the noted deficiencies in a Corrective Action Plan (CAP).

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

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

CAD conducted an on-site follow-up visit on June 9, 2015, to verify implementation of the CAP.

PLB:EM
LTI:vg

Attachments

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

**FUTURO INFANTIL HISPANO FOSTER FAMILY AGENCY**
**CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY**

**2227 East Garvey Avenue North, No. 4**
**West Covina, CA 91791**
**License Number: 197802497**

**1131 West Sixth Street**
**Ontario, CA 91762**
**License Number: 337804341**

| | **Contract Compliance Monitoring Review** | **Findings: January 2015** |
|---|---|---|
| I | **Licensure/Contract Requirements** (7 Elements) | |
| | 1. Timely Notification for Child's Relocation | 1. Full Compliance |
| | 2. Timely, Cross-Reported SIRs | 2. Improvement Needed |
| | 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 | 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 Inspection 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)<br><br>1. Exterior/Grounds Well Maintained<br>2. Common Areas Well Maintained<br>3. Children's Bedrooms/Interior Well Maintained<br>4. Sufficient and Appropriate Educational Resources<br>5. Adequate Perishable and Non-Perishable Food<br>6. CFP Conducted Disaster Drills and Documentation Maintained<br>7. Money and Clothing Allowance Logs Maintained | Full Compliance (All) |
| IV | **Maintenance of Required Documentation/Service Delivery** (10 Elements)<br><br>1. FFA Obtains or Documents Efforts to Obtain County Children's Social Worker's (CSW) Authorization to Implement NSPs<br>2. CFPs Participated in Development of the NSPs<br>3. Children Progressing Towards Meeting NSP Goals<br>4. FFA Social Workers Develop Timely, Comprehensive Initial NSP with Child's Participation<br>5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with Child's Participation<br>6. Therapeutic Services Received<br>7. Recommended Assessments/Evaluations Implemented<br>8. County Children's Social Workers Monthly Contacts Documented in Child's Case File<br>9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports<br>10. FFA Social Workers Conduct Required Visits | 1. Full Compliance<br>2. Full Compliance<br>3. Full Compliance<br>4. Full Compliance<br>5. Improvement Needed<br>6. Full Compliance<br>7. Full Compliance<br>8. Full Compliance<br>9. Full Compliance<br>10. Full Compliance |
| V | **Education and Workforce Readiness** (5 Elements)<br><br>1. Children Enrolled in School Within Three School Days<br>2. Children Attend School as Required and FFA Facilitates in Meeting Children's Educational Goals<br>3. Current Children's Report Cards/Progress Reports Maintained<br>4. Children's Academic Performance and/or Attendance Increased<br>5. FFA Facilitates Child's Participation in YDS or Equivalent Services and Vocational Programs | Full Compliance (All) |

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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 | Full Compliance (All) |
| VII | **Psychotropic Medication** (2 Elements)<br><br>1. Current Court Authorization for Administration of Psychotropic Medication<br>2. Current Psychiatric Evaluation Review | Full Compliance (All) |
| VIII | **Personal Rights and Social Emotional Well-Being** (10 Elements)<br><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 Choices<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 | Full Compliance (All) |

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

# FUTURO INFANTIL HISPANO FOSTER FAMILY AGENCY
# CONTRACT COMPLIANCE MONITORING REVIEW
# FISCAL YEAR 2014-2015

## SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. The compliance report addresses findings noted during the January 2015 review. The purpose of this review was to assess Futuro Infantil Hispano Foster Family Agency's (the FFA) 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 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. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, three sampled 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.

CAD reviewed four certified foster parent (CFP) files 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

- Special Incident Reports (SIRs) were not submitted timely or cross-reported.

CAD found two SIRs that were not submitted timely or cross-reported in accordance with the Special Incident Reporting Guide for Foster Family Agencies.

The FFA representatives acknowledged the finding. To address the finding, SIR trainings were conducted on February 9 and 23, 2015, March 9, 16, 23 and 31, 2015 and April 6, 2015.

On June 9, 2015, CAD conducted a follow-up visit to verify the FFA's utilization of the new SIR protocol. CAD reviewed two SIRs and found that each was reported within the appropriate timeframe and cross-reported to the appropriate parties.

- Community Care Licensing (CCL) cited the FFA.

CCL cited the FFA as a result of deficiencies and findings for a complaint received on July 29, 2013. According to the report dated February 26, 2014, CCL substantiated a complaint against a CFP for leaving the children in the car, unsupervised for approximately five minutes while she went into the grocery store. The CFP's two biological children and two placed children were all in the car and were under six years old. CCL requested a Plan of Correction (POC), which called for the de-certification of the home. CCL cleared the POC on February 26, 2014. This referral was investigated by a Department of Children and Family Services (DCFS) Emergency Response (ER) Children's Social Worker (CSW) and the allegations of Neglect and Severe Neglect were substantiated. The Out-of-Home Care Investigations Section (OHCIS) recommended that this home no longer be used as a placement resource for Los Angeles County DCFS children 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 March 13, 2014. According to the report dated March 13, 2014, CCL substantiated a case management deficiency against a CFP for having bed rails along the entire length of a placed child's bed and allowing a three-year-old to sleep in a crib. CCL requested a POC, which required the removal of the bed railings and an individual bed for the three-year-old. The POC was cleared by CCL on April 3, 2014. This referral was investigated by a DCFS ER CSW and the allegations of Physical Abuse and Sibling At-Risk of abuse were deemed unfounded. OHCIS conducted a supplementary investigation and determined that a corrective action was necessary and requested a Corrective Action Plan (CAP). The CAP required the FFA to obtain an exemption for the three-year-old and the CAP was approved by OHCIS on September 24, 2014.

CCL cited the FFA as a result of deficiencies and findings in a complaint received by CCL on April 10, 2014. According to the report dated April 10, 2014, CCL substantiated a complaint against a CFP when it was discovered that the FFA placed a seventh child in the CFH without prior approval or clearance from CCL. This placement put the CFH over licensed capacity. CCL requested a POC, which required the FFA to comply with Title 22 regulations at all times, which included acknowledgement that pending exemptions/exceptions are subject to the regulations. The POC was cleared by CCL on April 14, 2014. OHCIS conducted a supplementary investigation and determined on July 25, 2014, that there were no further recommendations.

CCL cited the FFA as a result of deficiencies and findings for a complaint received by CCL on April 11, 2014. According to the report dated September 24, 2014, CCL substantiated a complaint against the FFA when it was discovered that the CFP's adult son inappropriately disciplined a placed child in the home. CCL requested a POC, which required the FFA to provide the CFP with training on personal rights. CCL cleared the POC on June 14, 2014. This referral was investigated by a DCFS ER CSW and the allegations of Physical Abuse and Sibling At-Risk of Physical Abuse were deemed

inconclusive. OHCIS conducted a supplementary investigation and determined that corrective action was necessary. A CAP requiring capacity reduction of the CFH, the use of approved babysitters and respite care by the CFP was approved by OHCIS on April 28, 2014.

CCL cited the FFA as a result of deficiencies and findings for a complaint received by CCL on April 14, 2014. According to the report dated October 29, 2014, CCL substantiated a complaint against the CFP when it was discovered that the CFP violated the children's personal rights in using inappropriate discipline and making derogatory statements to them. CCL requested a POC and on May 12, 2014, the home was de-certified. The POC was cleared by CCL on October 29, 2014. This referral was investigated by a DCFS ER CSW and the allegations of General Neglect were substantiated and the allegations of Emotional Abuse and Sibling At-Risk of abuse were deemed inconclusive. OHCIS recommended that this home no longer be used as a placement resource for Los Angeles County DCFS children and the home was placed on an indefinite hold.

CCL cited the FFA as a result of deficiencies and findings for a complaint received by CCL on May 19, 2014. According to the report dated June 25, 2014, CCL substantiated a complaint against another CFH when it was discovered that the certified foster father sexually abused a placed child. The certified foster mother denied the allegations and there were no other witnesses to the incidents. CCL requested a POC, which required that the FFA de-certify the home. The FFA de-certified the CFH on May 22, 2014 and CCL cleared the POC on June 25, 2014. This referral was investigated by a DCFS ER CSW and the allegations of Sexual Abuse for the currently placed children were deemed inconclusive for one child and unfounded for the other. OHCIS conducted a supplementary investigation and determined that the CFH was not an appropriate placement resource for children. The home was placed on an indefinite hold status and will no longer be used as a placement resource for children supervised by DCFS.

CCL cited the FFA as a result of deficiencies and findings for a complaint received by CCL on June 9, 2014. According to the report dated December 8, 2014, CCL substantiated a complaint against the CFP for inappropriately disciplining a child. CCL requested a POC, which included the FFA providing the CFP training on personal rights and appropriate discipline techniques and obtaining a Statement of Agreement from the CFP. CCL cleared the POC on December 8, 2014. This referral was investigated by a DCFS ER CSW and the allegations of Physical Abuse and Child At-Risk of abuse were deemed unfounded.

CCL cited the FFA as a result of deficiencies and findings for a complaint received by CCL on December 8, 2014, for the same home. According to the report dated December 8, 2014, CCL substantiated a complaint against the CFP when CCL observed a bottle of Nyquil during the investigation within access of a child. CCL requested a POC, requiring the medication to be locked and further training to be provided to the CFP. CCL cleared the POC on January 26, 2015. This referral was investigated by a DCFS ER CSW and the allegations of Physical Abuse and Child At-Risk of abuse due to the inappropriate discipline mentioned in the complaint received by CCL on June 9, 2014, above were deemed unfounded.

CCL cited the FFA as a result of deficiencies and findings for a complaint received on June 24, 2014. According to the report dated September 9, 2014, CCL substantiated a complaint against a CFP for using corporal punishment on the placed children. CCL requested a POC, which included the FFA

de-certify the CFP effective August 25, 2014. CCL cleared the POC on October 29, 2014. This referral was investigated by a DCFS ER CSW and the allegations of Physical Abuse by the CFPs were substantiated; allegations of Emotional Abuse by the certified foster mother were deemed inconclusive for 2 children; allegations of General Neglect by the certified foster mother were unfounded for one child, inconclusive for four children, and substantiated for one child. Allegations of General Neglect by the certified foster father were unfounded for one child and substantiated for five children; and Sibling At-Risk of abuse by the certified foster mother were unfounded for one child, substantiated for two children, and inconclusive for two children. OHCIS conducted a supplementary investigation and required that the FFA submit a CAP. The FFA submitted a CAP indicating the home would be placed on an indefinite hold for all DCFS placed children and de-certified on a non-voluntary basis. The CAP was approved by OHCIS on October 27, 2014.

CCL cited the FFA as a result of deficiencies and findings for a complaint received by CCL on July 29, 2014. According to the report dated September 18, 2014, CCL substantiated a complaint against a CFP who allegedly hit the children in the home on the legs and buttocks with her hand. CCL requested a POC, which included de-certifying the CFH and SIR training. CCL cleared the POC on September 29, 2014. This referral was investigated by a DCFS ER CSW and the allegation of Physical Abuse was substantiated. OHCIS conducted a supplementary investigation and determined that the CFH was not an appropriate placement resource for DCFS children and the home was placed on an indefinite hold. The FFA submitted a CAP indicating the home would be placed on an indefinite hold for the placement of children from all counties, be de-certified and that training on completing SIRs would be provided. The CAP was approved by OHCIS on December 22, 2014.

CCL cited the FFA as a result of deficiencies and findings for a complaint received on August 6, 2014, in the same home mentioned above. According to the report dated August 6, 2014, CCL substantiated a complaint against a CFP for a bedroom being used by one biological and one placed child. A door that led to another room was the only door from inside the house to that room. The door separating the bedroom and the other room could not be opened properly. The furniture was in the way of the door and the room was small and cluttered. The bedroom also had no direct emergency access to the outside of the house. There was no window in the room except for a screen in the door that had no glass and could not be used as an escape route in the event of an emergency. CCL requested a POC, which required the FFA to obtain an exception for a different living arrangement, which proposed that one child reside in the CFP's bedroom and the other child share a bedroom with a third child. If the exception was not granted, they were to move the placed child and de-certify the home immediately. CCL cleared the POC on August 21, 2014. A Child Welfare Services/Case Management System (CWS/CMS) search indicated that an ER referral was not initiated for investigation. OHCIS conducted a supplementary investigation and determined that the CFH needed to be placed on an indefinite hold. The FFA submitted a CAP indicating the home would be placed on an indefinite hold and that the foster home would be de-certified. The CAP was approved by OHCIS on December 22, 2014.

CCL cited the FFA as a result of deficiencies and findings for a complaint received on August 12, 2014. According to the report dated November 6, 2014, CCL substantiated a complaint against a CFP for having offered a placed child money to allow him to touch the child inappropriately. CCL requested a POC, which required the FFA to de-certify the CFH. The CFH was de-certified on October 8, 2014. CCL cleared the POC on November 6, 2014. This referral was investigated by a DCFS ER CSW and the allegations of Children At-Risk of abuse by the CFPs were deemed

unfounded; allegations of Physical Abuse by the certified foster mother were inconclusive; allegations of General Neglect by the certified foster mother were inconclusive; and allegations of Sexual Abuse by the certified foster father were substantiated. OHCIS conducted a supplementary investigation and determined that the CFH is not to be used as a placement resource for DCFS children and placed an indefinite hold on the home. OHCIS completed their investigation on October 21, 2014.

CCL cited the FFA as a result of deficiencies and findings for a complaint received by CCL on August 18, 2014. According to the report dated October 3, 2014, CCL substantiated a complaint against the CFP when it was discovered that the CFH was in need of general house cleaning. It was observed to have dirty and stained carpet, spoiled food in the refrigerator, food spills in the refrigerator that caused a bad odor and one bedroom that had a dresser blocking the exit window. The CFP permitted two placed children to take care of a younger placed child by having them shower, dress and prepare the younger child for bed. The certified foster mother told the placed children she had a bad back and was unable to bend down to bathe the younger child and also instructed them to pick-up her dog's feces. CCL requested a POC, which required that an FFA duty social worker go to the home on October 3, 2014, to ensure that the dresser was no longer blocking the exit window, a FFA supervising social worker to conduct a quality assurance visit within that month to ensure that the CFP's home was clean and in compliance with Title 22 regulations and the CFP to sign a Statement of Agreement changing the age range of the children placed in her home. The POC also required that once the current placed children were discharged, the FFA would not place any other children who were not of school age in the home. CCL cleared the POC on October 16, 2014. This referral was investigated by a DCFS ER CSW; the allegations of General Neglect were deemed unfounded.

The FFA representatives acknowledged the CCL, DCFS and OHCIS findings. The FFA conducted Title 22 regulation trainings for staff on February 2, 9, 23 and 25, 2015, on March 9, 16, and 31, 2015 and April 6, 2015.

At the time of CAD's follow-up visit on June 9, 2015, there had been no new CCL citations for the FFA's CFHs.

**Recommendations:**

The FFA's management shall ensure that:

1. SIRs are submitted timely and cross-reported.

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

**Maintenance of Required Documentation and Service Delivery**

- FFA social workers did not develop comprehensive updated Needs and Services Plans (NSPs).

Four children's NSPs were not comprehensive, as they were missing the dates of therapy sessions in the mental health section. The NSPs for two children did not have specific and measurable goals, in order to meet Specific Measurable Attainable Reasonable Timely (SMART) goal criteria.

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

During the follow-up visit conducted by CAD on June 9, 2015, it was noted that trainings were held for FFA social workers on January 26, 2015, February 2 and 23, 2015, to address the comprehensive development of NSPs that include SMART NSP goals.

During the follow-up visit conducted by CAD on June 9, 2015, two NSPs were reviewed and were found to be comprehensive.

**Recommendation:**

The FFA's management shall ensure that:

3. The FFA social workers develop comprehensive updated NSPs.

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

- Children not involved in selecting their clothing.

Two interviewed children, ages 10 and 15, reported not being able to select the clothing that is purchased for them. A third child, age 10, reported not being able to consistently choose his/her own clothing.

At the Exit Conference, the FFA Representatives acknowledged the need to have the CFPs allow children to choose their own clothing.

During the follow-up visit conducted by CAD on June 9, 2015, it was noted that the FFA conducted an in-service training on April 6, 2015 and the FFA social workers were trained to consistently assess the CFP's compliance in allowing children to be involved in the selection of their own clothing. The FFA representative verified that children are now able to select their own clothing.

- Provision of sufficient personal care items was not provided.

One child stated that she is instructed to use her allowance to purchase personal feminine hygiene products, as the CFP does not provide sanitary napkins and/or tampons for her.

At the Exit Conference, the FFA representatives acknowledged that the CFPs are required to provide personal care items for the placed children.

During the follow-up visit conducted by CAD on June 9, 2015, it was noted that an in-service training was held for the FFA social workers on April 6, 2015, to address the personal rights of placed children. The FFA social workers were trained to remind CFPs to provide children with the personal care items they need. The FFA representative verified that children are now provided with the required personal care items.

**Recommendations:**

The FFA's management shall ensure that:

4. Children are involved in the selection of their clothing.

5. Sufficient personal care items are provided.

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

The OHCMD's last compliance report dated August 15, 2014, identified two recommendations.

**Results**

Based on CAD's follow-up, the FFA fully implemented 1 of 2 recommendations for which the FFA was to ensure that:

- All prospective certified foster parents have a completed home study prior to certification.

The FFA did not implement 1 of 2 recommendations for which the FFA was to ensure that:

- All certified foster parents are re-trained on children's personal rights and the FFA is in compliance with Title 22 regulations.

6. The outstanding recommendation from the report dated August 15, 2014, noted in this report as recommendation #2 be fully implemented.

At the Exit Conference, 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 CAD review to strive towards greater overall compliance.

CAD conducted an onsite follow-up visit on June 9, 2015. Based on the results of our follow-up review, the FFA implemented 5 of 5 recommendations noted in this report. 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.

FUTURO INFANTIL HISPANO, FOSTER FAMILY AGENCY
Lily Olán, MSW Administrator

July 22, 2015

DCFS CAD
Contract Compliance
Attn.: Ali Bhatti, MPA CSA II
3530 Wilshire Blvd., 4th Floor, # 050
Los Angeles, CA 90010

**RE: C.A.P. Addendum For 2015 Exit Summary**

Dear Mr. Bhatti:

Attached is the agency CAP Addendum requested for the 2015 Exit Summary Report with the changes discussed yesterday and this morning. I added these on the last page of the CAP Addendum attached (page 2, #60 & 61) so as to confirm foster children involvement in selection of clothing as required and expected and to indicate how the agency ensures compliance. In addition, I clarified compliance with foster children personal care items and how the agency ensures notification to the FP & FC through the "Personal Rights" form signed by them at the time of the FC's placement as part of the agency intake packet.

Again, I want to thank you for taking the extra time out to assist me in this matter and allowing me this opportunity to provide you with what you need on our CAP Addendum. Attached is the 2014 CAP Addendum for your review and approval. I am also sending you the supporting documentation regarding my statement to you this morning that I do confirm that foster children (including the ones that were part of this audit) were made aware and are involved in the selection of clothing. In addition, our foster children (again, including the ones that were involved in this audit) received their personal care items at the time of placement and ongoing as needed. Notification is also on the "Personal Rights" form that FPs sign upon certification and every time that a FC is placed with them along with the FC as part of the agency's intake packet.

I do thank you for providing me this opportunity to resubmit the attached CAP Addendum. Please review it again since I did make some changes and feel free to call me again if you need me to make any further changes to it. My direct number is 626-945-7579.

Sincerely,

Lily Olán, MSW
Administrator

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# F. I.H. FFA CAP for 2015 Modified Exit Summary

## I. Licensure/Contract Requirements

#2. Special Incident Reports (SIRs) appropriately documented and cross reported:

FIH FCSWs will appropriately document and cross report SIRs using the SIR Guide for FFAs that will be issued at the next in-service refresher training to management staff scheduled for 3/31/15 and to staff on 4/6/15. In-service training on SIRs was also provided to FCSWs by supervisors on 2/9/15, 2/23/15 and 3/9/15, 3/16/15 and 3/23/15, as an immediate preventive measure to have staff appropriately document and cross report SIRs.

#4. Substantiated CCL Complaints Reports on Safety and Physical Plant Deficiencies:

FIH FFA provided immediate in-service training to both the social work staff and its foster parents in its attempts to be free of substantiated CCL complaints reports on safety and physical plant deficiencies the FFA received from CCL and got cleared with all the plan of corrections implemented by FIH social work staff.

FIH supervisors were provided in-service refresher training on the DCFS/CCL safety regulations of "Personal Rights, Physical Plant Deficiencies and Exceptions and Waivers on 1/8/15 and 2/25/15. The next in-service training for supervisors is scheduled for 3/31/15. A sign-in sheet for these in-service training is kept on file for reference. The same in-service refresher training was provided by the supervisors to the FCSWs on 2/2/15, 2/9/15, 2/23/15, 3/9/15 and 3/16/15. The next in-service training to FCSWs is scheduled for 4/6/15 to cover some of the CCL Title XXII Regulations on Personal Rights, Physical Plant Deficiencies and Exceptions and Waivers, the most recent state laws and Exhibit A of the DCFS 2008 Statement of Work to ensure the safety of all children served by our staff and FPs. FCSWs will be expected to provide their assigned FPs with the same information and handout(s) provided to them that will include "Personal Rights and Title XXII Safety Regulations". FCSWs will document their training to the FP with the issuance of the handout(s) on information that covers CCL Title XXII Safety Regulations on physical plant deficiencies, exceptions and waivers, CA state law regulations regarding seat belt and car seat law from the CA Highway Patrol, Exhibit A of the DCFS 2008 Statement of Work specifically on clothing and personal care items and the most recent laws and regulations.

## IV. Maintenance of Required Documentation and Service Delivery

#31. Develop Timely, Comprehensive, Updated NSPs:
FIH FFA supervisors provided FCSWs in-service training on 1/26/15, 2/2/15 and 2/23/15 on "NSPs" to ensure that effective immediately and ongoing FCSWs are developing timely, comprehensive and updated NSPs with the participation of the developmentally age-appropriate child (ren).

## IX. Personal Needs/Survival and Economic Well-Being

#60. FC Participation in their Clothing Selection:

FIH Management Team conducted in-service training on 4/6/15 to FCSWs who will also train their FPs and document it in the FP file and provide the FP handout with the same information as Exhibit A of the DCFS 2008 Statement of Work (page 36) about the foster child's involvement in the selection of clothing based on the developmental level of the child. In addition, FIH FFA has included it in both the certification of the FP handouts they sign for that are signed again as part of each FC's intake packet that includes the "Personal Rights" which is inclusive of the selection of clothing.

#61. Personal Care Items:

The in-service training on 4/6/15 included "Personal Care" items being provided to FCn by their FPs and FCSWs to re-train their assigned FPs on the same and document it in the FP files. FPs must provide foster children with personal care items that include the brand of their choice and not to be paid with child's allowance as indicated and made available from Exhibit A of the DCFS 2008 Statement of Work (page 37) on "personal care" items. The same is also started in the "Personal Rights" that is part of every FC's intake packet at the time of placement .

Prepared & Submitted by:

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