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Director

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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December 10, 2015

To: Supervisor Hilda L. Solis, Chair
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From: Philip L. Browning
Director

LATINO FAMILY INSTITUTE FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a review of Latino Family Institute Foster Family Agency (the FFA) in November 2014. The FFA has one licensed office in the First Supervisorial District and provides services to DCFS placed children. According to the FFA's program statement, its stated mission is "to maintain families by using extended family or community resources, to facilitate the reunification of children with birth family members who are able and willing to raise and provide a permanent home for these children when reunification is not possible or in the child's best interest, Latino Family Institute will have Latino Families available and prepared to adopt these children."

At the time of the review, the FFA supervised 18 DCFS placed children in 10 certified foster homes. The placed children's average length of placement was 11 months and their average age was 4.

SUMMARY

The FFA was in full compliance with 6 of 11 sections of our contract compliance review: Licensure/Contract Requirements; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; and Discharged Children.

During CAD's review, the interviewed children generally reported: feeling safe at the FFA home, 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.

CAD noted deficiencies in the areas of: Certified Foster Homes, related to certificates of approval not including the current capacity, two vehicles in need of maintenance and one certified foster parent was not using a booster seat for a child; Facility and Environment, related to one certified foster home with expired food, not maintaining a disaster drill log, and not maintaining comprehensive clothing allowance logs; Psychotropic Medication, related to the FFA not having documentation of efforts to obtain court approval for authorization to administer psychotropic medication; Personal Needs/Survival and Economic Well-Being, related to one child who stated she would like to be more involved in selecting her clothing; and Personnel, related to the FFA not having confirmation of the one-hour of child abuse identification and reporting training.

REVIEW OF REPORT

On December 3, 2014, Vanessa Gutierrez, DCFS CAD, held an Exit Conference with FFA representatives: Maria Quintanilla, Founder and Executive Director, and Virginia Olivas, Program Manager. The FFA's representatives 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 compliance 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. CAD conducted a follow-up visit to the FFA on April 24, 2015, to verify implementation of the CAP.

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

PLB:EM
LTI:vg

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Maria Quintanilla, MSN, LCSW, Founder and Executive Director Latino Family Institute
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

LATINO FAMILY INSTITUTE FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

1501 West Cameron Avenue, Suite #240
West Covina, CA 91790
License Number: 197803482

	Contract Compliance Monitoring Review	Findings: November 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. Full Compliance
	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	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. Improvement Needed
	8. Safety Inspections 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	10. Improvement Needed
	11. Criminal Clearances and Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance for Other Adults in the Home	11. Full Compliance
	12. FFA Assists CFPs in Providing Transportation Needs	12. Full Compliance

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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Improvement Needed 6. Improvement Needed 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 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 CSW'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	Full Compliance (All)
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/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	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	1. Improvement Needed 2. Full Compliance
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's Home 3. CFP's 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 Receive 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	1. Full Compliance
	2. Ongoing 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. Full Compliance
	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 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	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. Improvement Needed
	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 Exceed Total of 15 Children	9. Full Compliance

LATINO FAMILY INSTITUTE 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. This compliance report addresses findings noted during the November 2014 review. The purpose of this review was to assess Latino Family Institute 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 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, six placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed three of the six children. Three children were not interviewed as they were either pre-verbal or too young to be interviewed. During the home visits, the children were observed to be comfortable and well cared for in the Certified Foster Homes (CFHs) and their Certified Foster Parents (CFPs) were observed to be attuned to the needs of the children. CAD reviewed all six 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, one placed child selected for the sample was prescribed psychotropic medication. This child's case was reviewed to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

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

CONTRACTUAL COMPLIANCE

CAD found the following areas to be out of compliance:

Certified Foster Homes

- Certificate of approval on file included incorrect capacity.

Although the CFP's case files contained certificates of approval, the capacity was listed as two, rather than three to reflect the CFP's current capacity. The FFA immediately corrected the capacity level and sent the correct certificates of approval to Community Care Licensing.

During a follow-up visit on April 24, 2015, CAD verified the FFA revised their certificate of approval.

- Current vehicle maintenance documentation provided was not adequate.

One CFP was driving a vehicle with a non-working brake light. The FFA provided documentation that the brake light was repaired prior to the exit conference. Another CFP had a maintenance required light on and was not using a booster seat for a six year old child. The CFP purchased a booster seat and the vehicle underwent a mechanic inspection noting the vehicle was in good condition, with no recommendations. The FFA provided verification of the car seat purchase and inspection prior to the exit conference.

During a follow-up visit on April 24, 2015, CAD verified that the FFA trained all 10 CFPs on January 10, 2015. The training included information about updating car seats. The FFA implemented vehicle safety inspections into their CFH's six month safety review. Documentation includes the FFA social worker assessing the vehicle's car seats, dashboard maintenance, brake, headlights and parking lights.

Recommendations:

The FFA's management shall ensure that:

1. A certificate of approval is on file, which includes the home's capacity.

2. Current vehicle maintenance documentation is adequate.

Facility and Environment

- Inadequate perishable and non-perishable foods.

One CFH had several containers of expired rice cereal. The CFP explained that she had recently purchased those items and would be returning the items.

During a follow-up visit on April 24, 2015, CAD verified the FFA trained all 10 CFPs on January 10, 2015. The training informed the CFPs of the need to regularly check food in their pantries for "best, use or freeze by" and expiration dates. CAD also verified the FFA social worker is currently inspecting food items during the bi-annual home inspection.

- CFP conducted disaster drills, but did not document the date.

The CFP documented a disaster drill that took place in July 2014, but the specific day the drill was completed was not included. In addition, the child interviewed in the home stated he did not know what procedure to follow if a disaster should take place and he had only experienced a disaster drill at school.

During a follow-up visit on April 24, 2015, CAD verified that the FFA trained all 10 CFPs on January 10, 2015. The training included information on the requirement to conduct disaster drills and maintaining adequate documentation of the drills. The FFA social workers are now conducting disaster drills with the CFPs during the bi-annual inspections.

- Clothing allowance logs are not maintained.

One CFP was missing the clothing receipts for the month of July 2014. In another CFH, the tracking method in the children's logs was disorganized. Although the minimum amount appeared to have been met and the children's clothing exceeded the minimum clothing standard, the exact monthly expense on each child's clothing could not be determined.

During a follow-up visit on April 24, 2015, CAD verified the FFA trained all 10 CFPs on January 10, 2015. The training informed the CFPs of the requirement to maintain adequate monetary and clothing allowance logs.

Recommendations:

The FFA's management shall ensure that:

3. Adequate perishable and non-perishable foods are maintained.

4. CFPs conduct disaster drills and maintain adequate documentation.

5. Money and clothing allowance logs are maintained.

Psychotropic Medication

- Current court authorization for administration of psychotropic medication was not requested timely.

Although the child's current court authorization was on file; there was a lapse in the authorization between the months of August 2014 and November 2014.

During a follow-up visit on April 24, 2015, CAD verified the FFA trained all 10 CFPs on January 10, 2015. The training informed the CFPs of the requirement to have a Court authorization for the administration of psychotropic medication and that the FFA would now have a log to assist with timely requests. The FFA created a psychotropic medication log to assist with keeping track of the psychotropic medication authorization requests.

Recommendation:

The FFA's management shall ensure that:

6. Current court authorization for administration of psychotropic medication is on file.

Personal Rights/Survival and Economic Well-Being

- A child was not involved in the selection her clothing.

During the child's interview, a child stated that she would like to be more involved in choosing her clothing.

During a follow-up visit on April 24, 2015, CAD verified the FFA trained all 10 CFPs on January 10, 2015. The training informed the CFPs that they are to include the children in their selection of clothing.

Recommendation:

The FFA's management shall ensure that:

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

Personnel

- FFA employees did not complete all required training with documentation maintained.

Two employee files reviewed determined that the employees received training in child abuse reporting, however, the documentation did not specify they met the minimum one-hour training requirement.

During a follow-up visit on April 24, 2015, CAD verified the FFA revised their new employee checklist to include the information of the minimum one-hour training requirement for child abuse reporting. The FFA will use this form when additional employees are hired.

Recommendation:

The FFA's management shall ensure that:

8. FFA employees complete all required training and documentation is maintained.

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

The OHCMD's last compliance report dated November 27, 2013, identified two recommendations.

Results

Based on the results of the current review, the FFA fully implemented the two previous recommendations for which they were to ensure that:

- Initial NSPs are comprehensive

- FFA Social Workers have results of their criminal clearances on file

At the Exit Conference, the FFA representatives expressed their desire to remain in compliance with all Title 22 Regulations and Contract requirements. On April 24, 2015, CAD conducted a follow-up visit to ensure the implementation of the new protocol. The FFA is making systematic changes to reach compliance, as noted in this report. CAD found that the FFA had implemented eight of eight recommendations. CAD will continue to assess implementation of the recommendations during our next review. The OHCMD will provide ongoing support and technical assistance prior to the next review.

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

A review of the FFA has not been posted by the A-C.

LATINO FAMILY INSTITUTE
1501 Cameron Avenue Suite 240 West Covina, CA. 91790 (626) 472-0123

December 9, 2014

Vanessa Gutierrez, MSW
Contract Compliance
Contracts Administration Division
Department of Children and Family Services
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

RE: **Corrective Action Plan**
LFI Compliance Review, November 2014

Ms. Gutierrez,

Your recent Contract Compliance Review resulted in some areas that require our attention in improving our compliance with the Department of Children and Family Services county contract. This Corrective Action Plan is designed to address each area of concern noted in your review.

#14. Do the certified foster parents file contain current Certificates of Approval and do the Certificates have all of the information required by Title 22 including compliance with capacity?

Although the cases reviewed had the appropriate Certificates of Approval, the capacity was listed incorrectly. The homes had the capacity for two children. An additional child was subsequently placed in each home yet the capacity on the Certificate was not revised.

Moving forward, LFI will develop a "Capacity Review" form that will require an MSW signature prior to placing an additional child into a home. This form will document that the capacity was reviewed by a social worker or supervisor prior to the placement of a child in the home.

#17. Do the certified foster parents and/or designated drivers have a valid California driver's license, auto insurance, annual documentation of vehicle maintenance, and if applicable, car seat(s)?

In the LFI case reviewed, the foster parent had all the appropriate documentation on file. Upon inspection of the home, DCFS noted that the foster parent was not utilizing a car seat for the six-year-old child in the home. The foster parent was under the assumption that since the child weighed nearly one hundred pounds, the child did not require a car seat. In another home, one vehicle had a brake light that was non-operational while another vehicle had a "*Maintenance Required*" light displayed. In this particular case, foster parents had previously taken the car for a check up to address this issue, but the mechanic did not discover any findings. Foster parents subsequently returned to their mechanic for further testing. All the above referenced issues were resolved prior to the DCFS Compliance Review Exit Interview on 12/3/14.

On 11/14/14, LFI disseminated a Safety Seat Info Card to all staff containing the updated California child safety seat laws. LFI social work staff understands the current California child safety seat laws and will review the information with their families during upcoming home visits. Additionally, LFI staff will review such regulations with certified families during an upcoming Quarterly training on 1/10/15.

As for the vehicle inspections, LFI staff will continuously remind families to address any issues with brake lights and warning lights. During the six-month biannual home inspection, LFI staff will confirm with foster parents that their vehicles meet safety standards.

#24. Does the certified foster home maintain adequate nutritious perishable and non-perishable foods and adhere to product "use or freeze by," "best by," or expiration dates?

In one LFI home, foster parent had boxes of expired rice cereal. The foster parent reported that she bought the items recently and returned the items to the store.

LFI social work staff will re-train and continuously remind parents to check expiration dates on items at the time of purchase and after items are stored in the pantry. Additionally, during LFI biannual inspections as well as yearly re-certifications, parents will be reminded to check their pantries for expiration dates. Additionally, LFI staff will review this protocol with certified families during an upcoming Quarterly training on 1/10/15.

#25. Has the certified foster parent conducted disaster drills at least every 6 months and maintained completed disaster drill logs?

LFI will document exact dates of disaster drills in the biannual home inspections. When deemed necessary, LFI social work staff will practice the drills with the families at the time of the biannual inspections. Upon placement of new school-aged children in any foster home, foster parents will ensure that newly placed children in the home are aware of the disaster drill and LFI social work staff will confirm and document. LFI staff will review this protocol with certified families during an upcoming Quarterly training on 1/10/15.

#26. Are appropriate comprehensive monetary and clothing allowance logs maintained?

Although clothing allowances were on file and the balance exceeded the required amounts, the receipts for one particular LFI foster home were difficult to calculate. Additionally, there was one month of receipts missing another LFI home.

Moving forward, LFI will attach the clothing allowance logs to the receipts. LFI social work staff will train families on completing the monthly logs comprehensively where they will clearly indicate on the receipts which items are designated for each child. In the event that a receipt contains items for more than one child, the receipts will be filed in the file of the oldest sibling. LFI staff will review this protocol with certified families during an upcoming Quarterly training on 1/10/15.

#46. Are there current court-approved authorizations for the administration of psychotropic medication or did the FFA document effort to obtain?

LFI will develop a PMA log, which will be kept at the front desk. This log will list all children with PMA's and will track the due dates for PMA requests 60 and 30 days prior to the date of expiration of the current PMA. LFI social work staff will regularly ensure that foster parents are completing the medication log on a daily basis for any child on psychotropic medications. Additionally, the review of this log will be documented at the time of the biannual home inspections.

#60. Are children, appropriate to their developmental level, involved with the selection in their clothing?

A seven-year-old foster child placed in an LFI home stated that she is only able to pick out her shoes and would like to pick out *more* of her clothing.

LFI social work staff will remind foster parents to provide the children with two to three appropriate options and allow the child to make decisions about the clothing. Staff will also verify that such options are being offered during their individual interviews with the children. LFI staff will review this protocol with certified families during an upcoming Quarterly training on 1/10/15.

#74. Have appropriate employees received all required training?

It was determined that although personnel files reviewed contained proof of child abuse reporting and identification training, the required one-hour length was not specifically documented on the form.

LFI Human Resources will rectify this by revising the form and adding a line whereby it is clearly stated that this particular training was one hour in duration.

We appreciate your collaboration to help Latino Family Institute enrich program services. Please feel free to contact me if you require further action, revisions, or clarifications.

Respectfully,

Virginia Olivas, MSW
LFI Program Manager
(626) 712-8201
volivas@lfiservices.org

cc: Mr. Dario Villamarin
DCFS OHCMD Monitor