County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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December 30, 2015

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

From: Philip L. Browning
Director

Diane Iglesias for PLB

HANNAH'S HOUSE FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of Hannah's House Foster Family Agency (the FFA) in June 2015. The FFA has three licensed offices, one in the First Supervisorial District, one in San Bernardino County and one in Orange County. Each office provides services to the County of Los Angeles DCFS placed children. According to the FFA's program statement, its mission is "to ensure these children are provided with a continuum of care, nurturance and services, which will meet their individualized needs, as well as those of their families."

At the time of the review, the FFA supervised 73 DCFS placed children in 34 Certified Foster Homes (CFHs). The children's average length of placement was one year, and their average age was seven.

SUMMARY

During CAD's Contract Compliance Review, the interviewed children generally reported: feeling safe at the FFA CFHs, 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 (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: Licensure/Contract Requirements; Certified Foster Homes; 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: Facility and Environment, related to money and clothing allowance logs not being maintained; and Maintenance of Required Documentation and Service Delivery, related to CFPs not participating in the development of the Needs and Services Plans (NSPs) and FFA social workers not developing timely updated NSPs.

Attached are the details of our review.

REVIEW OF REPORT

On June 17, 2015, Eboni Alexander, DCFS CAD, held an Exit Conference with the FFA representatives: Connie Franks, Chief Executive Officer (CEO); Armando Juarez, Site Administrator and Joana Duran, Foster Care Social Worker Supervisor. DCFS staff included Mary Espinoza, 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 their 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 (A-C) and Community Care Licensing.

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

CAD conducted an on-site follow up visit on August 18, 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:ea

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Connie Franks, CEO, Hannah's House
Lajuannah Hills, Regional Manager, Community Care Licensing Division
Lenora Scott, Regional Manager, Community Care Licensing Division

HANNAH'S HOUSE FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

5900 S. Easter Ave., Ste. 186
Commerce, CA 90040
License Number: 197804303

	Contract Compliance Monitoring Review	**Findings: June 2015**
I	**Licensure/Contract Requirements** (7 Elements) 1. Timely Notification for Child's Relocation 2. Timely, Cross-Reported SIRs 3. Runaway Procedures in Accordance with the Contract 4. Are there CCL Citations/OHCMD Safety Reports 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA Pays Certified Foster Parents (CFP) Whole Foster Family Home Payments 7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or More Children	Full Compliance (All)
II	**Certified Foster Homes (CFHs)** (12 Elements) 1. Home Study and Safety Inspection Conducted Prior to Certification 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	Full Compliance (All)

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

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. 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 Choice 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 2. Ongoing 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 or 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 Employee's 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)

HANNAH'S HOUSE 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 June 2015 review. The purpose of this review was to assess Hannah's House Foster Family Agency's (the FFA's) compliance with the 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, ten placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed all children and reviewed their case files to assess the level of 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, there was one placed child that was prescribed psychotropic medication. The child's case file was reviewed to assess for timeliness of psychotropic medication authorizations and required documentation of psychiatric monitoring.

CAD reviewed three 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 Certified Foster Homes (CFHs) to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

CAD found the following areas to be out of compliance:

Facility and Environment

- Money and clothing allowance logs were not maintained.

In November 2014, the FFA increased their monetary and clothing allowance rates for children placed within the FFA. However, the allowance logs for three children did not reflect this increase.

During the review, the FFA representatives acknowledged the deficiency in the FFA's allowance documentation system and immediately rectified the problem by meeting with their CFPs on

June 25, 2015, to ensure that all were utilizing the new allowance logs that reflected the increased rates. The FFA also provided documentation to CAD on July 21, 2015, to show that all children that had not received the increased allowance amount at that time had been reimbursed.

On August 18, 2015, CAD conducted a follow up visit and reviewed clothing and allowance logs for seven children covering the months of June and July 2015. CAD noted that each child received the appropriate allowance amounts for each month.

Recommendation:

The FFA management shall ensure that:

1. Money and clothing allowance logs are maintained.

Maintenance of Required Documentation/Service Delivery

- CFPs did not participate in the development of the Needs and Services Plan (NSP).

A review of ten initial NSPs, dated December 7, 2014, revealed that one NSP was not signed by the CFP until May 7, 2015.

- FFA social workers did not develop timely updated NSPs.

A review of ten updated NSPs, dated February 7, 2015, revealed that one NSP was not signed by the FFA representative or the CFP until May 7, 2015.

At the Exit Conference, the findings were discussed and the FFA representatives acknowledged the need to develop NSPs and quarterly reports that are timely and include the participation of all parties. The FFA provided documentation to CAD to verify that all FFA social workers and staff received training on June 23, 2015, regarding development of NSPs and quarterly reports. Further, relevant deadlines and signature timelines were also thoroughly reviewed at this training.

On August 18, 2015, CAD conducted a follow up visit and reviewed four initial and three updated NSPs. CAD noted that all documents were developed in a timely manner with the participation of all necessary parties.

Recommendation:

The FFA management shall ensure that:

2. Certified Foster Parents participate in the development of NSPs.

3. FFA social workers develop timely updated NSPs.

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

OHCMD's last compliance report dated February 20, 2015, identified four recommendations.

Results:

Based on the results of the current review, the FFA fully implemented 3 of 4 previous recommendations for which the FFA was to ensure that:

- The exterior grounds are well maintained.
- The common areas/interior is well maintained.
- Quarterly reports are completed timely.

Based on the results of the current review, the FFA did not implement 1 of 4 recommendations for which the FFA was to ensure that:

- Updated NSPs are developed timely.

Recommendation:

The FFA's management shall ensure that:

4. The outstanding recommendation from the February 20, 2015, monitoring report, which is noted in this report as recommendation 3 is fully implemented.

At the Exit Conference, the FFA rrepresentatives stated their desire to remain in compliance with all Title 22 regulations and contract requirements and reiterated that the FFA will implement procedures to strive towards greater compliance. CAD conducted an on-site follow-up visit on August 18, 2015. Based on our follow-up, it was noted that the FFA had implemented all 3 of 3 recommendations for the findings noted in this report. The CFPs are providing children with the appropriate weekly allowance amount and initial and updated NSPs are being developed timely with the participation of all required parties. CAD will continue to assess the implementation of the recommendations during the next monitoring review. OHCMD will provide on-going technical assistance prior to the next review.

Hannah's Childrens Homes
Corporate Office
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(714) 516-1077 (800)400-0354
Fax (714) 516-1079

July 17, 2015

Eboni Alexander, Children's Services Administrator I
Contract Compliance Administrator
3530 Wilshire Blvd, 4th. Floor
Los Angeles, California 90010

RE: Corrective Action Plan

Dear Ms. Alexander,

III. Facility and Environment # 26

Respond. It should be noted that on November 2014, a new increase rate in minors clothing and weekly allowance were implemented. However, one of our foster mothers continued using the old allowance rates form. On June 23, 2015, Foster Care Social Workers were instructed to verify that new increased in clothing and allowance rate were implemented. Furthermore, stated foster mother reimbursed minors accordingly with new rates. See attached weekly rate form.

IV. Maintenance of Required Documentation and Service Delivery # 28 and # 31

Respond. In one of the initial reports, foster mother failed to sign it. Therefore, same report was considered no being implemented or developed on a timely manner.
On June 23 2015, both deficiencies were addressed with HCH'S Foster Care Social Workers and instructed to abide by HCH'S contract requirements regarding the Initial and Quarterly Reports signatures and dead-lines. In addition, Resources Parent note was revamped and modified to prevent further deficiencies. See attached form.

We appreciated the professional assistance and feedback provided by the Children Services Administrators, Eboni Alexander and Lorena Moya-Rivas.

Should you have any further questions, please contact Connie Frank, Director and/or Armando Juarez, Commerce Office Site Administrator at (323) 278-6501
Sincerely,

Armando Juarez

Armando Juarez, MSW
Commerce Office Site Administrator.