County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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February 10, 2016

To: Supervisor Hilda L. Solis, Chair
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Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

CALIFORNIA INSTITUTE OF HEALTH AND SOCIAL SERVICES DBA CHILDREN'S WAY FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of California Institute of Health and Social Services dba Children's Way Foster Family Agency (the FFA) in February 2015. The FFA has three licensed offices, one located in the Second Supervisorial District, one located in the Fifth Supervisorial District, and one located in San Bernardino County. The offices provide services to the County of Los Angeles DCFS placed children, as well as children from other counties. According to the FFA's program statement, its mission is "with the overall goal of reunification, Children's Way FFA will provide a range of services to placed children, including therapeutic treatment, educational/recreation support, emancipation services and behavioral support."

At the time of the review, the FFA supervised 96 DCFS placed children in 61 certified foster homes. The placed children's average length of placement was seven months and their average age was seven.

SUMMARY

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

The FFA was in full compliance with 6 of 11 sections of our contract compliance review in the areas of Certified Foster Homes; Maintenance of Required Documentation and Service Delivery; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social Emotional Well-Being; and Discharged Children.

CAD noted deficiencies in the areas of: Licensure/Contract Requirements, related to Community Care Licensing (CCL) citations; Facility and Environment, related to one CFP not having appropriate and comprehensive monetary and clothing allowance logs; Education and Workforce Readiness, related to one child not being enrolled in school within three days of placement; Personal Needs/Survival and Economic Well-Being, related to one child not being provided with their weekly monetary allowance and clothing allowance; and Personnel Records, related to one employee not receiving a timely health screening/tuberculosis clearance.

Attached are the details of CAD's review.

REVIEW OF REPORT

On June 24, 2015, Pamela Carolina, DCFS CAD, held an Exit Conference with the FFA representatives: Colleen Anderson, Executive Director; Carsha Brooks, Program Administrator; and Erika Huerta, Certification Manager. DCFS staff included Mary Espinosa, 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 report has been sent to the Auditor Controller (A-C) and Community Care Licensing (CCL). The FFA provided the attached approved contract compliance CAP.

CAD conducted a follow-up visit to the FFA on July 16, 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:pc

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Colleen Anderson, Executive Director, California Institute of Health and Social Services
Lajuannah Hills, Regional Manager, Community Care Licensing Division
Lenora Scott, Regional Manager, Community Care Licensing Division

CALIFORNIA INSTITUTE OF HEALTH AND SOCIAL SERVICES
DBA CHILDREN'S WAY FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

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Los Angeles, CA 90045
License Number: 198201990

38345 30th St. East, Suite D2
Palmdale, CA 93550
License Number: 197806413

1802 Commoncenter West, Suite B
San Bernardino, CA 92408
License Number: 366425899

	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 Training	5. Full Compliance
	6. FFA Pays Certified Foster Parents (CFP) Whole Foster Family Home Payments	6. Full Compliance
	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) 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 Conduct 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. Full Compliance 6. Full Compliance 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 Children's Social Workers 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	1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance
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 Medications** (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 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	1. Improvement Needed
	2. Ongoing Clothing Inventories of Adequate Quantity and Quality	2. Full Compliance
	3. Children Involved in the Selection of Their Clothing	3. Full Compliance
	4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs	4. Full Compliance
	5. Minimum Weekly Monetary Allowances	5. Improvement Needed
	6. Management of Allowance/Earnings	6. Full Compliance
	7. Encouragement/Assistance with Life Book/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. Improvement Needed
	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. Full Compliance

CALIFORNIA INSTITUTE OF HEALTH AND SOCIAL SERVICES FOSTER FAMILY AGENCY DBA CHILDREN'S WAY 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 February 2015 monitoring review. The purpose of this review was to assess California Institute of Health and Social Services dba Children's Way Foster Family Agency's (the FFA's) compliance with its County contract and State regulations and included a review of the FFA's program statement, as well as internal administrative policies and procedures. The monitoring review covered the following 11 areas:

- Licensure/Contract Requirements,
- Certified Foster Homes,
- Facility and Environment,
- Maintenance of Required Documentation and Service Delivery,
- 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.

For purpose of this review, 12 placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed 9 of 12 children. Two children were too young to be interviewed and another child did not have the capacity to be interviewed. During the home visits, the three 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 responsive to the needs of the children. CAD reviewed all 12 case files to assess the care and services they 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 child selected for the sample was prescribed psychotropic medication. The case file was reviewed to assess for timeliness of Psychotropic Medication Authorizations and required documentation of psychiatric monitoring.

CAD reviewed eight 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 CFPs' homes to assess the quality of care and supervision provided to the placed children.

CONTRACTUAL COMPLIANCE

CAD found the following five areas to be out of compliance.

Licensure/Contract Requirements

- Community Care Licensing (CCL) citations.

CCL cited the FFA as a result of deficiencies and findings in a complaint received on May 23, 2014. According to the report dated August 18, 2014, CCL substantiated a Personal Rights and Neglect/Lack of Supervision violation. A child reported the CFP and other children in the home were mean and used derogatory names toward three placed children. The CFP engaged in a physical altercation with one of the children. CCL substantiated the allegations. A Department of Children and Family Services (DCFS) Emergency Response Children's Social Worker (ER CSW) and the Out-of-Home Care Investigation Section (OHCIS) investigated and substantiated the allegations. The home was placed on an Indefinite Hold by OHCIS and will not be used as a placement resource for Los Angeles County DCFS. The FFA de-certified the home on July 16, 2014. CCL did not require a Plan of Correction (POC) since the home was decertified.

CCL cited the FFA as a result of deficiencies and findings in a complaint received on May 29, 2014. According to the report dated August 20, 2014, the agency was cited for financial issues. According to the CCL complaint, the FFAs staff salaries were reduced on May 30, 2014, and the agency notified all staff on the same day. The FFA did not timely pay its licensing fees. A meeting was held on July 21, 2014 with CCL, the FFA's management, Out-of-Home Care Management Division (OHCMD), and CAD to discuss a repayment plan and CCL's solvency review. On August 20, 2014, all financial issues had been resolved and on August 26, 2014, CCL cleared the POC.

Recommendation:

The FFA's management shall ensure that:

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

Facility and Environment

• Money and clothing allowance logs were not maintained.

In 1 of 9 CFHs, comprehensive clothing allowance and monetary allowance logs were not properly maintained. For one child, the clothing allowance log showed that the full clothing allowance amount was not given for the month of December 2014, and the weekly allowance was not given for one full month in November 2014.

Prior to CAD completing the Contract Compliance Review, a new log was provided to verify that the child received the missing amounts for the months of November and December 2014.

During the Exit Conference, the FFA representatives stated that retraining was provided on June 18, 2015, to all CFPs on proper documentation and maintainance of clothing and monetary allowance logs.

Recommendation:

The FFA's management shall ensure that:

2. Monetary and clothing allowance logs are accurately maintained.

Education and Workforce Readiness

• Child not enrolled in school within three school days.

One child was not enrolled in school within three school days of placement. The child was placed on October 21, 2014, but was not enrolled in school until October 27, 2014.

During the Exit Conference, the FFA representatives stated that they would reiterate the importance of getting children enrolled in school within three days of placement and would document all efforts to ensure it happens.

Recommendation:

The FFA's management shall ensure that:

3. Children are enrolled in school within three days of placement.

Personal Needs/Survival and Economic Well-Being

• Clothing allowance was not provided in accordance with the FFA Program Statement.

For one child, her clothing allowance log reflected that she did not receive the complete clothing allowance for the month of December 2014.

• Minimum weekly monetary allowance was not provided.

For one child, the allowance logs reflected that she did not receive any weekly monetary allowance for the month of November 2014.

Prior to CAD completing the review, a new clothing and monetary log was provided, verifying the child received both the outstanding weekly and clothing allowances.

During the Exit Conference, the FFA representatives stated that on March 2, 2015, a retraining was provided for CFPs on proper documentation and maintainance of clothing and allowance logs. CAD confirmed this training took place during a follow-up visit on July 16, 2015.

Recommendations:

The FFA's management shall ensure that:

4. A clothing allowance is provided in accordance with the FFA Program Statement.

5. Minimum weekly monetary allowance is provided.

Personnel Records

• Timely health screening and tuberculosis clearances were not in one employee's file.

For one employee, there was no documentation on file that a timely health screening/turberculosis clearance had been performed prior to employment. The employee's date of hire is June 3, 2004 and their health screening/tuberculosis clearance was completed on July 6, 2004.

Recommendation:

The FFA's management shall ensure that:

6. Timely employee health and tuberculosis clearances are conducted.

PRIOR YEAR FOLLOW-UP FROM DCFS CAD's FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

CAD's last compliance report dated August 4, 2015, identified 4 recommendations.

Results:

Based on the results of the current review, the FFA fully implemented 4 of 4 recommendations for which they were to ensure:

- All criminal clearances and health screenings for other adults are completed.
- Common areas are well maintained.
- Adequate perishable and non-perishable food is maintained.
- FFA Social Workers develop timely, comprehensive, initial NSPs with the child's participation.

During the Exit Conference held on June 10, 2015, the FFA representatives expressed their desire to remain in compliance with Title 22 regulations and contract requirements and were in agreement with the findings and recommendations.

CAD conducted a follow-up visit on July 16, 2015. Based on the follow-up visit, it was noted that the FFA had implemented all six recommendations noted in this report. The Out-of-Home Care Management Division will provide ongoing technical assistance prior to the next monitoring review.

Children's Way Foster Family/Adoptions Agency
8929 S. Sepulveda Blvd., Suite 201, Los Angeles, CA 90045 | Phone: (310) 645-5227 • Fax: (310) 645-9840
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July 08, 2015

Department of Children and Family Services
Out-of-Home Care Management Division
9320 Telstar Avenue, Suite 216
El Monte, California 91731
Attn: Pamela Carolina (caropa@dcfs.lacounty.gov)

Re: DCFS/OHCMD Audit

On June 10, 2015, Children's Way Foster Family Agency (CWFFA) received the findings and recommendations related to the DCFS/OHCMD audit that was conducted on February 18, 2015. The following Corrective Action Plan addresses the following deficiencies, as identified:

I. LICENSURE/CONTRACT REQUIREMENTS

1. There were two Substantiated CCL complaints during this review period dated May 29, 2014 regarding Children's Way current financial situation. The CCL complaint was cleared on 08/20/14).

    a) The California Institute of Health & Social Services' Board of Directors and Executive Team continues to review the financial viability of the organization. On July 14, 2014, the Agency submitted a financial plan detailing actions taken to ensure that sufficient resources are available to meet the necessary operating expenses. Updates were submitted and accepted on October 2, 2014 and March 6, 2015.

    b) A scanned copy of the financial plan was submitted via email to Ms. Pamela Carolina on May 18, 2015.

    c) The Board of Directors and Executive Team (CEO, Executive Director, CFO and DOA) will take the appropriate measures to ensure the Agency meets their financial plan as submitted.

2. One CCL Substantiated compliant citation during this review period dated October 02, 2014 regarding CFM Mistreatments of foster child (Personal Rights Violation) and Neglect of Supervision/Children were fighting. No CAP

was due CCL cleared the violation on 03/04/15 as the agency de-certified the foster home.

a) Foster Care Social Workers (FCSW) are required to conduct weekly visits with all placed minors. At least two visits per a month are required to be conducted in the Certified Foster Home (CFH) and the other visits per month can be conducted outside of the CFH. The FCSWs are encouraged to make at least one unannounced visit per month unless otherwise specified to ensure the safety and well-being of the minors in the CFH. ***(See Attachment)***

b) A scanned copy of the LIC 809 and LIC 811 was submitted via email to Ms. Pamela Carolina on May 18, 2015.

III. FACILITY AND ENVIRONMENT

1. One foster parent did not have an allowance log for one child for the month of November and the December log only reflected a partial clothing allowance payment.

a) Administrator, Carsha Brooks met with the Certified Foster Parent (CFP) (W. Merriman) and the minor (S. Khent) on 02/20/15 to ensure that the money that was owed to minor was given to her to fulfill the allowance requirement for the month of November 2014 and the remaining balance of $30 for the month of December 2014. The CFP signed an affidavit which indicated "For the month of November 2014 it was an oversight that I did not pay S. Khent her $28.33 allowance. Supervising Foster Care Social Worker (SFCSW), Carsha Brooks reminded me on 02/20/15. On 02/20/15, I provided S. Khent with $28.33." ***(See Attachment)***

b) The CFP informed Administrator, Carsha Brooks that the minor did in fact receive her $50 allowance for December 2014. However, the assigned Foster Care Social Worker (FCSW) collected the Monthly Progress Report before the end of the month which resulted in the minor not being able to sign on December 29, 2014 when she actually received her allowance. ***(See Attachment)***

c) Administrator, Carsha Brooks met with all staff on March 2, 2015 to retrain on the procedure of collecting the Monthly Progress Reports and ensuring they are thoroughly reviewed and completed upon retrieving them from the CFPs. The staff was also informed that a line will be added to the Monthly Progress Reports to ensure that the SFCSW/Administrator will review for thoroughness and approve and sign. ***(See Attachment)***

d) Certification Manager, Erika Huertas revised the Monthly Progress Report on March 18, 2015 and it was provided to all staff. ***(See Attachment)***

e) Administrator, Carsha Brooks conducted a CFP In-Service training on March 19, 2015 for the Los Angeles office and provided a copy of the revised Monthly Progress Report to all the CFPs as well as retraining all the CFPs on the appropriate procedure and submittal of the Monthly

Progress Reports, receipts and providing the mandatory age-appropriate amount of allowance to placed minors. ***(See Attachment)***

f) Administrator, Carsha Brooks conducted a CFP In-Service training on June 18, 2015 for the Palmdale office and provided a copy of the revised Monthly Progress Report to all the CFPs as well as retraining all the CFPs on the appropriate procedure and submittal of the Monthly Progress Reports, receipts and providing the mandatory age-appropriate amount of allowance to placed minors. ***(See Attachment)***

VIII. EDUCATION AND WORKFORCE READINESS

1. One child was placed 10/21/14 and not enrolled until 10/28/14 (D. Crenshaw)

   a) FCSW counseled the CFP about enrolling the minor into school on a timely manner and as mandated by our DCFS contract, CFP was retrained and reiterated that all school-age children must be enrolled in school within 3 business days from placement date. ***(See Attachment)***

   b) Certification Manager, Erika Huertas created a Verification of Student Enrollment form on March 19, 2015 to ensure and obtain proof that all placed minor's are enrolled in school within 3 business days per DCFS Contract. ***(See Attachment)***

   c) Administrator, Carsha Brooks conducted a CFP In-Service training on March 19, 2015 and provided the Verification of Student Enrollment form to all the CFPs as well as training all the CFPs on the appropriate procedure of utilizing the Verification of Student Enrollment form and retraining them on the requirement of school enrollment. ***(See Attachment)***

IX. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

1. One child did not receive any allowance for the month of November and received $30 less than the monthly allotted for clothing for the month of December. (S. Khent)

   a) Administrator, Carsha Brooks met with the Certified Foster Parent (CFP) (W. Merriman) and the minor (S. Khent) on 02/20/15 to ensure that the money that was owed to minor was given to her to fulfill the allowance requirement for the month of November 2014 and the remaining balance of $30 for the month of December 2014. The CFP signed an affidavit which indicated "For the month of November 2014 it was an oversight that I did not pay S. Khent her $28.33 allowance. Supervising Foster Care Social Worker (SFCSW), Carsha Brooks reminded me on 02/20/15. On 02/20/15, I provided S. Khent with $28.33." ***(See Attachment)***

   b) The CFP informed Administrator, Carsha Brooks that the minor did in fact receive her $50 allowance for December 2014. However, the assigned Foster Care Social Worker (FCSW) collected the Monthly Progress Report before the end of the month which resulted in the minor not being able to

sign on December 29, 2014 when she actually received her allowance. ***(See Attachment)***

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XI. PERSONNEL RECORDS

1. One employee received their Health Screening one month after date of hire. (C. Brooks)

   a) The Human Resource Department provides an application checklist which includes checking for health screening and TB test prior to being hired to ensure that all potential employees are in full compliance with CCL's Title 22 Regulation. ***(See Attachment)***

Thank you for your consideration in this matter. If you have any questions, please contact me directly at (310) 645-5227 ext. 14.

Sincerely,

Carsha Brooks, MSW
Administrator
California Institute of Health and Social Services, Inc.
dba Children's Way Foster Family Agency