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February 25, 2016

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

CHILDNET YOUTH AND FAMILY SERVICES FOSTER FAMILY NETWORK FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of ChildNet Youth and Family Services also known as Foster Family Network Foster Family Agency (the FFA) in April 2015. The FFA has three licensed offices. One office is located in the Fourth Supervisorial District; one located in Kern County; and another in Riverside County. All locations provide services to the County of Los Angeles DCFS placed children, as well as children placed by various other counties. According to the FFA's program statement, its mission is "to provide long/short-term foster care and placement for children working toward family reunification and permanency."

At the time of review, the FFA supervised 56 DCFS placed children in 23 Certified Foster Homes (CFHs). The children's average length of placement was 15 months and their average age was six.

SUMMARY

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

The FFA was in full compliance with 10 of 11 sections of our Contract Compliance Review: 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.

CAD noted deficiencies in the area of Licensure/Contract Requirements, related to Community Care Licensing (CCL) citations.

Attached are the details of our review.

REVIEW OF REPORT

On June 9, 2015 Patricia Kirkpatrick, DCFS CAD and Jui-Ling Ho, Out-of-Home Care Management Division, held an Exit Conference with FFA representative Sandra Nash, Southern Regional Director.

The FFA representative was in agreement with the review findings and recommendations, was receptive to implementing systemic changes to improve the FFA's compliance with regulatory standards and to address the noted deficiencies in a Corrective Action Plan (CAP).

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

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

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

PLB:EM:LTI:pk

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Kathy Hughes, President/Chief Executive Officer, Childnet Youth and Family Services
Leonora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

CHILDNET YOUTH AND FAMILY SERVICES AKA FOSTER FAMILY NETWORK FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW SUMMARY

5150 E. Pacific Coast Highway, #425
Long Beach, CA 90804
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3877 12th Street
Riverside, CA 92501
License Number: 336426744

4540 California Avenue, Suite 340
Bakersfield, CA 93309
License Number: 157806021

	Contract Compliance Review	**Findings: April 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. 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 (FBI, DOJ, 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/FBI/DOJ/CACI/Auto Insurance for Other Adults in the Home	
	12. FFA Assists CFPs in Providing Transportation	

	Needs	
III	**Facility and Environment** (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas Well Maintained 3. Children's Bedrooms/Interior Well Maintained 4. Sufficient and Appropriate Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. CFP Conducted Disaster Drills and Documentation Maintained 7. Money and Clothing Allowance Logs Maintained	Full Compliance (All)
IV	**Maintenance of Required Documentation and 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	**Educational 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	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 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 Involved in the 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 (FBI, DOJ, CACI) Signed and Submitted Timely 2. Timely, Completed, Signed Criminal Background Statement 3. FFA Social Workers Met Education/Experience Requirements 4. Timely Employee Health Screening/TB Clearances 5. Valid CDL and Auto Insurance 6. FFA Employees Signed Copies of FFA Policies and Procedures 7. FFA Employees Completed All Required Training and Documentation Maintained 8. FFA Social Workers Have Appropriate Caseload Ratio 9. FFA Maintained Written Declarations for Part-Time Contracted FFA Social Workers Caseloads Not to Exceed a Total of 15 Children	Full Compliance (All)

CHILDNET YOUTH AND FAMILY SERVICES AKA FOSTER FAMILY NETWORK 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 April 2015 review. The purpose of this review was to assess ChildNet Youth and Family Services aka Foster Family Network Foster Family Agency's (the FFA's) compliance with its County contract and State regulations and included a review of the FFA's program statement as well as, administrative internal policies and procedures. The 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 the purpose of this review, ten placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed seven children. Three children were not interviewed, as they were either pre-verbal or too young. 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 children's needs. CAD reviewed all 10 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, four placed children were prescribed psychotropic medication. CAD reviewed two case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

CAD reviewed ten CFP files and five staff files for compliance with Title 22 regulations and County contract requirements. Site visits were conducted at CFHs to assess the quality of care and supervision provided to the children.

CONTRACTUAL COMPLIANCE

CAD found the following one area 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 by CCL on June 30, 2014. According to the report dated October 24, 2014 CCL substantiated a complaint against a CFP for a personal rights violation. The CFP spanked a child one time with her hand. CCL did not request a Plan of Correction (POC), as the home voluntarily decertified on July 17, 2014. There were no placed children in this home when it was decertified. This referral was investigated by a Department of Children and Family Services (DCFS) Emergency Response Children's Social Worker (ER CSW) and the allegation of Physical Abuse was determined to be inconclusive. The Out-of-Home Care Investigations Section (OHCIS) placed the CFH on Investigative Hold until the CFP completed a training course on the appropriate discipline of placed children. OHCIS concluded their investigation on November 26, 2014.

CCL cited the FFA as a result of a complaint received by CCL on July 16, 2014. According to the report dated February 17, 2015 CCL determined allegations of lack of care and supervision to be inconclusive, but cited the CFP for failing to seek medical care for a child in a timely manner. The CFP did not adequately supervise a child and the child received first-degree burns from fireworks. The CFP did not seek immediate medical care for the child after the incident. CCL requested a POC that required the FFA to provide CFP with additional training on the importance of meeting the children's medical needs. A DCFS ER CSW investigated this referral and allegations of General Neglect were determined to be inconclusive. OHCIS conducted a supplementary investigation and determined that the FFA adequately addressed the matter with their internal Corrective Action Plan (CAP).

CCL cited the FFA as a result of deficiencies and findings in a complaint received by CCL on August 12, 2014. According to the report dated December 4, 2014 CCL substantiated a complaint against a CFP for personal rights violations. The CFP hit two children placed in her home. CCL requested a POC that required the FFA to decertify the CFH and the CFH was involuntarily decertified on December 22, 2014. There were no placed children in this home at the time that it was decertified. DCFS ER CSW investigated this referral and allegations of Physical Abuse and Sibling At-Risk were determined to be unfounded. OHCIS determined that the CFH would no longer be used as a placement resource for DCFS placed children. OHCIS concluded their investigation on December 30, 2014.

During the Exit Conference, the FFA representative stated that the FFA provides ongoing training to CFPs that includes appropriate discipline of children, and have decertified CFPs that do not adhere to those standards. The FFA also provided training regarding obtaining medical care for children in a timely manner.

Recommendation:

The FFA's management shall ensure that:

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

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

The OHCMD's last compliance report, dated April 22, 2014, identified one recommendation.

Results:

Based on the results of this review, the FFA fully implemented the one recommendation, for which they were to ensure that:

- The FFA obtain signatures on Needs and Services Plans in a timely manner.

At the Exit Conference, the FFA representatives expressed their desire to remain in compliance with Title 22 regulations and contractual requirements. CAD conducted a follow-up visit to the FFA on September 23, 2015 and determined that the FFA had fully implemented the one recommendation noted in this report. The FFA provided training logs showing that CFPs received ongoing training that includes appropriate discipline of children and policy regarding seeking timely medical care of children. CAD will continue to assess implementation of the recommendation during the next review. OHCMD will provide support and technical assistance prior to the next review.

Foster Family Network/ Adoption Services

a division of ChildNet Youth and Family Services, Inc.

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July 8, 2015

Department of Children and Family Services
Attn: Patricia Kirkpatrick
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

Re: CAP Response to DCFS Contract Compliance Review

The following Corrective Action Plan (CAP) is in response to DCFS Contract Compliance Review findings provided to ChildNet Foster Family Network on 6/11/2015.

Finding #1: Three Substantiated CCL Allegations:

In two of the substantiated allegations, Foster Family Network (FFN) decertified the foster homes, as there is a zero tolerance for any substantiated abuse. All foster parents are provided training prior to certification, as well as ongoing, regarding appropriate discipline, as well as the types of discipline that are not allowed. The training is held at least one time every quarter and may also be done one on one with foster parents when deemed needed.

In the third substantiated allegation, the foster mother was provided specific training as it relates to the need for immediate medical care and the importance of immediately reporting incidents. The agency provides training on Policy and Procedures, including but not limited to, timely reporting of incidents and the need for immediate medical care prior to certification, as well as ongoing throughout a foster parents certification. This training is held at least one time every quarter and may also but done one on one with the foster parent when deemed needed.

If you have any questions, please call me at 562-492-9527 or email me at snash@childnet.net.

Sincerely,

Sandra Nash, LMFT
FFN Southern Regional Director
ChildNet Youth and Family Services, Inc.

Helping Vulnerable Children & Families