



**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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February 26, 2016

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

FAMILIES UNITING FAMILIES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of Families Uniting Families Foster Family Agency (the FFA) in April 2015. The FFA has one licensed office located in the Fourth Supervisorial District and provides services to the County of Los Angeles DCFS placed children. According to the FFA’s program statement, its mission is “to help children achieve secure and continuous attachment relationships for social and emotional development throughout their lifespan.”

At the time of the review, the FFA supervised 48 DCFS placed children in 18 Certified Foster Homes (CFHs). The children’s overall average length of placement was 11 months and their average age was 14.

SUMMARY

During CAD’s Contract Compliance Review, the interviewed children generally reported: feeling safe in the FFA’s CFHs, having been provided with good care and appropriate services, being comfortable in the placement environment and treated with respect and dignity. 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 10 of 11 areas of CAD’s Contract Compliance Review: Licensure/Contract Requirements; Certified Foster Homes; Facility and Environment; 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 a deficiency in the area of: Maintenance of Required Documentation and Service Delivery, related to the FFA not obtaining or documenting efforts to obtain the County Children's Social Worker's approval to implement the Needs and Services Plan (NSP). Attached are the details of CAD's review.

REVIEW OF REPORT

On July 16, 2015, Pamela Carolina, CAD, held an Exit Conference with the FFA's representatives: Rosalva Gutiérrez, Program Assistant, and Eva Roman, Program Assistant. DCFS staff included Elizabeth Villalobos, Out-of-Home Care Management Division (OHCMD).

The FFA's representatives were in agreement with the review findings and recommendations, were receptive to implementing systemic changes to improve compliance with regulatory standards and were in agreement with addressing the noted deficiency 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 recommendations noted in this compliance report.

CAD conducted a follow-up visit on August 11, 2015 and verified implementation of the compliance 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
James Schrage, Executive Director, Families Uniting Families
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

**FAMILIES UNITING FAMILIES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW SUMMARY**

**525 East 7th Street
Long Beach, CA 90813
License Numbers: 197804605**

	Contract Compliance Review	Findings: April 2015
I	<p><u>Licensure/Contract Requirements</u> (7 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Certified Foster Homes (CFHs)</u> (12 elements)</p> <ol style="list-style-type: none"> 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 (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 Pre-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 	Full Compliance (All)

<p>III</p>	<p><u>Facility and Environment</u> (7 Elements)</p> <ol style="list-style-type: none"> 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 	<p>Full Compliance (All)</p>
<p>IV</p>	<p><u>Maintenance of Required Documentation and Service Delivery</u> (10 Elements)</p> <ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance

V	<p><u>Educational and Workforce Readiness</u> (5 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Health and Medical Needs</u> (4 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Psychotropic Medication</u> (2 Elements)</p> <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	Full Compliance (All)
VIII	<p><u>Personal Rights and Social/Emotional Well-Being</u> (10 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Personal Needs/Survival and Economic Well-Being</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. Clothing Allowance Provided in Accordance with the 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	<p><u>Discharged Children</u> (3 Elements)</p> <ol style="list-style-type: none"> 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable) 	Full Compliance (All)
XI	<p><u>Personnel Records</u> (9 Elements)</p> <ol style="list-style-type: none"> 1. Criminal Clearance (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)

**FAMILIES UNITING FAMILIES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW
FISCAL YEAR 2014-2015**

SCOPE OF REVIEW

The following report is based on a “point in time” visit. This compliance report addresses findings noted during the April 2015 compliance review. The purpose of this review was to assess Families Uniting Families Foster Family Agency’s (the FFA) compliance with its County contract and with State regulations and included a review of the FFA’s program statement as well as, internal administrative policies and procedures. The compliance 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, five placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed each child and reviewed their 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, none of the sampled children were prescribed psychotropic medication.

CAD reviewed two certified foster home files and three staff files for compliance with Title 22 regulations and County contract requirements. Interviews were conducted with three certified foster parents to assess the quality of care and supervision provided to the children.

CONTRACTUAL COMPLIANCE

CAD found the following one area out of compliance:

Maintenance of Required Documentation and Service Delivery

- The FFA did not obtain or document efforts to obtain the County Children’s Social Worker’s (CSW’s) authorization to implement Needs and Services Plans (NSPs).

Out of 15 NSPs reviewed; two updated NSPs did not have the CSW’s signature or documentation of the FFA’s efforts to obtain the CSW’s signature to authorize implementation of the NSPs.

During the Exit Conference, the FFA representative stated that because this had been a previous finding the FFA put tools in place to ensure all cases received a second level review, but this case must have been overlooked by the review.

CAD conducted a follow-up visit to the FFA on August 11, 2015 and reviewed two of the FFA's most recent case files and updated NSPs. The reviewed cases contained either documented efforts to obtain the County CSW's signature or the signature of the CSW authorizing the NSP on file verifying that the FFA had fully implemented their CAP.

Recommendation:

The FFA's management shall ensure that:

1. The FFA documents efforts to obtain the County CSW's authorization to implement NSPs.

PRIOR YEAR FOLLOW-UP FROM DCFS CAD'S FFA CONTRACT COMPLIANCE MONITORING REVIEW

The CAD's last compliance report dated May 5, 2015, identified nine recommendations.

Results:

Based on the results of the current review, the FFA fully implemented 8 of 9 of previous recommendations for which they were to ensure that:

- The CFH's common areas/interior is well maintained and free of safety hazards.
- The children's bedrooms are well maintained.
- Sufficient and appropriate educational resources are readily available to children and in good repair.
- Appropriate allowance logs are maintained.
- FFA Social Workers develop timely, comprehensive Initial NSPs with the child's participation.
- FFA Social Workers develop timely, comprehensive Updated NSPs with the child's participation.
- The FFA Social Workers develop timely, comprehensive quarterly reports.
- All employees sign a criminal background statement timely.

The FFA did not implement one recommendation for which they were to ensure that:

- The County CSW's authorization is obtained to implement the NSP's and/or maintain documentation of their efforts to secure the CSW's signature.

Results:

2. The outstanding recommendation from Fiscal Year 2013-2014 Contract Compliance Report dated May 5, 2015, which is noted in this report as recommendation 1 is fully implemented.

At the Exit Conference, 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. The FFA representatives stated they would implement procedures to strive towards greater compliance.

FAMILIES UNITING FAMILIES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW
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On August 11, 2015, CAD conducted a follow-up visit and it was verified that the FFA had implemented 1 of 1 recommendation noted in this report.

CAD will continue to assess implementation of the recommendations during its next compliance review. The Out-of-Home Care Management Division will provide ongoing support and technical assistance prior to the next review.



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Families Uniting Families · 525 E. 7th Street · Long Beach · California · 90813

Department of Children and Family Services
 Pam Carolina, Contracts Compliance Unit
 caropa@dcfs.lacounty.gov (213)351-0212

RE: Families Uniting Families - LA County DCFS Contract Compliance - Corrective Action Plan (2015)

ITEM #	Deficiencies	Agency Response	CAP Goal
27	Did the FFA obtain or document efforts to obtain the County worker's authorization to implement the NSP? (Well-being)	We have put in place a system to address this deficiency since last year's review. Unfortunately, the current finding exposed a flaw during the early implementation phase of our new process. Accordingly, the CAP goal should be achieved given that we have already made this adjustment to ensure compliance with this item.	Agency staff will obtain and document efforts to obtain CSW authorization on each NSP. In matters of obtaining CSW signature, the agency will make 3 attempts to satisfy the contract requirement. An agency representative will verify and monitor these attempts in an on-going fashion.

This "Corrective Action Plan" (CAP) is being submitted on July 22, 2015.

James M. Schrage, MSW

Families Uniting Families · www.familiesunitingfamilies.org · 562-437-4114

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"We are inextricably linked together in a single garment of destiny, caught in an inescapable network of mutuality."
 Dr. Martin Luther King