PHILIP L. BROWNING
Director

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

WEST COVINA FOSTER FAMILY AGENCY DBA HOMES OF HOPE FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW AND FISCAL ASSESSMENT

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Fiscal Compliance Assessment and a Contract Compliance Review of West Covina Foster Family Agency dba Homes of Hope (the FFA) in March 2015. The FFA has one office located in the First 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 provide quality foster care through dynamic partnership with our certified foster families, staff and community so that we can instill hope, trust, joy and meaning in the lives of children in our care."

At the time of the review, the FFA supervised 101 DCFS placed children in 40 certified foster homes. The placed children's average length of placement was 31 months and the average age was 11.

SUMMARY

CAD conducted a Fiscal Compliance Assessment, which included an agency-wide review of the FFA's financial records, such as financial statements, bank statements, check register, and personnel files to determine their compliance with the terms, conditions, and requirements of the FFA's Contract, the Auditor-Controller Contract Accounting and Administration Handbook (A-C Handbook) and other applicable federal, State, and County regulations and guidelines.

The FFA was in full compliance with 3 of 5 areas of the Fiscal Compliance Assessment: Financial Overview; Loans Advances and Investments; and Board of Directors and Business Influence.

CAD noted deficiencies in the areas of: Cash/Expenditures, related to an incomplete fixed assets list; and Payroll and Personnel, related to an incomplete personnel file.

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

their environment and treated with dignity and respect. The certified foster parents reported they were generally 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 8 of 11 sections of our Contract Compliance review: Certified Foster Homes; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs, Psychotropic Medication; Personal Needs/Survival and Economic Well-Being; Discharged Children, and Personnel Records.

CAD noted deficiencies in the areas of: Licensure/Contract Requirements, related to Community Care Licensing (CCL) citations; Facility and Environment, related to common areas not being maintained, and a child's bedroom/interior not being well maintained; and Personal Rights and Social/Emotional Well-Being, related to children reporting not being treated with dignity and respect.

Attached are the details of CAD's review.

REVIEW OF REPORT

On February 20, 2015, Molly Sun, CAD held a Fiscal Exit Conference with FFA representatives: Sukwinder Singh, Executive Director and Ivan Colon, Acountant. Also, on May 21, 2015 Matthew St. John, CAD, held the FFA Exit Conference with FFA representatives: Sukhwinder Singh, Executive Director; Pritpal Sidhu, PhD, Administrator; Leticia Garza-Burden, Supervising Social Worker; Maria Castaneda, Quality Assurance Supervisor; and Rodrigo Recendez, Supervising Social Worker. DCFS staff included Kong Ng, Out-of-Home Care Management Division (OHCMD).

The FFA representatives were in agreement with the review findings and recommendations, were receptive to implementing systemic changes to improve compliance with regulatory standards and to address the noted deficiencies in a compliance Corrective Action Plan (CAP) and a Fiscal Corrective Action Plan (FCAP).

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

The FFA provided the attached approved CAP and FCAP addressing the recommnediations noted in this report.

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

PLB:EM:LTI:ms

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Sukhwinder Singh, Executive Director, West Covina Foster Agency dba Homes of Hope
Leonora Scott, Regional Manager, Community Care Licensing Division
Angelica Lopez, Regional Manager, Community Care Licensing Division

WEST COVINA FOSTER FAMILY AGENCY DBA HOMES OF HOPE
FISCAL COMPLIANCE ASSESSMENT
FISCAL YEAR 2014 - 2015

SCOPE OF REVIEW

The Fiscal Compliance Assessment included review of West Covina Foster Family Agency dba Homes of Hope's (the FFA's) financial records for the period of January 1, 2013 through December 31, 2014. Contracts Administration Division (CAD) reviewed the financial statements, bank statements, check register, and personnel files to determine the FFA's compliance with the terms, conditions and requirements of the Foster Family Agency contract, the Auditor-Controller Contract Accounting and Administration Handbook (A-C Handbook) and other applicable federal, State, and County regulations and guidelines.

The on-site Fiscal Compliance Assessment focused on five key areas of internal controls:

- Financial Overview,
- Loans, Advances and Investments,
- Board of Directors and Business Influence,
- Cash/Expenditures, and
- Payroll and Personnel.

The FFA was in full compliance with 3 of 5 areas of the Fiscal Compliance Assessment: Financial Overview; Loans Advances and Investments; and Board of Directors and Business Influence.

FISCAL COMPLIANCE

CAD found the following areas out of compliance:

Cash/Expenditures

- The fixed asset inventory list did not include the serial number, acquisition date, and funding source.

Recommendation:

The FFA's management shall ensure that:

1. The fixed asset inventory list includes all required elements.

The FFA's Bookkeeper will ensure that the fixed asset inventory list is completed with all the required elements.

Payroll and Personnel

- A personnel file did not include a Fair Labor Standards Act (FLSA) status for a non-exempt employee.

The FFA's Human Resources Manager will ensure all non-exempt employee personnel files include the FLSA status.

Recommendation:

The FFA's management shall ensure that:

2. All personnel files include the FLSA status for non-exempt employees.

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

The most recent fiscal review of the FFA was posted on September 9, 2013 by the A-C for the period of January 1, 2011 through December 31, 2011. The A-C's review identified $11,292 in unallowable and unsupported expenditures. The A-C recommended that the FFA strengthen its internal controls, create a cost allocation plan and submit its semi-annual expenditure reports timely. The FFA has repaid the full amount owed to the County. Fiscal Compliance conducted a follow-up visit on June 1, 2015 and verified implementation of the A-C's recommendations.

NEXT FISCAL COMPLIANCE ASSESSMENT

The next Fiscal Compliance Assessment of the FFA will be conducted in County Fiscal Year 2015-2016.

WEST COVINA FOSTER FAMILY AGENCY DBA HOMES OF HOPE
CONTRACT COMLIANCE REVIEW SUMMARY
1107 Glendora Avenue
West Covina, CA, 91790
License No: 197803171

	Contract Compliance Review	Findings: March 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 (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	1. Full Compliance 2. Improvement Needed 3. Improvement Needed 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance
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	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 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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance
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)

WEST COVINA FOSTER FAMILY AGENCY DBA HOMES OF HOPE
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 March 2015 review. The purpose of this review was to assess West Covina Foster Family Agency's dba Homes of Hope's (the FFA) 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 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, 12 placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed eleven children. One child was a pre-verbal infant. During the home visit, the child was observed to be comfortable and well cared for in the Certified Foster Home (CFH) with their Certified Foster Parents (CFPs) who were also observed to be attuned to the needs of the child. CAD reviewed all 12 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, three children were prescribed psychotropic medication. All three case files were reviewed to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

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

CONTRACTUAL COMPLIANCE

CAD found the following 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 during a facility evaluation visit on April 3, 2014. According to the report dated April 3, 2014, four social workers employed by the FFA

did not meet the education requirements and the FFA did not have their exemptions on file from CCL. The requested Plan of Correction (POC) required the FFA to submit the exemption requests and in the future the FFA will obtain any necessary exemptions prior to the staff beginning work. The POC was cleared on April 9, 2014.

CCL cited the FFA for deficiencies and findings during a facility evaluation visit conducted on May 28, 2014. According to the report dated May 28, 2014 the CFP was not able to open bedroom #2 and the garage, and the Licensing Program Analyst (LPA) was not able to inspect those areas. CCL requested a POC requiring the FFA to inspect the areas that were not available to the LPA at the time of the visit and ensure that keys are available at all times. The FFA was to send a letter and certification as proof of the inspection by the POC date. The POC was cleared on June 16, 2014.

CCL cited the FFA for a deficiencies and findings during a facility evaluation visit conducted on July 17, 2014. According to the report dated July 17, 2014 bedroom #2 was being used as a passageway to bedroom #3. CCL requested a POC requiring the FFA to affirm that bedroom #2 would not be used as a separate bedroom. The FFA was requried to provide pictures of the new access and new facility sketch and request an exemption for an adult to share a room with a minor. The POC was cleared on August 11, 2014.

CCL cited the FFA as a result of deficiencies and findings during a facility evaluation visit conducted on July 17, 2014. According to the report dated July 17, 2014 a smoke alarm in the hallway upstairs was removed. CCL requested a POC requiring the FFA to ensure that the CFP installs a smoke detector immediately and send CCL a picture of the installed smoke detector. The POC was cleared on July 17, 2014.

On July 22, 2015, CAD completed a follow-up by contacting the CCL duty worker who confirmed there were no new citations issued for the FFA since June 19, 2015.

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

- Common areas were not maintained.

In CFH #1, a ceiling fan in the second kitchen was missing the light cover, leaving the light bulb exposed. The FFA provided photos to show that the light cover was replaced on March 30, 2015.

- Children's bedrooms/interior were not well maintained.

In CFH #1, one of the children's rooms had writing on one of the walls. A dresser with a vanity mirror attached had two lower drawers that did not open correctly and were missing handles. However, there was a second functional dresser was also present in the room. The FFA provided photos to show that the wall with writing on it was painted over and the non-functional dresser was removed on March 30, 2015.

Recommendations:

The FFA's management shall ensure that:

2. Common areas are maintained.

3. Children's bedrooms/interior are well maintained.

Personal Rights and Social/Emotional Well-Being:

- CFP did not treat children with respect and dignity.

In CFH #1, one child stated that when the CFPs became upset they would yell loudly in Spanish words the child did not understand and it hurt her ears. Another child in the home stated that when the CFP became upset they would say inappropriate words in Spanish. The child also expressed that she does not like how she is treated. This resulted in a referral to the Department of Children and Family Services for allegations of Emotional Abuse, which was investigated and concluded as unfounded.

The FFA provided the CFP with training on Appropriate Communication Language with Foster Children on June 16, 2015. A copy of the certificate of completion was provided to CAD on June 19, 2015.

Recommendation:

The FFA's management shall ensure that:

4. Children are treated with respect and dignity.

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

The CAD's last compliance report, dated September 8, 2015 identified 22 recommendations.

Results:

Based on our review, the FFA fully implemented 20 of 22 recommendations for which they were to ensure that:

- Special Incident Reports are submitted timely.
- Maintain runaway procedures in accordance with the contract.
- Exterior grounds are well maintained.
- Sufficient and appropriate educational resources are maintained.
- Adequate perishable and non-perishable foods are maintained.
- Appropriate money and clothing allowance logs are maintained.
- CFPs participate in development of Needs and Services Plans (NSPs).
- Children are progressing toward meeting NSP goals.
- FFA social workers develop timely initial NSPs.

- FFA social workers develop timely updated NSPs.
- CSW's monthly contacts are documented in each child's case file.
- FFA social workers develop timely quarterly reports.
- Current report cards are maintained in child's file.
- Children's academic performance and/or attendance increases.
- Children are aware of their right to refuse medical, dental and psychiatric care.
- Ongoing clothing inventories are of adequate quantity and quality.
- Clothing allowances are provided to age-appropriate children.
- Children are free to manage their allowance/earnings.
- CFP's encourage and assist children to update a Life Book/photo album.
- FFA social workers meet educational/experience requirements.

The FFA did not implement 2 of 22 recommendations for which they were to ensure that:

- Common areas are well maintained.
- Children's bedrooms are well maintained.

Recommendation:

The FFA's management shall ensure that:

5. The outstanding recommendations from the 2013-2014 Contract Compliance Review dated September 8, 2015, which are noted in this report as recommendations 2 and 3 are fully implemented.

At the Exit Conference the FFA representatives expressed their desire to remain in compliance with Title 22 regulations and Contract requirements. The FFA representatives stated that they will implement procedures to strive towards greater compliance. A follow-up visit was completed on July 22, 2015, by CAD and the FFA had implemented 4 of 4 recommendations noted in this report. CAD will continue to assess implementation of the recommendations during our next monitoring review.

Homes of Hope
Foster Family Agency

1-888-94-4-HOPE

Homes of Hope, F.F.A.
1107 S. Glendora Ave.
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Phone: (626) 814-9085
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Treatment Center
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Facility License 197804217

Members of:

West Covina Chamber of Commerce

California Association of Children's Homes

Facebook: Homes of Hope FFA
Website: www.homesofhopeffa.com

June 19, 2015

Matthew St. John
Children's Services Administrator I
Department of Children and Family Services
Contracts Administration Division - Contracts Compliance Unit
3530 Wilshire Blvd, 4th Floor
Los Angeles, CA 90010

RE: **Homes of Hope Foster Family Agency**
Monitoring Review Concluded- May 21, 2015
Corrective Action Plan

Dear Matthew St. John:

West Covina Foster Family Agency dba. Homes of Hope Foster Family Agency (Homes of Hope FFA) has received the exit summary report following the contract compliance annual review of our foster family agency conducted by the Contracts Administration Division (CAD) and are submitting the following Corrective Action Plan to remediate and address the recommendation/s noted.

LICENSURE/CONTRACT REQUIREMENTS:

Field Exit Review# III:

Item#21: Are common areas/interior well maintained? (Clean/sanitary; neat; adequate furniture and lighting; home like environment, no safety hazards) (SAFETY).
Finding: Per Foster Family Agency Monitoring Review Field Exit Summary: A ceiling fan in the back kitchen was missing the light cover.

Homes of Hope Plan of Correction for Item#21: *The ceiling fan light cover was put back on the fan same day by the Certified Foster Mother and a picture of the ceiling fan with light cover intact was sent to Mathew St. John on March 30th, 2015 (Please see attachment #1-Picture of the ceiling fan with light cover intact).*

Item#22: Are children's bedrooms well maintained? (Clean/sanitary; neat; adequate lighting, window coverings, and storage space; beds, mattresses, furniture, flooring; full complement of clean linens on beds, age-

appropriate decorations; and appropriate sleeping arrangements) (SAFETY).
Finding: In one child room there was writing on the wall. The dresser with a vanity mirror attached had two lower drawers that did not open correctly and were missing handles. There is a second dresser available to the child in the bedroom.

Homes of Hope Plan of Correction for Item#22: *The spare dresser with missing handles was removed from the bedroom of the child and a picture of the bedroom without the spare dresser was sent to Matthew St. John CSA1 on March30th 2015. (Please see attachment# 2-Picture of the bedroom without the spare dresser in the child's bedroom).*

The bedroom wall was cleaned of writing on the wall and proof of the correction was submitted to Matthew St. John CSA1 on March 30th 2015 (Please see attachment #3-Bedroom wall without writing on the wall).

Field Exit Review# IV:

Item#2: Is the agency free of substantiated Community Care Licensing complaint's reports on safety and physical plant deficiencies since the last review?
Finding: Per Foster Family Agency Monitoring Review Field Exit Summary- There were four CCL citations issued during the past year during Facility Evaluations and these four citations were cleared by CCL.

Homes of Hope Plan of Correction #4: *Homes of Hope FFA has addressed this issue in a number of different ways:*

- *Homes of Hope FFA has an approved Plan of Correction from CCL to ensure that all exceptions for social workers will be obtained prior to the social workers starting the job. An internal audit system has been put in place to ensure that this kind of deficiency does not happen again. This deficiency was cleared by CCL within two weeks of the facility visit by CCL on April 16, 2014.*

- *To ensure the safety and wellbeing of our children in placement and in order to keep our resource families up to date with continued education, Homes of Hope FFA ensures Certified Foster Parents are frequently retrained on Title 22 CCL regulations regarding buildings and grounds. To ensure physical plant compliance with CCL Title 22 regulations, Homes of Hope FFA social workers now conduct a formal physical plant inspection every other month instead of on a quarterly basis. Additionally Homes of Hope FFA social worker supervisors conduct a formal physical plant inspection every 6 months instead of 12 months. Three citations regarding buildings and grounds were cleared by CCL on June 16, 2014, July 17, 2014, and August 11, 2014.*

Field Exit Review# VIII:

Item#51: Do children report being treated with respect and dignity? (Well-Being).
Finding: A child stated that when the CFM's husband becomes upset he yells in Spanish something that she does not understand, and it hurts her ears because it is loud.

A child stated that when the CFM or her husband becomes upset they will say "ay cabrona" or "chinga la madre", which the child did not know the translation but knew that it was

not appropriate. The child expressed that she is not getting along with the CFM the biological teenage children, CFM's husband in the home and would like to move because of how she feels she is treated.

Homes of Hope Plan of Correction for Item#51: *The certified foster mother's husband is a brain stroke survivor with substantial damage to speech and language. Due to slurred speech his communications are not very clear and sometimes comes across as angry.*
For future placements children will be educated and made aware of the communication deficits and will be provided with some awareness training as to how to listen to a stroke survivor and seek help from the certified foster mother in understanding the interactions of the husband of CFM.
Certified foster mother was retrained on Appropriate Communication/Language with Foster Children (Please see attachment#4- Certificate of Training).

Mr. St. John and Ms. Kirkpatrick it was a pleasure working with you during our monitoring review field visit of March 18, 2015. In a continuing effort to diligently pursue the goals of Safety, Permanence, and Well-Being for the children and youth that we serve in partnership with the Department of Children and Family Services, it is the sincere intention of Homes of Hope to meet all contract requirements and fully support the collaborative efforts to meet the needs of LA County's dependent children and provide a quality care to our children in placement.

If any further information is needed, please contact me anytime at (626) 814-9085.

Thanks.

Sincerely,

Pritpal Sidhu PhD
Administrator
Homes of Hope Foster Family Agency
Ph: (626) 814-9085
Fax: (626) 814-2276
Email: hohadmin@verizon.net