County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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(213) 351-5602

PHILIP L. BROWNING
Director

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March 14, 2016

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

From: Philip L. Browning
Director

**HAMBURGER HOME DBA AVIVA FAMILY AND CHILDREN'S SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW**

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of Hamburger Home dba Aviva Family and Children's Services Foster Family Agency (the FFA) in June 2015. The FFA has one licensed office located in the Third Supervisorial District and provides services to the County of Los Angeles DCFS placed children. According to the FFA's Program Statement, its stated mission is "to provide specialized, supportive foster care homes in Los Angeles County, and thereby maximize the children's potential for optimal growth and development."

At the time of the review, the FFA supervised 36 DCFS placed children in 27 Certified Foster Homes (CFHs). The placed children's overall average length of placement was 11 months and their average age was nine.

## 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 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 sections of our Contract Compliance Review: 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; Discharged Children and Personnel Records.

CAD noted deficiencies in the area of: Personal Needs/Survival and Economic Well-Being, related to one child not receiving his full allowance for the months of July and August 2014.

Attached are the details of CAD's review.

## REVIEW OF REPORT

On August 25, 2015 Pam Carolina, DCFS CAD, held an Exit Conference with the FFA representative, Karina Souquette, Program Director. DCFS staff included Jui Ling Ho, Out-of-Home Care Management Division. The FFA representative was in agreement with the review findings and recommendation, was receptive to implementing systemic changes to improve the FFA's compliance with regulatory standards and agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this report has been sent to the Auditor-Controller and Community Care Licensing.

CAD conducted a follow-up visit to the FFA on October 22, 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:LT:pc

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Calvin Remington, Interim Chief Probation Officer
Public Information Office
Audit Committee
Regina Bette, President and CEO, Hamburger Home
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

**HAMBURGER HOME DBA AVIVA FAMILY AND CHILDREN'S SERVICES**
**CONTRACT COMPLIANCE REVIEW SUMMARY**
**7120 Franklin Avenue**
**Los Angeles, CA**
**License Number: 197804104**

| | Contract Compliance Review | Findings: June 2015 |
|---|---|---|
| I | **Licensure/Contract Requirements** (7 Elements)<br><br>1. Timely Notification for Child's Relocation<br>2. Timely, Cross-Reported SIRs<br>3. Runaway Procedures in Accordance with the Contract<br>4. Are there CCL Citations/OHCMD Safety Reports<br>5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training<br>6. FFA Pays Certified Foster Parents (CFP) Whole Foster Family Home Payments<br>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)<br><br>1. Home Study and Safety Inspection Conducted Prior to Certification<br>2. Agency's Inquiry with OHCMD for Historical Information Prior to Certification<br>3. Timely Criminal Clearances (FBI, DOJ, CACI) Prior to Certification<br>4. Timely, Completed, Signed Criminal Background Statement<br>5. Health Screening & TB Test Prior to Certification<br>6. All Required Training Prior to Certification<br>7. Certificate of Approval on File/Including Capacity<br>8. Safety Inspection Completed At Least Every Six Months or Per-Approved Program Statement<br>9. Completed Annual Training Hours for Re-Certification and Current CPR/First-Aid/Water Safety Certificates<br>10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers<br>11. Criminal Clearances and Health Screening/CDL/CPR/FBI/DOJ/CACI/Auto Insurance for Other Adults in the Home<br>12. FFA Assists CFPs in Providing Transportation Needs | Full Compliance (All) |

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

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| V | **Educational and Workforce Readiness** (5 Elements)<br><br>1. Children Enrolled in School Within Three School Days<br>2. Children Attend School as Required and FFA Facilitates in Meeting Children's Educational Goals<br>3. Current Children's Report Cards/Progress Reports Maintained<br>4. Children's Academic Performance and/or Attendance Increased<br>5. FFA Facilitates Children's Participation in YDS or Equivalent Services and Vocational Programs | Full Compliance (All) |
| VI | **Health and Medical Needs** (4 Elements)<br><br>1. Initial Medical Exams Conducted Timely<br>2. Follow-Up Medical Exams Conducted Timely<br>3. Initial Dental Exams Conducted Timely<br>4. Follow-Up Dental Exams Conducted Timely | Full Compliance (All) |
| VII | **Psychotropic Medication** (2 Elements)<br><br>1. Current Court Authorization for Administration of Psychotropic Medication<br>2. Current Psychiatric Evaluation Review | Full Compliance (All) |
| VIII | **Personal Rights and Social/Emotional Well-Being** (10 Elements)<br><br>1. Children Informed of Agency's Policies and Procedures<br>2. Children Feel Safe in the CFP Home<br>3. CFPs Efforts to Provide Nutritious Meals and Snacks<br>4. CFPs Treat Children with Respect and Dignity<br>5. Children Allowed Private Visits, Calls and to Receive Correspondence<br>6. Children Free to Attend or Not Attend Religious Services/Activities of Their Choice<br>7. Children's Chores Reasonable<br>8. Children Informed About Their Medication and Right to Refuse Medication<br>9. Children Aware of Right to Refuse or Receive Medical, Dental and Psychiatric Care<br>10. Children Given Opportunities to Participate in | Full Compliance (All) |

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|---|---|---|
| | Extra-Curricular Activities, Enrichment and Social Activities | |
| **IX** | **Personal Needs/Survival and Economic Well-Being** (7 Elements)<br><br>1. Clothing Allowance provided in Accordance with FFA Program Statement<br>2. Ongoing Clothing Inventories of Adequate Quantity and Quality<br>3. Children's Involved in the Selection of Their Clothing<br>4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic needs<br>5. Minimum Weekly Monetary Allowances<br>6. Management of Allowance/Earnings<br>7. Encouragement /Assistance with Life Book or Photo Album | 1. Full Compliance<br>2. Full Compliance<br>3. Full Compliance<br>4. Full compliance<br>5. Improvement needed<br>6. Full compliance<br>7. Full Compliance |
| **X** | **Discharged Children** (2 Elements)<br><br>1. Completed Discharge Summary<br>2. Attempts to Stabilize Children's Placement Child Completed High School (if applicable) | Full Compliance (All) |
| **XI** | **Personnel Records** (9 Elements)<br><br>1. Criminal Clearances (FBI, DOJ, CACI) Signed and Submitted Timely<br>2. Timely, Completed, Signed Criminal Background Statement<br>3. FFA Social Workers Met Education/Experience Requirements<br>4. Timely Employee Health Screening/TB Clearances<br>5. Valid CDL and Auto Insurance<br>6. FFA Employees Signed Copies of FFA Policies and Procedures<br>7. FFA Employees Completed All Required Training and Documentation Maintained<br>8. FFA Social Workers Have Appropriate Caseload Ratio<br>9. FFA maintained Written Declarations for Part-Time Contract FFA Social Workers Caseloads Not to Exceed a Total of 15 Children | Full Compliance(All) |

# HAMBURGER HOME DBA AVIVA FAMILY AND CHILDREN'S SERVICES
# 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 June 2015 monitoring review. The purpose of this review was to assess Hamburger Home dba Aviva Family and Children's Services 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 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, six 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 placed children were prescribed psychotropic medication.

CAD reviewed three Certified Foster Parent (CFP) files and four staff files for compliance with Title 22 regulations and County contract requirements. Site visits were conducted to the FFA and the Certified Foster Homes (CFHs) to assess the quality of care and supervision provided to the placed children.

## CONTRACTUAL COMPLIANCE

CAD found the following area to be out of compliance:

### Personal Needs/Survival and Economic Well-Being

- Minimum weekly monetary allowance not received.

In one CFH, a child did not receive the full weekly allowance for the months of July and August 2014.

During the Exit Conference, the FFA representative stated that this child had been in respite care for two weeks in July and three weeks in August 2014 and the missed allowance for the child was an

oversight. On Monday August 31, 2015, CAD received documentation that the missing allowance had been provided to the child.

**Recommendation:**

The FFA's management shall ensure that:

1. Minimum weekly monetary allowances are provided.

**PRIOR YEAR FOLLOW-UP FROM DCFS CAD'S FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW**

CAD's last compliance report dated July 31, 2015, identified four recommendations.

**Results:**

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

- Exterior and grounds are well maintained.
- Common areas/interior is well maintained.
- Sufficient and appropriate educational resources are provided.
- FFA obtains or documents efforts to obtain County CSW's authorization to implement the Needs and Service Plans (NSPs).

During the Exit Conference held on August 25, 2015, the FFA representative expressed their desire to remain in compliance with Title 22 regulations and contract requirements and was in agreement with the findings and recommendations.

CAD conducted a follow-up visit on October 22, 2015. Based on the follow-up visit, it was noted that the FFA had implemented the recommendation noted in this report. CAD will assess for implementation of recommendations during the next Contract Compliance Review. Out-of-Home Care Management Division will provide ongoing support and technical assistance prior to the next review.

**AVIVA FAMILY AND CHILDREN'S SERVICES**
*Incorporated as Hamburger Home*

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*President & CEO*
Regina Bette, LMFT

aviva
*Helping Children & Their Families*

September 24, 2015

Pam Carolina, CSA I
Department of Children & Family Services
Contract Compliance Administration
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA. 90001

Re: Foster Family Agency (FFA) Review

Dear Ms. Carolina:

Aviva Family and Children's Services annual FFA Review by DCFS has been completed. Below is the Corrective Action Plan for noted areas on the review.

1. In regards to the monitoring of the monthly allowance of the foster children. This child was in a respite home at the time of this occurrence, however, the foster care social worker went out to the foster home explained this to the foster parents and they provided him with his allowance for the months of July and August of 2014. The Foster Care Social Workers were re-trained on the importance of checking the monthly packets which has a section for the monthly allowance.

Aviva Family and Children's Services would like to thank you for the review. Should you have any further questions or need further clarification, please contact me at 323-876-0550 ext. 1116 or

Sincerely,

Karina Souquette
Assistant Vice President of Foster Care/Adoptions/ITFC