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DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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March 16, 2016

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

From: Philip L. Browning
Director

FAMILIES FOR CHILDREN FOSTER FAMILY AGENCY FISCAL COMPLIANCE ASSESSMENT AND CONTRACT COMPLIANCE REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Fiscal Compliance Assessment and Contract Compliance Review of Families for Children Foster Family Agency (the FFA) in March 2015. The FFA has one licensed office located in the Second 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: "1. To place children in homes that are safe, clean, stable and where the child feels nurtured and accepted. 2. To acknowledge the diversity of the population of Los Angeles County. 3. To assist in providing appropriate resource referrals for clients and their families. 4. To provide counseling services to children placed through DCFS and their families. 5. To provide clinicians sensitive to the diverse needs of various ethnic groups. 6. To ensure that all emancipation age children obtain the appropriate information about programs and opportunities after foster care."

At the time of the review, the FFA supervised 42 DCFS placed children in 21 Certified Foster Homes (CFHs). The children's overall average length of placement was ten months and their average age was 7.

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

CAD noted deficiencies in the areas of: Financial Overview, related to loss from operation in the amount of $50,601 for the Fiscal Year which ended December 31, 2013; Cash/Expenditures, related to an incomplete fixed assets inventory.

During CAD's Contract Compliance Review, the interviewed children generally reported: feeling safe at the FFA certified homes, 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 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 5 of 11 sections of CAD's Contract Compliance Review: Certified Foster Homes; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medications; and Discharged Children.

CAD noted deficiencies in the areas of: Licensure/Contract Requirements, related to Special Incident Reports (SIRs) not being submitted timely or cross-reported; Facility and Environment, related to children's bedrooms not being well maintained, expired food and not maintaining appropriate and comprehensive monetary allowance logs; Maintenance of Required Documentation/Service Delivery, related to not developing comprehensive initial and updated Needs and Services Plans (NSPs); Personal Rights and Social Emotional Well-Being, related to a child not being informed of their right to refuse medication and children not being free to receive and reject voluntary medical, dental, and psychiatric care; Personal Needs/Survival and Economic Well-Being, related to children not being provided with clothing allowances and children not encouraged and assisted with Life Books/Photo Albums; and Personnel Records, related to an employee not receiving all required training.

Attached are the details of CAD's review.

REVIEW OF REPORT

On May 14, 2015 Sherry L. Rolls, DCFS CAD and Greta Walters, Out-of-Home-Care Management Division (OHCMD), held an Exit Conference with the FFA representative Terilyn Henderson, Program Director. On April 23, 2015, Yvonne Kang, DCFS CAD Fiscal, held the fiscal Exit Conference with Andrew Henderson, Executive Director. The FFA's representatives were in agreement with the review findings and recommendations, were receptive to implementing systematic changes to improve the FFA's compliance with regulatory standards and were in agreement with addressing 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 A-C and Community Care Licensing.

CAD conducted a follow-up visit to the FFA on September 17, 2015, to verify 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:slr

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Andrew Henderson, Executive Director, Families for Children Foster Family Agency
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

FAMILIES FOR CHILDREN
FISCAL COMPLIANCE ASSESSMENT REVIEW
FISCAL YEAR 2014-2015

SCOPE OF REVIEW

The Fiscal Compliance Assessment included a review of Families for Children's Foster Family Agency's (the FFA's) financial records for the period of January 1, 2013 through December 31, 2014. CAD reviewed the financial records such as financial statements, bank statements, check register and personnel files to determine the FFA's compliance with the terms, conditions and requirements of the FFA 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 review 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: Loans, Advances and Investments; Board of Directors and Business Influence; and Payroll and Personnel.

FISCAL COMPLIANCE

CAD found the following two areas out of compliance:

Financial Overview

- The Audited Financial Statement for the Fiscal Year (FY) ending December 31, 2013, shows an operational loss of $50,601.

The FFA's management is currently recruiting and training its largest group of potential Certified Foster Parents in the past five years. Additionally, the management is addressing staffing and other expense issues to ensure the FFA can operate without incurring a loss in the future. The Chief Financial Officer will monitor the financial status of the FFA.

The FFA reported their current net ordinary income is $22,823.

Recommendation:

The FFA's management shall ensure that:

1. A plan is developed and implemented to eliminate the operational loss and demonstrate that the FFA can operate without incurring future losses.

Cash/Expenditures

- The fixed asset inventory was incomplete.

The fixed asset inventory was missing the serial number, acquisition date, cost and funding source. The Office Manager and/or Administrative Assistant will create a revised fixed assets inventory and complete a monthly review. New equipment will be added to the list as items are purchased or donations are received.

Recommendation:

The FFA's management shall ensure that:

2. The Fixed Asset Inventory includes all required elements.

NEXT FISCAL COMPLIANCE ASSESSMENT

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

FAMILIES FOR CHILDREN FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW SUMMARY

2500 W. Manchester Boulevard
Inglewood, California 90305
License No: 198203070

	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. Improvement Needed
	3. Runaway Procedures in Accordance with the Contract	3. Full Compliance
	4. Are there CCL Citations/OHCMD Safety Reports	4. Full Compliance
	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	1. Full Compliance
	2. Common Areas Well Maintained	2. Full Compliance
	3. Children's Bedrooms/Interior Well Maintained	3. Improvement Needed
	4. Sufficient and Appropriate Educational Resources	4. Full Compliance
	5. Adequate Perishable and Non-Perishable Food	5. Needs Improvement
	6. CFP Conducted Disaster Drills and Documentation Maintained	6. Full Compliance
	7. Money and Clothing Allowance Logs Maintained	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's) Authorization to Implement NSPs	1. Full Compliance
	2. CFPs Participated in Development of the NSPs	2. Full Compliance
	3. Children Progressing Towards Meeting NSP Goals	3. Full Compliance
	4. FFA Social Workers Develop Timely, Comprehensive Initial NSP with Child's Participation	4. Improvement Needed
	5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with Child's Participation	5. Improvement Needed
	6. Therapeutic Services Received	6. Full Compliance
	7. Recommended Assessments/Evaluations Implemented	7. Full Compliance
	8. County Children's Social Workers Monthly Contacts Documented in Child's Case File	8. Full Compliance
	9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports	9. Full Compliance
	10. FFA Social Workers Conduct Required Visits	10. Full Compliance
V.	**Education and Workforce Readiness** (5 Elements)	
	1. Children Enrolled in School Within Three School Days	Full Compliance (All)
	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	

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. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Improvement Needed 9. Improvement Needed 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	1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance

	6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book/Photo Album	6. Full Compliance 7. Improvement Needed
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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed 8. Full Compliance 9. Full Compliance

FAMILIES FOR CHILDREN 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 March 2015 review. The purpose of this review was to assess Families for Children Foster Family Agency's (the FFA's) compliance with the 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 purpose of this review, seven 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, three discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, one placed child was prescribed psychotropic medication. This case file was reviewed to assess for timeliness of Psychotropic Medication Authorization and to confirm the required documentation of psychiatric monitoring.

CAD reviewed three Certified Foster Home (CFH) files and five staff files for compliance with Title 22 regulations and County contract requirements. Interviews were conducted with the Certified Foster Parents (CFPs) to assess the quality of care and supervision provided to the children.

CONTRACTUAL COMPLIANCE

CAD found the following areas out of compliance:

Licensure/Contract Requirements

- Special Incident Reports (SIRs) were not timely submitted and were not appropriately cross-reported.

A review of 28 SIRs revealed that two SIRs were not timely submitted via the I-Track database and two were not appropriately cross-reported to Community Care Licensing (CCL). Five SIRs were both not timely submitted via the I-Track database and not appropriately cross-reported to CCL.

The two SIRs not timely submitted were both for mental health incidents. The first incident occurred on October 5, 2014 and was not submitted until October 7, 2014 and the other incident occurred on November 14, 2014 and was not submitted until November 18, 2014. The SIRs not appropriately cross-reported to CCL was for a child that ran away on July 15, 2014 and for an injury that occurred on August 12, 2014.

Five SIRs were both not timely submitted and not appropriately cross-reported. A property damage incident that occurred on March 11, 2014, was not reported until March 17, 2014; an injury incident that occurred on May 13, 2014, was not reported until May 19, 2014; an injury incident that occurred on June 15, 2014 was not reported until June 17, 2014; an injury incident that occurred on July 21, 2014, was not reported until July 24, 2014; and an illness that occurred on October 10, 2014 was not reported until October 15, 2014.

On September 17, 2015, CAD conducted a follow-up visit and confirmed that the FFA trained the CFPs on March 20, 2015, on the SIR reporting procedures. Additionally, four SIRs were reviewed for compliance to reporting guidelines. One SIR was not appropriately cross-reported to CCL. CAD will continue to assess the FFA's implementation of SIR procedures during CAD's next monitoring review.

Recommendation:

The FFA's management shall ensure that:

1. All SIRs are timely submitted and appropriately cross-reported.

Facility and Environment

- Children's bedrooms were not well maintained.

CAD conducted on-site reviews in three CFHs and found that in two homes, the children's bedrooms were not well maintained. In CFH #1, a bedroom window was boarded up. CAD notified the CFP that a replacement window was immediately required. On April 13, 2015, CAD confirmed the window was repaired.

In CFH #2, a child had a single drawer to use for clothing. The child stored all remaining clothes in a trash bag. CAD immediately notified the CFP of the need to ensure the child has sufficient and appropriate storage for all clothing. On April 24, 2015, CAD confirmed the child had sufficient and appropriate storage for all clothing.

- Adequate perishable and non-perishable foods were not maintained.

During the review, CAD observed expired canned goods in all three CFHs. CAD immediately notified the CFPs to discard the expired foods.

- Monetary allowance logs were not maintained.

In CFH #2, CAD noted the children were not receiving full allowances in the months that had five weeks. The CFP was distributing allowances for only four of those five weeks. CAD immediately notified the FFA of this finding. On March 29, 2015, CAD confirmed the children were issued allowances for weeks when their allowances were omitted.

Recommendations:

The FFA's management shall ensure that:

2. Children's bedrooms are well maintained.

3. Maintain adequate perishable and non-perishable foods.

4. Monetary allowance logs are maintained.

Maintenance of Required Documentation and Service Delivery

- An initial Needs and Services Plan (NSP) was not comprehensive.

An initial NSP was not comprehensive as the reported medical and dental appointment dates noted in the NSP did not match the dates listed on the medical forms.

- Updated NSPs were not comprehensive.

For one child, 3 of 4 updated NSPs reviewed were not comprehensive, as they noted that the child is being assessed to begin mental health services; however, the achieved outcomes pages noted that the child has completed mental health services. In addition, one of the NSPs was incorrectly dated with the date from the previous NSP. For another child, two updated NSPs were reviewed and one was not comprehensive as, the dates noted for medical and dental appointments did not match the dates listed on this child's medical forms.

On September 17, 2015, CAD conducted a follow-up visit and reviewed five initial NSPs and three updated NSPs and found them to be comprehensive.

Recommendations:

The FFA's management shall ensure that:

5. FFA social workers develop comprehensive initial NSPs.

6. FFA social workers develop comprehensive updated NSPs.

Personal Rights and Social/Emotional Well-Being

- A child was not informed of their medication and right to refuse medication.

- Children were not aware of their right to refuse or receive medical, dental, and psychiatric care.

One child reported they were not aware of their right to refuse psychotropic medications. Two other children reported they were not aware of their right to receive or reject voluntary medical, dental and psychiatric care.

On September 17, 2015, CAD reviewed five children's case files and confirmed that the FFA's policy allowed for discussing and informing children of their medical rights by having age-appropriate children sign the Legal Rights of Teens Form. For children who were not age-appropriate to sign, the FFA discussed the child's rights with the CFPs and had them sign the Orientation to Placed Minors Form. Both forms discussed the legal rights of children.

Recommendations:

The FFA's management shall ensure that:

7. Children are informed about their medication and their right to refuse medication.

8. Children are aware of their right to refuse or receive voluntary medical, dental and psychiatric care.

Personal Needs/Survival and Economic Well-Being

- Clothing allowances not provided in accordance with the FFA Program Statement.

Four children were not aware of the amount of their monthly clothing allowances as defined in the FFA's program statement.

- Children not encouraged and assisted with maintaining Life Books/Photo Albums.

Four children did not have Life Books/Photo Albums. CAD spoke with the CFP and was informed that they had not established Life Books for the children yet. At the Exit Conference, the FFA was advised of the need to ensure that all children have Life Books/Photo Albums.

On September 17, 2015, CAD reviewed five case files and confirmed the FFA's implementation of a Child Placement Month End Report. This report requires the FFA social worker to check the children's drawers/clothes and Life Book/Photo Album to ensure adequacy and compliance to contract requirements.

Recommendations:

The FFA's management shall ensure that:

9. Clothing allowance is provided in accordance with the FFA's program statement.

10. Children are encouraged and assisted with a Life Book/Photo Album.

Personnel Records

- An employee did not complete all required trainings.

One FFA social worker did not have initial and ongoing training. CAD spoke with the FFA representative regarding the need for the FFA's social workers to have required trainings. This employee began training on April 18, 2015.

The FFA's training logs were reviewed on September 17, 2015 and CAD confirmed that FFA social workers were attending training.

Recommendation:

The FFA's management shall ensure that:

11. FFA employees complete all required trainings.

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

CAD's last compliance report, dated June 9, 2015, identified two recommendations.

Results:

Based on the results of the current review, the FFA fully implemented 2 of 2 recommendations for which the FFA was to ensure that:

- Children's school attendance and academic performance increases.
- Children are involved in the selection of their clothing.

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

On September 17, 2015, CAD conducted a follow-up visit and verified that the FFA had implemented 10 of 11 recommendations noted in this report. The FFA has not fully implemented procedures to ensure SIRs are appropriately cross-reported. The FFA was advised to fully implement this procedure to comply with all recommendations in this report. CAD will continue to assess implementation of the recommendations during the next monitoring review. The Out-of-Home Care Management Division will provide ongoing support and technical assistance prior to the next review.

December 1, 2015

County of Los Angeles
Department of Children and Family Services
425 Shatto Place
Los Angeles, CA 90020

Attention: Sherry L. Rolls, CSA I, Contracts Administration Division

RE: 2015 Amended Compliance Review CAP

Dear Ms. Rolls,
Per our field exit summary, attached please find our response for the following sections:

I. LICENSURE/CONTRACT REQUIREMENTS:
(2) Finding: Seven SIRs were not reported timely as based on the nature of the incidents: Six SIRs were not properly cross-reported to CCL based on the nature of the incidents.
CAP: Families for Children FFA has enhanced its coverage and review of Special Incident Reporting by providing updated SIR timely reporting training to Certified Foster Parents, in addition to requiring an individual conference to address specific trainings as needed. If parents continue to report incidents untimely, an internal probation of the home may occur. Date that CFP's were trained with enhanced information: 3/20/2015. Step-by-Step Procedures for reporting Special Incident Reports: (1) Parents report SIRs to the FFA Social Worker; (2) The FFA social worker completes the SIR and submits the SIR to DCFS for general incidents and/or saves it for supervisory review. The FFA social worker informs the Administrator of a saved SIR for supervisory review. The SIR is reviewed by the Administrator within the required reporting time frame and is/is not submitted with supervisory remarks and/or cross-reported as needed. As of June 18, 2015, if there is a question on cross reporting, the agency Community Care Licensing Analyst or DCFS Monitor are immediately called for cross-reporting consultation and confirmation.

III. Facility and Environment- Finding: Two minor's bedrooms were not well maintained. One minor's bedroom had a broken window and was boarded up with plywood. Another minor only had a single drawer for clothing.

(22) The foster parent did not inform the agency that she had been pre-approved for window retrofit from the City of Inglewood. The parent was inappropriately waiting for the window replacement without notification to the agency. The DCFS monitor notified the FFA of the cracked window after the visit to the home. Upon this notification, the FFA immediately required the Certified Foster Parent to repair the window, with the Agency social worker confirming the repair the same week. All parents were informed of the requirement to immediately repair any damage to their homes. One teenager was provided sufficient closet and drawer space in her bedroom at placement, which she did not use.
CAP: Date: Effective June 30, 2015, Agency social workers have been instructed to view minor's bedrooms during home visits even if they meet with the minors in another area of the home. In addition, to capture and document this requirement, the FFA internal month end report that is sent to CSW's at the end of the month has been adjusted to include: (1) agency social worker's check of minor's closets and drawers for adequate space, sufficient clothing, rooms for appropriate cleanliness, bedding, and intact windows, and Life Book updates. Exhibit 11-Month End Report

Finding: Three certified foster homes were found to have expired canned goods in the pantry.

(24) March 2015 parent "DCFS Compliance" training review required all certified parents to organize "dry goods" in pantries, to discard expired can goods and to closely maintain regularly purchased food products. ***CAP***: Date: 7/6/2015 - The Quality Assurance Evaluators received an updated Physical Plant Inspection to use on a Quarterly basis per our program statement to review all dry goods and pantry items for expired dates during the Quarterly physical plant inspections for compliance. Exhibit page from Quarterly physical plant (Pg 4 of 7) – Exhibit III

Finding: One certified parent was not providing appropriate monetary logs by not giving minors the additional 5th week of allowance in a five-week month.

(26) March 2015 parent "DCFS Compliance" training review informed all certified parents that an additional weekly allowance is to be provided to minors for any 5-week calendar month. ***CAP***: Date: This review has been added to the case management support staff internal monthly case review on 6/30/2015 to ensure that minors receive 5 weeks of allowance in a 5-week calendar month, in addition to other monthly ASW requirements. (Exhibit IV)

VI. Maintenance of Required Documentation and Service Delivery

Finding: The FFA social worker did not develop a comprehensive NSP. Medical and dental dates on the NSP did not match the actual dates on the medical forms.

(30) The minor's medical and dental exam were in compliance the first 30-days of placement. The agency social worker transferred the wrong date on the NSP for the medical examination. ***CAP***: The initial and Quarterly Needs and Service Plans are now emailed to the Clinical Director for review of appropriate dates on or before 7-days prior to the report due date for review. The report is returned to agency social workers within 48 hours for revisions, if needed.

VIII. Personal Rights and Social/Emotional Well-being

Finding: Age-appropriate minor was not aware of the right to refuse her psychotropic medication prescription.

(55) The "Legal Rights of Teens" was reviewed in orientation the first week of placement with 17-year old minor, who requested that the certified parent provide her prescribed medication the day that she was placed. Families for Children regularly inform minors of their rights the first week of placement in orientation with the assigned agency social worker, including their right to basic medical, dental, vision and other care.

CAP: Dates and time frames when current minors were informed of this right: (1) , placed 7/31/2013, informed and signed on 8/5/2013; (2) , placed 9/2/2014, informed and signed on 9/4/2014; (3) placed 1/7/2015, informed and signed on 1/8/2015; and (4) , placed on 1/9/2014 , informed and signed on 1/13/2015. Effective, 7/6/2015, newly placed minors will sign an updated "Orientation to Placed Minors". (Exhibit V). The FFA will ensure children on psychotropic medication are informed of their "Legal Rights" the first week of placement when they sign the placement paperwork. The orientation verification is discussed/signed with the Agency social worker assigned to the home. Minors on psychotropic medication will be reminded of this right by the assigned social worker at <u>each renewal/change</u> of medication authorization by the minor's physician. The one minor on psychotropic medication received this information when the PMA was received the first week of placement with a reminder in April and October 2015.

Finding: Two age-appropriate children were not aware of their right to refuse voluntary medical, dental, and psychiatric care.

(56) ***CAP***: Dates and time frames when current minors were informed of their right regarding voluntary medical services: (1) , placed 7/31/2013, informed and signed on 8/5/2013; (2) , placed 9/2/2014, informed and signed on 9/4/2014; (3) , placed 1/7/2015, informed and signed on 1/8/2015; and (4) , placed on 1/9/2014 , informed and signed on 1/13/2015. Effective 7/6/2015, newly placed minors will sign an updated "Orientation to Placed Minors". (Exhibit V). The FFA will ensure children are informed of these rights the first week of placement when they sign the paperwork and the orientation verification is discussed/signed with the Agency social worker assigned to the home. Signed verifications by the minors that this was discussed and explained are part of the intake package and are placed in the minors file by the assigned agency social worker.

IX. Personal Needs Survival and Economic Well-Being

Finding: Minors were not aware of the minimum monthly clothing allowance amount of $50.

(58) ***CAP***: Dates and timeframes when current minors were informed of this right: (1) , placed 7/31/2013, informed and signed on 8/5/2013; (2) , placed 9/2/2014, informed and signed on 9/4/2014; (3) , placed 1/7/2015, informed and signed on 1/8/2015; and (4) , placed on 1/9/2014 , informed and signed on 1/13/2015. Effective 7/6/2015, newly placed minors will sign an updated "Orientation to Placed Minors". (Exhibit V). In addition, the Agency House Rules discussed between the minor and certified parent have also been updated to include written confirmation by the foster parent that this information was conveyed the first week of placement (Exhibit VI). Minors are informed of the specific minimum monthly clothing amount of $50 during the first week at placement by the assigned agency social worker (Exhibit V). The FFA will ensure that children are kept aware of this each month by requiring the foster parent to obtain the minor's signature or initials on the monthly submitted form, if age appropriate. All parents have been instructed to have minor's participate in their clothing selections with supervision as to appropriate choices. The monthly clothing form will be reviewed for compliance by the case management support staff at the end of the month. Agency social workers also document this minimum monthly clothing amount on their submitted Month End Reports (Exhibit II).

Finding: Foster parent did not encourage and assist children to update a life book or photo album.

(64) Families for Children provided "Life Book" training to all parents on 7/19/2014 (sign-in sheet –Exhibit II) Parents who missed the initial training received the "Life Book" flyer requirement in the mail that same month. ***CAP***: All certified parents who currently have placements were informed and instructed to purchase life books by June 2015. Effective June 30, 2015, the Agency social workers will check that Life Books were purchased for each minor in the home, are being updated each month as needed, and document and submit this information. Agency social workers confirmed as of August 1, 2015, that all CFPs purchased life book albums for completion, and all currently placed minors have pictures and events placed in their life books. This month end report verification is submitted at the beginning of every month by the assigned agency social worker and reviewed by the Administrator or designated supervisor. See Month End Report Exhibit.

XI. Personnel Records

Finding: The Executive Director acting as an interim social worker was not attending the required and on-going social worker agency trainings.

(74) The Executive Director, acting as the supervising social worker provides coverage for one home in Victorville until a social worker is employed for this area. ***CAP***: Date when the Executive Director began attending social work clinical trainings is March 18, 2015 and now attends all trainings as scheduled by the Clinical Director.

The March 2015 training (attached –Exhibit IV) reviewed the above issues and requirement for all certified parents. Parents who did not attend this training were provided information with their monthly reimbursement checks. Families for Children appreciates the opportunity to provide quality services to the Department of Children and Family Services, and endeavors to maintain the highest level of compliance. Thank you in advance

Respectfully,

THenderson, Ph.D.

Dr. Terilyn Henderson, Ph.D.
Administrator
Co-Founder/Director

(323) 750-5855 Ext 102
2500 West Manchester Blvd.
Inglewood CA 90305

Attached Exhibits:

Exhibit II – Updated internal agency "Month End Report" required by all ASWs
Exhibit III – Page 4 of 7 – "Quarterly Physical Plant Inspection
Exhibit IV – Case Management Support Staff Month End Report Review checklist
Exhibit V. – Updated "Orientation to Placed Minors"
Exhibit VI. – Updated "Agency House Rules"

Families For Children Inc.

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Fiscal Corrective Action Plan

May 19, 2015

Yvonne Kang, Fiscal Compliance Administrator
County of Los Angeles Department of Children and Family Services
Contracts Services Bureau Contracts Administration Division
Contract Compliance Fiscal Compliance
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

Dear Ms. Kang,

Please find enclosed our CAP for the findings of the 3/3/2015 Fiscal Compliance Audit.

Finding – Negative Asset Amount of $50,601 as stated on the December 31, 2013 Audited Financial Statement

Corrective Action Plan

Please find attached a copy of our unaudited yearend Balance Sheet and Profit and Loss Statement for 2014. We show a Net Ordinary Income of $22,823.35

On the income side of this finding we are currently training the largest group of potential certified parents that we have had in the past 5 years. The agency has removed the perspective certified parent processing from line staff to executive staff. This move has resulted in a significantly more efficient and productive process that will lead to positive future income growth.

On the expense side of this finding management is committed to addressing staffing and other expense issues in a more aggressive manner. In the past the agency has "carried" excess staff and was slow to institute sound business decisions around staffing.

Families For Children Inc.

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Finding – Incomplete Inventory List of Fixed Assets

Corrective Action Plan

Please find a sample of the document we are currently using to track fixed asset inventory. We will conduct an inventory of fixed assets on a monthly basis and add new equipment when purchased.

If you need additional details or clarification I will happy to comply.

Thank You

Andrew Henderson, MS
Executive Director
Families For Children Inc.
2500 W. Manchester Blvd.
Inglewood, CA 90305

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Fiscal Corrective Action Plan

ADDENDUM

May 27, 2015

Yvonne Kang, Fiscal Compliance Administrator
County of Los Angeles Department of Children and Family Services
Contracts Services Bureau Contracts Administration Division
Contract Compliance Fiscal Compliance
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

Dear Ms. Kang,

Please find enclosed the **addendum** to our CAP for the findings of the 3/3/2015 Fiscal Compliance Audit.

1. **Finding – Negative Asset Amount of $50,601 as stated on the December 31, 2013 Audited Financial Statement**

Corrective Action Plan

Please find attached a copy of our unaudited yearend Balance Sheet and Profit and Loss Statement for 2014. We show a Net Ordinary Income of $22,823.35

On the income side of this finding we are currently training the largest group of potential certified parents that we have had in the past 5 years. The agency has removed the perspective certified parent processing from line staff to executive staff. This move has resulted in a significantly more efficient and productive process that will lead to positive future income growth.

On the expense side of this finding management is committed to addressing staffing and other expense issues in a more aggressive manner. In the past the agency has "carried" excess staff and was slow to institute sound business decisions around staffing.

Time Frame

This CAP was completed on 12/31/2014.

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Staff Responsible for Completion

The documents were completed by our Chief Financial Officer. The CFO will continue to monitor the financial status of the agency and request adjustments according to budgets and cash flow.

2. Finding – Incomplete Inventory List of Fixed Assets

Corrective Action Plan

Please find a sample of the document we are currently using to track fixed asset inventory. We will conduct an inventory of fixed assets on a monthly basis and add new equipment when purchased.

Time Frame

A complete inventory of Fixed Assets will be completed by 06/30/2015.

Staff Responsible for Completion

The Office Manager and/or Administrative Assistant will be responsible for completion of this task.

If you need additional details or clarification I will be happy to comply.

Thank You

Andrew Henderson, MS
Executive Director
Families For Children Inc.
2500 W. Manchester Blvd.
Inglewood, CA 90305