County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
Director

Board of Supervisors
HILDA L. SOLIS
First District
MARK RIDLEY-THOMAS
Second District
SHEILA KUEHL
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

April 22, 2016

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

From: Philip L. Browning
Director

BIENVENIDOS CHILDREN'S CENTER FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of Bienvenidos Children's Center Foster Family Agency (the FFA) in April 2015. The FFA has two licensed offices, one located in the First Supervisorial District and one located in San Bernardino County. Both offices provide services to the County of Los Angeles DCFS placed children and to children placed by various other counties. According to the FFA's Program Statement, its stated purpose is "to provide short-term emergency and longer term therapeutic foster care to children and siblings who cannot immediately return home to their families, and to work with all related parties toward reunification or some other appropriate permanency plan."

At the time of the review, the FFA supervised 229 DCFS placed children in 58 Certified Foster Homes (CFHs). The placed children's average length of placement was 16 months and their average age was 8.

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 8 of 11 areas of CAD's Contract Compliance Review: Certified Foster Homes; Facility and Environment; Education and Workforce Readiness; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records.

CAD noted deficiencies in the areas of: Licensure/Contract Requirements, related to Community Care Licensing (CCL) citations; Maintenance of Required Documentation and Service Delivery, related to not developing timely, comprehensive initial and updated Needs and Services Plans (NSPs) and not developing timely and comprehensive quarterly reports; and Health and Medical Needs, related to one child not receiving a timely follow-up medical examination.

Attached are the details of CAD's review.

REVIEW OF REPORT

On July 20, 2015 Tony Curry, DCFS CAD held an exit conference with the FFA representatives: Stephanie Ivler, Director of Foster Care and Adoptions, Jocelyn Corominas, Regional Office Supervisor, Victoria Ramirez, Regional Office Supervisor, Theresa Carraso, Regional Office Supervisor, and Elizabeth Mariscal, Quality Assurance Coordinator.

The FFA representatives agreed with the review findings and recommendations, were 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 CCL.

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

CAD conducted a follow-up visit to the FFA on November 2, 2015 and verified 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:LTI:tc

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Ritchie L. Geisel, President and CEO, Bienvenidos Children's Centers
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

BIENVENIDOS CHILDREN'S CENTER FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW SUMMARY

9828 Central Avenue,
Montclair, CA 91763
License Number: 366408173

255 N. San Gabriel Avenue
Pasadena, CA 91107
License Number: 197805967

	Contract Compliance Review	**Findings: April 2015**
I	**Licensure/Contract Requirements** (7 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Timely, Cross-Reported SIRs	2. Full Compliance
	3. Runaway Procedures in Accordance with the Contract	3. Full Compliance
	4. Are there CCL Citations/OHCMD Safety Reports	4. Improvement Needed
	5. If applicable, FFA ensures Complete Required Whole Foster Family Home (WFFH) 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** (12 Elements)	
	1. Home Study and Safety Inspection Conducted Prior to Certification	Full Compliance (All)
	2. The 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 Foods 6. CFPs Conducted Disaster Drills and Documentation Maintained 7. Money and Clothing Allowance Logs Maintained	Full Compliance (All)
IV	**Maintenance of Required Documentation and Service Delivery** (10 Elements) 1. FFA Obtains or Documents Efforts to Obtain County Children's Social Worker's (CSW's) Authorization to Implement NSPs 2. CFPs Participated in Development of the NSPs 3. Children Progressing Toward Meeting NSP Goals 4. FFA Social Workers Develop Timely, Comprehensive Initial NSP with Child's Participation 5. FFA Social Workers Develop Timely, Comprehensive Updated NSP with Child's Participation 6. Therapeutic Services Received 7. Recommended Assessment/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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Improvement Needed 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Improvement Needed 10. Full Compliance
V	**Educational and Workforce Readiness** (5 Elements) 1. Children Enrolled in School Within Three School Days 2. Children Attend School as Required and FFA Facilitates in Meeting Children's Educational Goals 3. Current Children's Report Cards/Progress reports Maintained 4. Children's Academic Performance and/or Attendance Increased 5. FFA Facilitates Child's Participation in YDS or Equivalent Services and Vocational Programs	Full Compliance (All)

VI	**Health and Medical Needs** (4 Elements) 1. Initial Medical Exams Conducted Timely 2. Follow-Up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted Timely	1. Full Compliance 2. Improvement Needed 3. Full Compliance 4. Full Compliance
VII	**Psychotropic Medication** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Full Compliance (All)
VIII	**Personal Rights and Social/Emotional Well-Being** (10 Elements) 1. Children Informed of Agency's Policies and Procedures 2. Children Feel Safe in the CFP Home 3. CFPs Efforts to Provide Nutritious Meals and Snacks 4. CFPs Treat Children with Respect and Dignity 5. Children Allowed Private Visits, Calls and to Receive Correspondence 6. Children Free to Attend or Not Attend Religious Services/Activities of Their Choices 7. Children's Chores Reasonable 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right 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	**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 Personal Care Items Meeting Ethnic Needs 5. Minimum Weekly Monetary Allowances 6. Management of Allowance/Earnings	Full Compliance (All)

	7. Encouragement and Assistance with a Life Book/Photo Album	
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, and 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)

BIENVENIDOS CHILDREN'S CENTER FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW
FISCAL YEAR 2014-2015

SCOPE OF REVIEW

The following report is based on a "point in time" review. This compliance report addresses findings noted during the April 2015 monitoring review. The purpose of this review was to assess Bienvenidos Children's Center Foster Family Agency (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, 12 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, two placed children were prescribed psychotropic medication. The children's case files were reviewed to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

CAD reviewed six Certified Foster Parent (CFP) files and five FFA 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 three areas to be out of compliance:

Licensure/Contract Requirements

- Community Care Licensing (CCL) citations.

CCL cited the FFA as a result of a compliant received by CCL on January 12, 2015. According to the report dated April 23, 2015 CCL substantiated a complaint of lack of supervision against the CFPs when it was discovered that the CFP's daughter took and sent sexually explicit photos of placed children to an adult male online. CCL requested a Plan of Correction (POC), which

included the FFA providing the CFP with one on one refresher training for age appropriate supervision as well as, internet safety. The POC was cleared by CCL on May 7, 2015. This referral was investigated by a DCFS Emergency Response (ER) Children's Social Worker (CSW) and allegations of Physical Abuse, General Neglect and Sibling At-Risk were determined to be inconclusive. The Out-of-Home Care Investigations Section (OHCIS) conducted a supplementary investigation and determined that the CFP failed to properly supervise the placed children in her care. On May 12, 2015, a Corrective Action Plan (CAP) was requested requiring the FFA to reduce capacity and change the age range of placed children in the home and to provide verification of completion of the POC. On June 22, 2015, OHCIS approved the submitted CAP. On July 15, 2015, the FFA decertified the home.

CCL cited the FFA as result of a compliant received by CCL on February 6, 2014. According to the report dated May 12, 2014, CCL substantiated a complaint against the FFA when it was determined that a male CFP walked into the bathroom while a child was using the bathroom/toilet. CCL requested a POC, which required the FFA to provide further training to the CFP on personal rights and training by CFPs to placed children instructing them how to lock the bathroom door, if age appropriate. The POC was cleared by CCL on June 5, 2014. This referral was investigated by a DCFS ER CSW and allegations of General Neglect were determined to be unfounded. OHCIS also investigated this referral and determined that the CFPs failed to provide food for the placed children in their care. On April 13, 2013, a CAP was requested requiring the FFA to provide verification that the FFA re-trained the CFP regarding proper supervision and care of the placed children. On June 18, 2014, OHCIS approved the submitted CAP.

Recommendation:

The FFA's management shall ensure that:

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

Maintenance of Required Documentation and Service Delivery

- FFA social worker did not develop timely, comprehensive initial Needs and Services Plans (NSPs) with the participation of the developmentally age-appropriate child.

CAD found that six initial NSPs reviewed did not have the child's and/or County CSW's signature or sufficient documentation of the FFA's efforts to obtain the County CSW's signature. One child's initial NSP due on June 6, 2013, was not signed until July 19, 2013.

- FFA social worker did not develop timely, comprehensive updated NSPs with the participation of the developmentally age-appropriate child.

CAD found that three updated NSPs reviewed did not have the child's and/or County CSW's signature or sufficient documentation of the FFA's efforts to obtain the County CSW's signature. Two NSPs due on April 18, 2015, were not signed.

- FFA social worker did not develop timely, comprehensive, quarterly reports.

CAD found that three quarterly reports reviewed did not have the child's and/or County CSW's signature or sufficient documentation of the FFA's efforts to obtain the County CSW's signature.

During the Exit Conference, the FFA representative acknowledged the importance of having the child's and County CSW's signature on all NSPs and quarterly reports. The FFA representatives stated that they will continue to review their NSP protocol including content, timeliness and obtaining the County CSWs signatures and/or documenting three FFA social worker's attempts to obtain said signatures.

CAD conducted a follow-up visit to the FFA on November 2, 2015 and reviewed the FFA's social worker training module of October 22, 2015 for development of NSPs along with the newly developed form to ensure that all NSPs and quarterly reports include necessary signatures.

Recommendations:

The FFA's management shall ensure that:

2. FFA social workers develop timely, comprehensive initial NSPs with the child's participation.
3. FFA social workers develop timely, comprehensive updated NSPs with the child's participation.
4. FFA social workers develop timely, comprehensive quarterly reports.

Health and Medical Needs

- Required follow-up medical examination not conducted timely.

One child did not receive a timely follow-up medical examination. The initial examination was conducted on May 13, 2014 and notes indicated that follow-up examination was required by November 17, 2014. However, the follow-up exam was not conducted until February 11, 2015.

Recommendation:

The FFA's management shall ensure that:

5. Follow-up medical examinations are conducted timely.

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

The OHCMD's last compliance report, dated November 12, 2014, identified three recommendations.

Results:

Based on the results of the current review the FFA fully implemented 1 of 3 prior recommendations for which they were to ensure that:

- All children are visited in compliance with the contract requirements.

Based on the results of the current review, two recommendations were not implemented:

- FFA Agency is in full compliance with Title 22 Regulations and free of CCL citations.
- Initial NSPs are completed timely.

Recommendation:

The FFA's management shall ensure that:

6. The outstanding recommendations from the monitoring report dated November 12, 2014, which are included in this report as recommendations 1 and 2 are fully implemented.

At the exit conference, the FFA representatives stated their desire to remain in compliance with all Title 22 regulations and contract requirements and reiterated that the FFA will implement procedures to strive towards greater compliance.

CAD conducted a follow-up visit on November 2, 2015. It was noted that the FFA had implemented all five recommendations noted in this report. The FFA is tracking client and County CSW signatures on initial, updated NSPs and quarterly reports and coordinating necessary medical examinations for placed children. CAD will continue to assess implementation of the recommendations during our next monitoring review. OHCMD will provide ongoing support and technical assistance prior to the next review.

September 28, 2015

Los Angeles County Department of Children & Family Services
Out of Home Care Management Division
9320 Telstar Avenue Suite 216
El Monte, CA 91731

Attn: Anthony Curry, Children's Services Administrator I; FFA Monitor

Re: 2014-2015 Foster Family Agency Monitoring Review

Bienvenidos submits the following Corrective Action Plan addressing the Monitoring Review Field Exit Summary for the 2014-2015 performance year.

I. LICENSURE/CONTRACT REQUIREMENTS

4. Is the agency free of substantiated Community Care Licensing complaints' reports on safety and physical plant deficiencies since the last review? (SAFETY)

Bienvenidos received two CCL complaints. Bienvenidos works cooperatively and collaboratively with CCL as well as with OHCIS. In each instance, appropriate follow up action was taken, the CAP/s were approved, and the resource family was decertified.

II. MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY (IV)

30. Did the FFA Social Worker develop timely, comprehensive, initial (NSPs) with the participation of the developmentally age-appropriate child? (WELL-BEING)

31. Did the FFA Social Worker develop timely, comprehensive, updated (NSPs) with the participation of the developmentally age-appropriate child? (WELL-BEING)

35. Does the FFA social worker complete timely comprehensive quarterly reports? (to County workers by 10th business days following the end of each quarter from the date the child was placed.) (WELL-BEING)

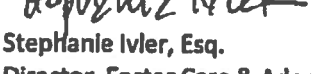
Since receiving the Monitoring Review Field Exit Summary, Bienvenidos has, and will continue to review NSP protocols including content, timelines and necessity for obtaining County worker signatures or demonstrating three attempts to obtain signature. In-service training dates, agendas and sign in sheets will be maintained. A copy of the form letter to document attempts to obtain CSW signature is attached to this CAP.

III. HEALTH AND MEDICAL NEEDS

This specific "failure" to obtain follow up medical records was due to the transfer of the child. Bienvenidos social workers have been, and will continue to be advised of the ongoing importance of assuring that medical records be timely obtained.

Please do not hesitate to contact me directly with any further questions or concerns.

Very truly yours,



Stephanie Ivler, Esq.
Director, Foster Care & Adoptions Division