County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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June 10, 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

ALPHA TREATMENT CENTERS FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance review of Alpha Treatment Centers Foster Family Agency (the FFA) in October 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 stated purpose is "to provide foster care and treatment for abused and neglected children while re-unification services with their families are being explored and/or completed."

At the time of the review, the FFA supervised 54 DCFS placed children in 24 Certified Foster Homes (CFHs). The placed children's average length of placement was 14 months and their average age was 8.

SUMMARY

During CAD's Contract Compliance Review, the interviewed children generally reported: feeling safe in the FFA CFHs; having been provided with good care and appropriate services; being comfortable in their placement environment; and treated with respect and dignity. The Certified Foster Parents (CFPs) reported that they were supported by the FFA staff in their efforts to provide care, supervision and service delivery to the children placed in their homes.

The FFA was in full compliance with 10 of 11 areas of CAD's Contract Compliance Review: Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education 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 Record.

CAD noted deficiencies in the following area: Licensure/Contract Requirements: related to Special Incident Reports (SIRs) not cross-reported and Community Care Licensing (CCL) citations.

Attached are the details of CAD's review.

REVIEW OF REPORT

On November 12, 2015, Linda Lai, and Matthew St. John, DCFS CAD, and Kong Ng, DCFS Out-of-Home Care Management Division (OHCMD) held an exit conference with the FFA's representative Rachel Dyer, Administrator. The FFA representative was in agreement with the review findings and recommendations; was receptive to implementing systemic changes to improve 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 compliance CAP addressing the recommendations noted in this compliance report.

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

PLB:KR
LTI:dlf

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Jenessa Sargent, Chief Executive Officer, Alpha Treatment Centers
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

ALPHA TREATMENT CENTERS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW SUMMARY

1044 W. West Covina Parkway
West Covina, CA 91790
License Number: 197805881

	Contract Compliance Review	**Findings: October 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. Improvement Needed
	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 DL/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	Full Compliance (All)
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. FFA Obtains or Documents Efforts to Obtain DCFS Children's Social Worker's (CSW's) 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. DCFS Children Social Worker's 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 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 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 Extracurricular 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 and Personal Care Items Meeting Ethnic Needs 5. Minimum Weekly Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement/Assistance with a 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 DL 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 Total of 15 Children	Full Compliance (All)

ALPHA TREATMENT CENTERS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW
FISCAL YEAR 2015-2016

SCOPE OF REVIEW

The following report is based on a "point in time" review. This compliance report addresses findings noted during the October 2015 review. The purpose of this review was to assess Alpha Treatment Centers Foster Family 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,
- Education 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, 10 placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed six children. Four children were not interviewed as they were either preverbal or too young. During the home visits, the children were observed to be comfortable and well cared for in the Certified Foster Homes (CFHs), and their Certified Foster Parents (CFPs) were observed to be attuned to the needs of the children. CAD reviewed all 10 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 selected for the sample were prescribed psychotropic medication. These children's files were reviewed to assess for timeliness of Psychotropic Medication Authorizations and required documentation of psychiatric monitoring.

CAD reviewed four CFP files and five staff files for compliance with Title 22 Regulations and County contract requirements. Site visits were conducted to the FFA and the CFP's homes to assess the quality of care and supervision provided to the placed children.

CONTRACTUAL COMPLIANCE

CAD found the following area out of compliance:

Licensure/Contract Requirements

- Special Incident Reports (SIRs) were not cross-reported to all required parties.

A review of eight SIRs showed that two were not cross-reported to Community Care Licensing (CCL), and were not submitted to Out-of-Home Care Management Division. Both SIRs were only reported to the Department of Children and Family Services (DCFS) Children's Social Worker (CSW).

- CCL citations.

On December 4, 2014, CCL cited the FFA during a case management visit in a Facility Evaluation Report. The FFA was cited for not maintaining proof of the work hours for the part-time social workers. CCL requested a Plan of Correction (POC) to provide documentation of the part-time social workers' hours worked. The FFA provided the time sheets during a meeting with CCL on February 10, 2015. CCL cleared the POC on December 18, 2014.

CCL cited the FFA on February 19, 2015, as a result of a complaint received on October 27, 2014. CCL substantiated a complaint against the CFP for a toilet not being in good repair and for being late picking the children up from school. The children were returned to the home of their biological parent from a court order on December 10, 2013. The FFA decertified the home on July 11, 2014. CCL did not require a separate POC as the home was decertified.

CCL cited the FFA on February 19, 2015, as a result of a complaint received on October 30, 2014. CCL substantiated a complaint against the CFP who was not home when a placed child arrived home from school and the child had to wait outside alone. CCL requested the FFA speak with the CFP to ensure the CFP is aware of the children's locations. The FFA provided training on February 26, 2015, and submitted proof of the training to CCL on February 27, 2015. This referral was investigated by a DCFS Emergency Response Children's Social Worker (ER CSW) who deemed the allegation of General Neglect as inconclusive and the allegation of Emotional Abuse was unfounded. DCFS Out-of-Home Care Investigation Section (OHCIS) confirmed with CCL that the FFA complied with the POC and closed the investigation without further action. As of March 18, 2016, per CCL, the POC has not been cleared.

CCL cited the FFA on September 8, 2015, as a result of a complaint received on August 27, 2015. CCL substantiated a complaint against the CFP for a Personal Rights violation. The FFA provided the CFP with a one-hour training on Personal Rights on August 19, 2015, and a two-hour training on Safe Parenting/Discipline on August 28, 2015. Proof of the completed trainings were provided to CCL during the September 8, 2015 visit. The POC was cleared by CCL on March 18, 2016. This complaint was investigated by a DCFS ER CSW, and the allegation of Emotional Abuse was deemed to be unfounded. OHCIS closed the investigation without requiring further action.

On September 28, 2015, CCL noted deficiencies during a facility evaluation visit to one CFH. On September 24, 2015, CCL observed that the CFP shared a bedroom with a placed child. The POC required the FFA to retrain the CFP about not sharing a bedroom with any placed children, except infants. The FFA submitted a POC and proof of the training on October 2, 2015, and it was cleared by CCL on the same date. This referral was investigated by Riverside County.

Recommendations:

The FFA's management shall ensure that:

1. All SIRs are submitted timely and cross-reported to all required parties, as per SIR reporting guidelines.
2. The FFA is in full compliance with Title 22 Regulations and free of CCL citations.

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

The CAD's last compliance report, dated November 19, 2015, identified 11 recommendations.

Results:

Based on CAD's follow-up, the FFA fully implemented 9 of 11 previous recommendations for which they were to ensure that:

- It requests and obtains the historical information from OHCMD prior to certification.
- All vehicles are maintained in good repair.
- FFA Social Workers develop timely Updated NSPs.
- FFA Social Workers develop timely quarterly reports.
- Children feel safe in the CFH.
- A sufficient supply of clean towels and personal care items that meet the child's ethnic needs are provided.
- Age-appropriate children are allowed to manage their allowance and/or earnings.
- All children are encouraged/assisted with maintaining a Life Book/Photo Album.
- Employees complete and sign a criminal background statement timely.

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

- All SIRs are submitted timely and cross-reported to all required parties as per SIR reporting guidelines.
- The FFA is in full compliance with Title 22 Regulations and free of CCL citations.

At the exit conference, the FFA representative expressed the desire to remain in compliance with all Title 22 Regulations and Contract requirements. The FFA will consult with the OHCMD for additional support and technical assistance and CAD will continue to assess implementation of the recommendations during the next monitoring review.

ALPHA TREATMENT CENTERS
FOSTER FAMILY AGENCY
License #'s Riverside 330600001 – Los Angeles 197805881

Alpha Adoption Centers
One World, One Heart, One Family
License # 336424024

December 8, 2015,

ATTN: Linda Lai, Mathew St. John & CAD Team
CAD - Contracts Administration Division
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

RE: FFA Monitoring Review Filed Exit Summary 2015 Corrective Action Plan

Dear CAD Team,

Thank you for taking the time to meet as our agency representatives for the annual CAD Exit Review on November 12, 2015. We take the review seriously and are motivated to learn which ways our agency can improve and to make the necessary changes. We are grateful to be made aware of the overall positive review provided and after having met with our administrative team, have addressed the found deficiencies in the below described manner. Should you have any additional required corrections, please make us aware as we will cooperate accordingly as required.

Sections and Noted Deficiencies Identified in the FFA Monitoring Review Field Exit Summary:

I. LICENSURE/CONTRACT REQUIREMENTS

a. 2.) Are Special Incident Reports (SIRs) appropriately documented and cross-reported? (SAFETY)

Deficiency: "A review of 8 SIRs revealed that 2 of these did not cross-report to all required parties. Both SIRs were submitted to CSW only."

Corrective Action: Agency social workers received retraining regarding Serious Incident Reporting. This training included the delegation that all SIRs reported via the I-Track system MUST be cross- reported to our assigned Out of Home Care Monitor, Kong Ng. Incidents that *are not* considered *serious* incident reports according to the DCFS SIR Guide will continue to be reported to the CSW by email. **(See Attachment).**

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

Deficiency: Seven citations were noted on the review. Approved Plans of Correction were submitted regarding each documented citation.

Corrective Action: ATC FFA will continue contacting Community Care Licensing on a monthly basis requesting all approved POC response letters. These requests will be made individually per each citation. Once received, ATC FFA will forward needed POC response letters to OHC Monitor, Kong Ng.

VI. HEALTH AND MEDICAL NEEDS

a.) 42) Are initial medical examinations conducted timely? (WELL-BEING)

Deficiency: "Two siblings were placed together on 3/23/15. The FFA required CFP to obtain medical examination within 48 hours for newly placed children. CFP took them to ER for check up on 3/24/15 but the doctor refused to sign County form. The initial medical examination by CHDP provider was completed on 5/13/15."

Corrective Action: ATC FFA provided retraining to agency social workers and to certified foster parents regarding the requirement to have initial medical exam completed at a HUB location if and when possible as it has been reported by social workers and foster parents the HUB has stated next available appointments are past 30 days. When this is the case, all efforts to complete initial medical appointments within the required timeframe will be documented. It was further reported the CSW did not provide medical information until past the required timeframe for the exam. Retraining included the Certified Foster Parent make the Agency Social Worker aware immediately if no medical information was provided. The Agency Social Worker is to contact the CSW immediately and CSW Supervisor if a response is not provided by the CSW by the next business day. **(See Attachment).**

Alpha Treatment Centers FFA is committed to providing quality service to our foster youth, meeting the needs of our foster youth and continues to provide ongoing training to our FFA Social Work Staff as well as our Certified Foster Parents to ensure that our agency continues to comply with all CCL Regulations and LA County Contract Requirements.

Should you have any questions or need any additional information, please do not hesitate to contact me at (626) 939-9100 ext. 113 and I will be happy to assist you.

Respectfully,

Rachel Dyer, MSW
Social Services Director
Alpha Treatment Centers FFA
Email: Rachel@alphaadopt.com
Phone: (626) 939-9100 ext. 113

ALPHA TREATMENT CENTERS
FOSTER FAMILY AGENCY

Foster Parent Training Agenda
November 17, 2015

1. Welcome & Introduction

- Remembering confidentiality during the meeting

2. ATC News

- *Christmas Holiday Party, Saturday, December 19th at 5pm*

  - **Water Safety Certificates: http://homepoolessentials.org/beforeuregister.asp**
  - **DMV Printout: http://www.dmv.ca.gov/portal/dmv/detail/online/dr/welcome**
  - **CPR/First Aide Update: Upcoming Class is January 23, 2016; Call the Office to Schedule!**
  - **Submit all documents to wcsupers@alphaadopt.com or fax to 626.939.9100. Please separate by child/home file expiring items and indicate in title i.e., "Johnny B. Monthly PW" or for home items "Car Insurance 2000 FORD Expires 6-10-16"**

  - **REFERRAL BONUS:** Don't forget there is a $500 referral bonus for each family you refer that becomes a CFH (Certified Foster Home). Payment will be issued when the home you referred has had a child for a consecutive period of 30 days. Remind those you refer that ***they must list you as the 'referred by person' on their Initial Training Log!***

3. Calendar

Holidays:	Thursday/Friday, November 26th and 27th – Office Closed
Next CFP Meetings:	**Thursday, January 14, 2016; 6PM-8PM – Riverside Office** **Tuesday, January 26, 2016; 6:30-8:30PM – West Covina Office** **Monday, January 25th 6-8PM – High Desert**
Vacations:	Inform ATC SW one month notice prior for out of state travel

4. CCL – County – OHC Training

- **Annual LA County Contract Compliance Review**
  i. **Alpha had a significant improvement in the review this year. Keep up the good work!**

- **ITEMS TO IMPROVE:**
  i. **Ensure Initial Medical Visit is completed at the LA County HUB for LA County Placements**
  ii. **Check expired canned/perishable goods and toss expired items**

HEALTH AND MEDICAL NEEDS

Deficiency: "Two siblings were placed together on 3/23/15. The FFA required CFP to obtain medical examination within 48 hours for newly placed children. CFP took them to ER for check up on 3/24/15 but the doctor refused to sign County form. The initial medical examination by CHDP provider was completed on 5/13/15."

Corrective Action: The initial medical exam must be completed at a HUB location if and when possible as it has been reported by social workers and foster parents the HUB has stated next available appointments are past 30 days. When this is the case, all efforts to complete initial medical appointments within the required timeframe will be documented. CSW should provide medical card or temporary medical card at the time of placement. If this does not happen, notify the Agency Social Worker immediately and explain the need to have this information immediately to the CSW. The Agency Social Worker is to contact the CSW immediately and CSW Supervisor if a response is not provided by the CSW by the next business day.

- **VERY IMPORTANT:** CFPs need to improve **timely** and **thorough** SIR reporting
  - *When in doubt, call your ATC Social Worker and leave a message as soon as possible and within one hour of the reported incident.*
  - **Deficiency:** "A review of 8 SIRs revealed that 2 of these did not cross-report to all required parties. Both SIRs were submitted to CSW only."
  - **Corrective Action:** All SIRs reported via the i-Track system MUST be cross-reported to our assigned Out of Home Care Monitor, Kong Ng. Incidents that *are not* considered *serious* incident reports according to the DCFS SIR Guide will continue to be reported to the CSW by email.

5. Foster Children on Psychotropic Medications:

- Review of minor's on psychotropic medication
- Monthly Update Needed EVERY month with state form completed
- New JV220 and JV223 Every 6 Months — If County provides ANY documentation, ensure it is submitted to the agency right away by fax at 626.939.9100 or by scan/email to wcsupers@alphaadopt.com.
- Mental Health Referrals
  Do not allow these to expire!! This is a Big Big DEAL with Alpha Treatment Centers, the Counties, and CCL.

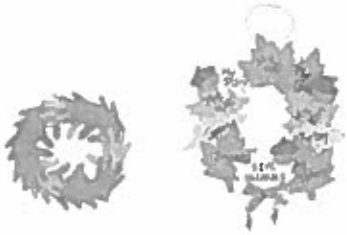
6. Parenting Techniques/Special Needs of Children Review

- **ADHD, ADD & ODD TRAINING, QUIZ AND REVIEW**

- *Remember:*
- The special needs of children in placement during holiday and birthday celebrations and how this may impact their emotional well-being.
- Allowances – why kids need one and the rules surrounding allowances.
- Why it's important for kids to have their own things, drawer and closet space. All school-age placements must have their own back packs, pencils, paper, ethnically appropriate personal care products, a piece of luggage ...
- Why it's important for their chores to be related to their space
- Reasonable responsibilities within the home.
- All personal belongings are the child's and leave with the child when placements are terminated.
-

7. Holiday Activities

- Thanksgiving Activity: "Thankful Wreath of Leaves"
  i. Review Handout



8. **"Helping Young People in Foster Care Through the Holidays"**
   - Review Handout
   - *Application: How can your family help foster children to cope during the holidays?*

9. **"Celebrating Holidays with the Children You Foster"**
   - Review Handout
   - *Application: How can you include the foster children you care for in your family traditions?*

   - **Christmas Presents: Do not forget:** you will need to submit **INDIVIDUAL RECEIPTS** for each foster child. Each foster youth must have his/her own receipt **OR** a subtotal that separates each child's items listed on the receipt to cover foster youth presents money spent for each child. $100.00 must be spent on each foster child for Christmas.

10. **Roundtable: Questions/Concerns/Comments**