County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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June 17, 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

EGGLESTON YOUTH 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 Eggleston Youth Centers Foster Family Agency (the FFA) in August 2015. The FFA has two offices located in the First and Second Supervisorial Districts which provide services to the County of Los Angeles DCFS placed children. According to the FFA's Program Statement, its stated purpose is "to provide optimal quality, culturally relevant assessment, treatment, placement, and post-placement services to children and their families under interim supervision by DCFS."

At the time of the review, the FFA supervised 121 DCFS placed children in 68 Certified Foster Homes (CFHs). The FFA also serves Non-Minor Dependents (NMDs) ages 18 to 21. The placed children's average length of placement was 14 months and their average age was 9.

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 being 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 9 of 11 areas of CAD's Contract Compliance Review: Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation and Service Delivery; 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.

CAD noted deficiencies in the following areas: Licensure/Contract Requirements, related to one Community Care Licensing (CCL) citation; and Education and Workforce Readiness, related to one child not achieving improved academic performance and/or increased attendance.

Attached are the details of CAD's review.

REVIEW OF REPORT

On October 20, 2015, Tony Curry, DCFS CAD, held an exit conference with the FFA's representatives Cassandra Gibson-Judkins, Assistant Executive Director and Doris Vega, FFA Director. The FFA representatives were in agreement with the review findings and recommendations; were receptive to implementing systemic changes to improve compliance with regulatory standards; and to addressing 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 report. Out-of-Home Care Management Division provided technical assistance to the FFA on December 21, 2015, to assist the FFA with implementing their CAP.

CAD conducted a follow-up visit to the FFA on February 2, 2016, 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
LTI:tc

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Clarence Brown, Executive Director, Eggleston Youth Centers
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

EGGLESTON YOUTH CENTERS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW SUMMARY

3701 Stocker Street,
Suite 200 Los Angeles CA 90008
License Number: 197805862

13001 Ramona Boulevard, Suite E
Irwindale, CA 91706
License Number: 197804012

	Contract Compliance Review	**Findings: August 2015**
I	**Licensure/Contract Requirements** (7 Elements) 1. Timely Notification for Child's Relocation 2. Timely, Cross-Reported SIRs 3. Runaway Procedures in Accordance with the Contract 4. Are there CCL Citations/OHCMD Safety Reports 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA Pays Certified Foster Parents (CFP) Whole Foster Family Home Payments 7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or More Children	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Not Applicable 6. Not Applicable 7. Full Compliance
II	**Certified Foster Homes** (12 Elements) 1. Home Study and Safety Inspection Conducted Prior to Certification 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	Full Compliance (All)

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 and 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's Social Workers Monthly Contacts Documented in Child's Case File 9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	Full Compliance (All)
V	**Education and Workforce Readiness** (5 Elements) 1. Children Enrolled in School Within Three School Days 2. Children Attend School as Required and FFA Facilitates in Meeting Children's Educational Goals 3. Current Children's Report Cards/Progress Reports Maintained 4. Children's Academic Performance and/or Attendance Increased 5. FFA Facilitates Child's Participation in YDS or Equivalent Services and Vocational Programs	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance

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 Choices 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 at the CFP Home, School, Community	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 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)

EGGLESTON YOUTH 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 August 2015 review. The purpose of this review was to assess Eggleston Youth 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 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, 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, five 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 five Certified Foster Home (CFH) files and five staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with five Certified Foster Parents (CFPs) to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

CAD found the following two areas out of compliance:

Licensure/Contract Requirements

- Community Care Licensing (CCL) citation.

CCL cited the FFA on August 28, 2015, for a substantiated complaint that noted the rear passenger door of a vehicle being used to transport placed children was stuck and would not open. CCL requested a Plan of Correction (POC) which required the FFA to provide proof of

vehicle repair. The POC was cleared by CCL on September 8, 2015. There was no further investigation by the Department of Children and Family Services (DCFS) Emergency Response (ER) or Out-of-Home Care Investigations Section (OHCIS).

Recommendation:

The FFA's management shall ensure that:

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

Education and Workforce Readiness

- A child's academic performance and attendance did not increase.

Based on the services provided by the FFA, one child's academic performance and attendance did not increase.

During the exit conference, CAD reiterated the importance of the FFA providing services to increase children's academic performance and/or attendance. The FFA representatives stated that they will take steps to ensure the children's achievement of academic goals.

CAD conducted a follow-up visit to the FFA on February 2, 2016, and reviewed the most recently updated case files. It was noted that the FFA had implemented CAD's recommendation noted in this report.

Recommendation:

The FFA's management shall ensure that:

2. Children's academic performance and/or attendance is increased.

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

CAD's last compliance report dated August 26, 2015, identified four recommendations.

Results:

Based on the results of this review, 3 of 4 recommendations were fully implemented.

- As per Special Incident Reports (SIRs) reporting guidelines, all SIRs are submitted timely and cross-reported to all required parties.

- FFA Social Workers develop Updated Needs and Services Plans (NSPs) with the child's participation.

- Children are given opportunities to participate in extracurricular, enrichment, and social activities at the Group Home, School, and Community.

The FFA did not implement 1 of 4 recommendations for which they were to ensure that:

- The FFA is in compliance with Title 22 Regulations and free of CCL citations.

Recommendation:

3. The outstanding recommendation from the prior report noted in this report as Recommendation 1 is fully implemented.

At the exit conference, the FFA representatives stated their desire to remain in compliance with all Title 22 Regulations and contractual requirements and reiterated that the FFA will implement procedures to strive towards greater compliance. CAD conducted a follow-up visit on February 2, 2016. It was noted that the FFA had implemented both recommendations noted in this report. The FFA will consult with the Out-of-Home Care Management Division for ongoing technical support and assistance prior to the next review. CAD will assess implementation of the recommendations during the next review.

EGGLESTON FAMILY SERVICES

A FOSTER FAMILY AGENCY

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3/01/16

Anthony Curry, Children's Services Administrator I
Department of Children and Family Services
Contracts Administration Division (CAD)
3530 Wilshire Blvd.
Los Angeles, CA 90010

RE: Corrective Action Plan
Compliance Review 2015

Dear Mr. Curry:

In response to the 2015 Department of Children and Family Services, Contracts Administration Division (CAD) Compliance Review, Eggleston Family Services is submitting the following corrective action plan to address the issues found. As per your email, the review period for the 2015 DCFS CAD Compliance Review was from August 2014 through July 2015.

LICENSURE/CONTRACT REQUIREMENTS:

During the review, CAD noted one deficiency in the area of Licensure/Contract Requirements, related to the Agency receiving (1) substantiated Community Care Licensing Division (CCLD) citation on 8/28/15 for a complaint dated 8/19/15.

It is important to note that this CCL complaint, which was due to a Foster Parent's vehicle rear passenger door being stuck and unable to open, occurred after the review period. Nonetheless, it was requested that the FFA complete a CAP for the issue noted. Eggleston Family Services understands the importance of ensuring that all Certified Foster Parents' vehicles transporting foster youth are in safe working conditions, thus it is the current policy that prior to certification and on an annual basis, the CFP ensures that the designated vehicle(s) on file undergoes a vehicle safety check by a certified mechanic/technician and documentation of the vehicle maintenance/safety checklist is kept on file. To address the deficiency noted by CAD, new policy will be that, in addition to the annual vehicle inspections, FFA Social Workers will conduct monthly basic safety checks on vehicles used to transport foster youths. The vehicle safety check was added to the attached FFA monthly home inspection form; please refer to the highlighted section for specific items being checked.

EDUCATION AND WORKFORCE READINESS

During the review, CAD noted a deficiency in the area of education. It was found that one child's academic performance did not improve.

Eggleston Family Services understands the importance of education and academic success for our youths. The FFA, including the Social Worker and Foster Parent, consistently monitors our youths' academic performance and collaborates with DCFS, birth family, and the school to ensure that all needed services are provided to our youths. With regards to the identified child, the FFA made significant efforts to assist this child's academic performance. The child received in-home LACOE tutoring, referral done by the FFA. Further, FFA requested and attended SST meetings at the school as per the school's prerequisite to the IEP request, which the FFA facilitated with birth father; school denied IEP and instead put into place an action plan, including some modifications and school tutoring for the youth. The Foster Parent ensured that all relevant SST recommendations were implemented at home, and the FFA worker monitored progress and assisted as needed on a weekly basis. In addition, the FFA referred the youth to United Friends of the Children College Readiness Program for added support. The FFA continuously reached out to the Department for assistance and even requested assistance from the DCFS Education Consultant, however request was denied, email of this on file. All aforementioned efforts were documented in the child's NSP as well as weekly contact notes, and all school records, including SSTs and denial of IEP are on file.

Given that Eggleston Family Services strives to ensure academic success for our youths, and to address this deficiency noted by CAD, FFA Social Workers and Foster Parents will receive a 2-hour training on How to Achieve Academic Success conducted by an Educational Coach from RISE Educational Services. Available training dates are as follows: 2/4/16, 2/5/16, and 2/7/16.

Eggleston Family Services respectfully submits the above Corrective Action Plan to address the issues noted from the compliance review. To ensure adherence to this CAP, on 12/2/15, all FFA staff received an overview regarding the compliance findings and CAP. Sign-in sheet and agenda is attached. We recognize that the above Corrective Action Plan will help to improve the services Eggleston Family Services provides to the children while in out-of-home care, thus are fully committed to its implementation.

On behalf of Eggleston Family Services, I would like to thank DCFS Contracts Administration Division, specifically Anthony Curry, Children's Services Administrator I, for the thorough review and feedback provided.

Should you have any questions or need further clarification, please do not hesitate to contact me at (323) 954-1464 or via email at dvega@egglestonfamilyservices.org.

Sincerely,

Doris Vega, MSW
Foster Family Agency Director

Cc: Clarence Brown, Executive Director
Cassandra Gibson-Judkins, Assistant Executive Director