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

PHILIP L. BROWNING
Director

BRANDON NICHOLS
Chief Deputy 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

August 4, 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

CHILDREN'S BUREAU OF SOUTHERN CALIFORNIA FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of the Children's Bureau of Southern California Foster Family Agency (the FFA) in September 2015. The FFA has two sites; one located in the First Supervisorial District and the second one located in the Fifth 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 prevent child abuse and neglect; protect, nurture, and treat abused children; enhance the potential of families and communities to meet the needs of their children and advance the welfare of children and families through superior programs in foster care, adoptions, child development, parent education mental health research and advocacy."

At the time of the review, the FFA supervised 153 placed children in 141 Certified Foster Homes (CFHs). The children's overall average length of placement was 13 months, and their average age was six.

SUMMARY

During CAD's Contract Compliance Review, the interviewed children generally reported: feeling safe at the FFA CFHs; having been provided with good care and appropriate services; being comfortable in their 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 9 of 11 applicable areas of CAD's Contract Compliance Review: Certified Foster Homes; 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.

CAD noted deficiencies in the areas of: Licensure/Contract Requirements, related to a Community Care Licensing (CCL) citation; and Facility and Environment, related to children's bedrooms not being well maintained, and sufficient and appropriate educational resources not being provided.

Attached are the details of CAD's review.

REVIEW OF REPORT

On November 18, 2015, Tony Curry, DCFS CAD and Sonya Noil, DCFS Out-of-Home Care Management Division (OHCMD), held an exit conference with the FFA representatives: Amy Heilman, Director of Foster Care and Adoption; and Cathy Allen, Program 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 compliance 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. The OHCMD provided technical assistance to the FFA on January 15, 2016, to assist the FFA with implementing the compliance CAP.

CAD conducted a follow-up visit on February 3, 2016, to verify implementation of the FFA's new protocol.

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

PLB:KR
LTI:tc

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Alex Morales, Chief Executive Officer, Children's Bureau of Southern California
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

CHILDREN'S BUREAU OF SOUTHERN CALIFORNIA
CONTRACT COMPLIANCE REVIEW SUMMARY

1910 Magnolia Avenue
Los Angeles, CA 90007
License No: 197805422

1529 E. Palmdale Blvd., #210
Palmdale, CA 93550
License No: 197800281

	Contract Compliance Review	Findings: September 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 Training	5. Full Compliance
	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. Not Applicable
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 Federal Bureau of Investigations (FBI), Department of Justice (DOJ), Child Abuse Central Index (CACI) Prior to Certification	
	4. Timely, Completed, Signed Criminal Background Statement	
	5. Health Screening & Tuberculosis (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 Driver's License/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers	
	11. Criminal Clearances and Health Screening/Driver's License/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	1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance
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 the Development of the NSPs 3. Children Progressing Towards Meeting NSP Goals 4. FFA Social Workers Develop Timely, Comprehensive Initial NSP with the Child's Participation 5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with the Child's Participation 6. Therapeutic Services Received 7. Recommended Assessments/Evaluations Implemented 8. DCFS Children's 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 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 Extracurricular, Enrichment and Social Activities (FFA, 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)

CHILDREN'S BUREAU OF SOUTHERN CALIFORNIA 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 September 2015 review. The purpose of this review was to assess the Children's Bureau of Southern California 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,
- 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 purposes of this review, 12 placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed seven children. Five children were too young to be interviewed. 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 responsive to the children's needs. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, six placed children were prescribed psychotropic medication. These children's case files were reviewed to assess for timeliness of Psychotropic Medication Authorizations and required documentation of psychiatric monitoring.

CAD reviewed five CFP files and five staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with five CFPs to assess the quality of care and supervision provided to the children.

CONTRACTUAL COMPLIANCE

CAD found the following two areas out of compliance:

Licensure/Contract Requirements

- Community Care Licensing (CCL) citation.

CCL cited the FFA for a complaint received by CCL on November 12, 2014 and substantiated allegations of sexual abuse of a child by a handyman in a CFH. A Plan of Correction (POC)

was requested and the FFA was required to train the CFP to closely supervise the children in the home at all times, especially when adults are working or visiting the home. The FFA was required to provide CCL with a copy of the training documentation signed by the CFP and include the training topics discussed. An investigation was completed by the Out-of-Home Care Investigations Section (OHCIS) and allegations of Sexual Abuse and General Neglect were substantiated. On March 27, 2015, OHCIS placed the home on an "Indefinite Hold" and determined that the CFH would no longer be used as a placement resource for DCFS children. The home was decertified by the FFA on September 23, 2015.

Recommendation:

The FFA's management shall ensure that:

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

CAD conducted a follow-up visit on February 3, 2016, and verified that the FFA did not have any new CCL citations.

Facility and Environment

- Children's bedrooms were not well maintained.

In one CFH, the children's bedroom had very dim lighting. The children lacked the proper light to read, study, or to do school homework assignments.

- A CFH did not maintain sufficient and appropriate educational resources.

In one CFH, children did not have access to the home computer and there were very few books available to them for reading. The CFH did not maintain sufficient and appropriate selection of reading material and educational resources which were age-appropriate and readily available to the children.

CAD conducted a follow-up visit on February 3, 2016, and verified that the FFA conducted the Safety Awareness & Assessment of Resource/Foster Family Home training on December 15, 2015. This training specifically addressed checking for adequate lighting in rooms and providing sufficient and appropriate educational resources for children in the CFHs. Additionally, CAD was informed that the aforementioned CFH was decertified on February 17, 2016 for not meeting County standards.

Recommendations:

The FFA's management shall ensure that:

2. Children's bedrooms are well maintained.

3. CFHs maintain sufficient and appropriate educational resources.

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

CAD's last compliance report dated March 25, 2016, (review was conducted in November 2014) identified nine recommendations.

Results:

Based on the results of this review, the FFA fully implemented all prior recommendations for which they were to ensure that:

- The exterior and grounds are well maintained.
- The common areas are maintained.
- Maintain adequate perishable and non-perishable food.
- Children are progressing toward meeting Needs and Services Plan (NSP) goals.
- Initial NSPs are timely.
- Updated NSPs are timely and comprehensive.
- Therapeutic services are received.
- Follow-up dental examinations are conducted timely.
- Encouragement and assistance with a Life Book or Photo Album is provided.

At the exit conference, the FFA representatives expressed their desire to remain in compliance with Title 22 Regulations and Contract requirements and were in agreement with the findings and recommendations.

CAD conducted a follow-up visit on February 3, 2016, and determined that the FFA had implemented all of the recommendations noted in this report. The FFA will continue to consult with the Out-of-Home Care Management Division for additional support and technical assistance and CAD will assess for implementation of the recommendations during the next review.

children'sbureau

1910 Magnolia Avenue
Los Angeles, CA 90007
(213) 342-0100 Phone
(213) 342-0253 Fax
www.all4kids.org

April 8, 2016

Tony Curry, CSA
Department of Children and Family Services
CAD Contracts Compliance Section
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

Re: 2nd CAP request—FY 14/15 Contract Compliance Review

Dear Mr. Curry,

Per DCFS request, we are submitting a 2nd CAP to address findings in "Section 1: Licensure/Contract Requirements." Specifically, we are informing DCFS (1) how Children's Bureau (CB) addressed the CCL findings and (2) how CB intends to remain free of substantiated CCL findings.

(1) During the 14/15 fiscal year, a certified foster parent received two CCL substantiated complaints. Children's Bureau appealed both findings, but has not received further correspondence from CCL. Despite the complaints, the children remained under the care of the certified foster parent until they reunified with the birth parents. CB continued to provide support to the family and the children and worked cooperatively with all entities. The certified foster parent was placed on hold while the investigation was ongoing. After all investigations were complete and upon the request of the certified foster parent, she was decertified.

(2) A search of previous substantiated CCL complaints for the last 5 years found Children's Bureau received zero CCL substantiated complaints for the same regulation, concluding this is not a trend. CB provides initial and ongoing individualized training to resource parents on preventing child abuse, providing supervision, and appropriate use of Prudent Parent Standards. This particular incident and findings will be reviewed with Social Work staff on April 19, 2016 to increase their awareness and have ongoing discussions with families during their consultations

If you have further questions, please do not hesitate to contact me.

Sincerely,

Amy Heilman, LCSW

Amy Heilman, LCSW
Director of Foster Care and Adoption Programs

children'sbureau

1910 Magnolia Avenue
Los Angeles, CA 90007
(213) 342-0100 Phone
(213) 342-0253 Fax
www.all4kids.org

January 7, 2016

Tony Curry, CSA
Department of Children and Family Services
CAD Contracts Compliance Section
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

Re: Addendum to Corrective Action Plan dated 12/17/2015—FY 14/15 Contract Compliance Review

Dear Mr. Curry,

As we discussed on 1/4/2016, Children's Bureau of Southern California (dba Children's Bureau) is submitting an addendum to the original CAP dated 12/17/2015. For the specific family that were the subject of both findings in "Section III: Facility and Environment", we will be decertifying the family instead of providing consultation and remediation.

Thank you for your understanding of the changing circumstances and the opportunity to submit an addendum. If you have further questions, please do not hesitate to contact me.

Sincerely,

Amy Heilman, LCSW

Amy Heilman, LCSW
Director of Foster Care and Adoption Programs

children'sbureau

1910 Magnolia Avenue
Los Angeles, CA 90007
(213) 342-0100 Phone
(213) 342-0253 Fax
www.all4kids.org

December 17, 2015

Tony Curry, CSA
Department of Children and Family Services
CAD Contracts Compliance Section
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

Re: Corrective Action Plan—FY 14/15 Contract Compliance Review

Dear Mr. Curry,

Children's Bureau of Southern California (dba Children's Bureau) is committed to providing the highest quality services to the children we serve. The Department of Children and Family Services is a valued partner and the professionalism in which your team conducted themselves during the most recent Contract Compliance Review is appreciated. The following corrective action plan is submitted to address findings presented to Children's Bureau's for the licensed Foster Family Agency facilities located at 1910 Magnolia Ave., Los Angeles, CA 90007 (headquarters) and 1529 E. Palmdale Blvd., Suite 210, Palmdale, CA 93550 (satellite office).

Section III: Facility and Environment

22) Are children's bedrooms well maintained?

FINDINGS: One family home was found to have inadequate lighting in children's bedroom.

CORRECTIVE ACTION PLAN: For the family with the finding, CB worker and/or supervisor will conduct a home consult by January 11, 2016 and provide a lamp and/or brighter light bulbs for the bedrooms. Draft findings were presented to FFA social workers and supervisors during a team meeting on 12/15/2015 (see attached agenda and sign in sheet). Children's Bureau Safety Awareness and Assessment of Resource/Foster Family Home was reviewed and amended to specifically check for adequate lighting in general and a well-lit space for studying if applicable (see attached Safety Awareness document page 2). The Safety Awareness is completed prior to certification by Family Development Specialists and after certification approximately every 6 months by the assigned FFA worker.

23) Does the certified foster home maintain sufficient and an appropriate selection of (quantity and quality) reading materials and educational resources and supplies?

FINDINGS: One family home lacked adequate educational resources and reading material.

CORRECTIVE ACTION PLAN: For the family with the finding, CB worker and/or supervisor will conduct a home consult by January 11, 2016 and provide reading materials to be kept in the home. Draft findings were presented to FFA social workers and supervisors during a team meeting on 12/15/2015 (see attached agenda and sign in sheet). The Children's Bureau Safety Awareness and Assessment of Resource/Foster Family Home was reviewed with emphasis on checking for adequate educational resources and reading material (see attached Safety Awareness document page 4). The Safety Awareness is completed prior to certification by Family Development Specialists and after certification approximately every 6 months by the assigned FFA worker.

Children's Bureau looks forward to continuing our partnership with the Department of Children and Family Services as members of the professional team in achieving safety, well-being, and permanency for our mutual clients. If you have further questions, please do not hesitate to contact me.

Sincerely,

Amy Heilman, LCSW

Amy Heilman, LCSW
Director of Foster Care and Adoption Programs

Attachments: Safety Awareness and Assessment of Resource/Foster Family Home; and
Foster Care/Adoption All Team Meeting Agenda and sign in sheet dated 12/15/15