



**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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Director

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August 16, 2016

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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 the Families for Children Foster Family Agency (the FFA) in February 2016. The FFA has one 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 purpose 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 37 DCFS placed children in 16 Certified Foster Homes (CFHs). The placed children's average length of placement was 25 months and their average age was seven.

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 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 FFA was in full compliance with 4 of 5 applicable areas of the Fiscal Compliance Assessment: Loans, Advances and Investments; Board of Directors and Business Influence; Cash Expenditures; and Payroll and Personnel. CAD noted a deficiency in the area of Financial Overview, related to the Semi-Annual Expenditure report that was not submitted timely.

During CAD's Contract Compliance Review, the interviewed children generally reported: feeling safe in the FFA CFHs; being provided with good care and appropriate services; being comfortable in their placement environment; and treated with respect and dignity. The Certified Foster Parents reported being supported by the FFA staff in their efforts to provide care and supervision 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: Licensure/Contract Requirements; Certified Foster Homes; 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: Facility and Environment, related to the interior of a CFH not being well maintained and monetary allowance logs not being maintained; and Maintenance of Required Documentation and Service Delivery, related to Updated Needs and Services Plans submitted late and not comprehensive.

REVIEW OF REPORT

On March 17, 2016, Sherry L. Rolls, DCFS CAD and Greta Walters, DCFS Out-of-Home Care Management Division, held an exit conference with the FFA representative: Terilyn Henderson, Administrator. On March 18, 2016, Joe Jimenez Jr., DCFS CAD, held a fiscal exit conference with Andrew Henderson, Executive Director. 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) and a Fiscal CAP (FCAP).

A copy of this compliance report has been sent to the Auditor-Controller and Community Care Licensing.

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

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

PLB:KR
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
- Lajuannah Hills, Regional Manager, Community Care Licensing Division
- Lenora Scott, Regional Manager, Community Care Licensing Division

**FAMILIES FOR CHILDREN FOSTER FAMILY AGENCY
FISCAL COMPLIANCE ASSESSMENT REVIEW
FISCAL YEAR 2015 – 2016**

SCOPE OF REVIEW

The Fiscal Compliance Assessment included a review of Families for Children Foster Family Agency (the FFA's) financial records for the period of January 1, 2014, through December 31, 2015. The Contracts Administration Division (CAD) reviewed the 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 agency-wide 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
- Payroll and Personnel

The FFA was in full compliance with 4 of 5 areas of the Fiscal Compliance Assessment: Loans, Advances and Investments; Board of Directors and Business Influence; Cash/Expenditures; and Payroll and Personnel.

FISCAL COMPLIANCE

CAD found the following area out of compliance:

Financial Overview

- Semi-Annual Expenditure Report (SAER) not submitted timely.

The SAER that was due on September 1, 2015, was not submitted until March 15, 2016.

The Executive Director implemented a new alert system and will ensure that the SAERs are submitted timely.

Recommendation:

The FFA's management shall ensure that:

1. The SAERs are submitted timely.

PRIOR YEAR FISCAL COMPLIANCE ASSESSMENT FOLLOW-UP

CAD conducted a Fiscal Compliance Assessment of the FFA in County Fiscal Year (FY) 2014-2015. The assessment resulted in two recommendations and CAD verified that both recommendations were implemented.

NEXT FISCAL COMPLIANCE ASSESSMENT

The next Fiscal Compliance Assessment of the FFA will be conducted in County
FY 2016-2017.

**FAMILIES FOR CHILDREN FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW SUMMARY**

2500 W. Manchester Boulevard
Inglewood, California 90303
License Number: 198203070

	Contract Compliance Review	Findings: February 2016
I	<p><u>Licensure/Contract Requirements</u> (7 Elements)</p> <ol style="list-style-type: none"> 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 (CFPs) Whole Foster Family Home Payments 7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or More Children 	<p align="center">Full Compliance (All)</p>
II	<p><u>Certified Foster Homes</u> (12 Elements)</p> <ol style="list-style-type: none"> 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 from Federal Bureau of Investigation (FBI), Department of Justice (DOJ) and 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 	<p align="center">Full Compliance (All)</p>

FAMILIES FOR CHILDREN FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW
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	12. FFA Assists CFPs in Providing Transportation Needs	
III	<u>Facility and Environment</u> (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. Improvement Needed 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed
IV	<u>Maintenance of Required Documentation and Service Delivery</u> (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 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 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. Full Compliance 5. Improvement Needed 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance
V	<u>Education and Workforce Readiness</u> (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	Full Compliance (All)

	5. FFA Facilitates Child's Participation in YDS or Equivalent Services and Vocational Programs	
VI	<p><u>Health and Medical Needs</u> (4 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Psychotropic Medication</u> (2 Elements)</p> <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	Full Compliance (All)
VIII	<p><u>Personal Rights and Social/Emotional Well-Being</u> (10 Elements)</p> <ol style="list-style-type: none"> 1. Children Informed of the 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 Activities, Enrichment and Social Activities at the CFH, School and Community 	Full Compliance (All)
IX	<p><u>Personal Needs/Survival and Economic Well-Being</u> (7 Elements)</p> <ol style="list-style-type: none"> 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 	Full Compliance (All)

FAMILIES FOR CHILDREN FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW
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	<ol style="list-style-type: none"> 5. Minimum Weekly Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement/Assistance with a Life Book or Photo Album 	
X	<p><u>Discharged Children</u> (3 Elements)</p> <ol style="list-style-type: none"> 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable) 	Full Compliance (All)
XI	<p><u>Personnel Records</u> (9 Elements)</p> <ol style="list-style-type: none"> 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 Driver's License 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)

**FAMILIES FOR CHILDREN 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 February 2016 review. The purpose of this review was to assess Families for Children 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
- Personnel Records

For the purpose of this review, six placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed all six children. During the home visits, the children were observed to be comfortable and well cared for in the Certified Foster Homes (CFHs) and the Certified Foster Parents (CFPs) were observed to be responsive to the children's needs. CAD reviewed six case files to assess the level of care and services the children received. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, no placed children were prescribed psychotropic medication.

CAD reviewed four CFH files and four staff files for compliance with Title 22 Regulations and County contract requirements. Site visits were conducted at the FFA and the CFHs to assess the quality of care and supervision provided to the placed children.

CONTRACTUAL COMPLIANCE

CAD found the following two areas out of compliance:

Facility and Environment

- Common areas were not well maintained.

In one CFH, the common areas were not well maintained. In the restroom, the grout around the bathtub was black and the bathtub had heavily chipped surface areas, which appeared

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black, especially around the drain. In the kitchen, there was a hole in the wall that was approximately one foot by one foot in size. The floor tile was peeling off in some areas and missing completely in others, and the CFPs had partially covered the remaining areas of the floor with soft tile that is used in children's play areas. During the home visit, CAD notified the CFPs that these common areas required immediate repair.

At the exit conference, CAD spoke with the FFA representative about the conditions in this CFH. The FFA representative acknowledged these deficiencies and agreed to immediately follow-up with the CFPs to ensure that the homes are regularly checked and that all repairs are completed timely. CAD was notified that the renovation work is scheduled to be completed no later than April 30, 2016.

- Monetary allowance logs not maintained.

The monetary allowance logs in one CFH showed that a child was missing five weeks of allowances. CAD immediately notified the FFA that the child had not received all allowance disbursements. On February 10, 2016, the FFA submitted proof that the CFPs distributed the missing allowances to the child.

Recommendations:

The FFA's management shall ensure that:

1. Common areas are well maintained.
2. Monetary allowance logs are maintained.

Maintenance of Required Documentation and Service Delivery

- FFA Social Workers did not develop timely and comprehensive Updated Needs and Services Plans (NSPs).

Eight of eighteen Updated NSPs reviewed were not timely and comprehensive.

Two children's NSPs, both due on August 20, 2015, were signed by the Department of Children and Family Services (DCFS) Children's Social Workers (CSWs) on November 18, 2015. The FFA documented one effort per NSP to obtain the DCFS CSWs' signatures within five days of the due dates. In addition, one of these NSPs had a modified outcome goal with no documentation of the reason for the change.

A child's Updated NSP due on August 5, 2015, was not signed by the DCFS CSW until August 17, 2015. The FFA documented one effort to obtain the DCFS CSW's signature within five days of the due date. This same child had another Updated NSP due on November 5, 2015, which did not have the date of the DCFS CSW's signature.

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A child's Updated NSP due on November 9, 2015, did not have the date of the DCFS CSW's signature.

Two Updated NSPs for one child due on July 10, 2015 and October 10, 2015, did not have dates for the DCFS CSWs' signatures.

A child's Updated NSP due on December 22, 2015, was signed by the DCFS CSW on January 13, 2016. The FFA documented one effort to obtain the DCFS CSW's signature within five days of the due date.

At the exit conference, the FFA representative acknowledged not conforming to the NSP completion requirements. The FFA reported that it has made changes to its protocol to ensure that the DCFS CSWs' signatures are obtained timely and the FFA's attempts are properly documented.

Recommendation:

The FFA's management shall ensure that:

3. FFA Social Workers develop timely and comprehensive Updated NSPs.

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

CAD's last compliance report dated March 16, 2016 (review conducted in March 2015), identified 11 recommendations.

Results:

Based on the results of this review, the FFA fully implemented 9 of 11 prior recommendations for which the FFA was to ensure that:

- All Special Incident Reports (SIRs) are submitted timely and appropriately cross-reported.
- Children's bedrooms are well maintained.
- Maintain adequate perishable and non-perishable food.
- FFA Social Workers develop comprehensive Initial NSPs.
- Children are informed about their medication and their right to refuse medication.
- Children are aware of their right to refuse or receive voluntary medical, dental, and psychiatric care.

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- Clothing allowance is provided in accordance with the FFA's Program Statement.
- Children are encouraged and assisted with a Life Book or Photo Album.
- FFA employees complete all required trainings.

Based on the results of this review, the FFA did not implement 2 of 11 prior recommendations for which the FFA was to ensure that:

- Monetary allowance logs are maintained.
- FFA Social Workers develop comprehensive Updated NSPs.

Recommendation:

The FFA's management shall ensure that:

4. The outstanding recommendations from the prior report noted in this report as Recommendations number 2 and 3 are fully implemented.

At the exit conference, the FFA representative stated their desire to remain in compliance with all Title 22 Regulations and contractual requirements. The FFA made efforts to utilize information from the CAD review to strive towards greater overall compliance. The FFA provided a detailed listing of their new protocol. The FFA will consult with the Out-of-Home Care Management Division for additional support and technical assistance, and CAD will continue to assess implementation of the recommendations during the next review period.

A Foster/Adoption/Mental Health Services Agency



March 29, 2016

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: 2016 Program Compliance Review

Dear Ms. Rolls-

Per our field exit summary, attached please find our response for the following sections:

III. FACILITY AND ENVIRONMENT

(21) Finding: Kitchen floor in need of repair as tile was coming up and CFP's were partially using some type of temporary flooring. Also, a hole in the kitchen wall. Bathroom tub needs re-glazing as tile is dark around tub and bottom of tub is black (glazing worn), especially around drainage area. CAD immediately notified CFP's to make the necessary repairs.

CAP: All renovation work being facilitated by the certified parent will be completed not later than April 30th, 2016. In addition, Families for Children has re-trained the full-time social workers and home evaluators on Title 22 Regulations, specially Building and Grounds as of March 22, and March 23, 2016. Training for this specific area of State Regulations is scheduled for FFA contractors prior to April 15, 2016. FFA social workers will be responsible for completing a general walk-through of the certified home during their regular bi-weekly visits. Complete Physical Plant home inspections are currently conducted by home evaluators on a quarterly basis.

(26) Finding: One child was missing the first week of allowance for the five-month review period.

CAP: On 2/10/2016, the FFA submitted proof that the missing allowances were distributed to this child. The FFA case management support staff will be responsible for reviewing the submitted allowance logs monthly from the certified parents.

A Foster/Adoption/Mental Health Services Agency

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IV. MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

(31) Finding: CSW signed 8/20/15 NSP on 11/18/15. The NSP notes contact with the CSW for signature on 8/24, 9/4, 9/10, and 11/18/2015-not timely.

CAP: The faxing of the NSPs to CSWs is the responsibility of the case management support staff and has been timely. The NSP/Q task sheet for faxing has been adjusted to follow-up on the CSW dated and signed signature page 3 times within five days of the NSP faxed report due date.

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 for the professionalism with which this compliance review was conducted.

Respectfully,



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

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

TJH

c: Board of Directors
c: file

Fiscal Corrective Action Plan, (FCAP)

TO: Mr. Joe Jimenez

FROM : Families For Children, Inc.
Andrew Henderson, MS
Executive Director

RE: FCAP for FCAT audit date 3/18/16

This FCAP is written to address the following finding:

1. Simi-annual report that was due September 1, 2015 has not been submitted.

The Simi-annual reports for 2015 have been submitted and acknowledged.

Operational Plan

Families For Children will alert through e-mail, tickler system and by phone and face to face our agencies financial team one month in advance of when the simi-annual reports are due.

Data Collected

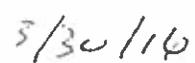
All financial data requirements for the report will be included. This information will provide actual financial information on the financial status of the Foster Family Agency.

Persons Responsible

Andrew Henderson, MS Executive Director will be primarily responsible for staff compliance in this area. Our current accountant William Mashingindazie will be assigned to complete this task.



Andrew Henderson, MS
Executive Director
Families For Children, Inc



Date