



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

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August 18, 2016

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

From: Philip L. Browning  
Director

**KOINONIA FOSTER HOMES 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 Koinonia Foster Homes Foster Family Agency (the FFA) in September 2015. The FFA has six offices, one in the Second Supervisorial District, one in the Fifth Supervisorial District, one in Orange County, one in San Bernardino County, one in Riverside County, and one in Ventura County. All offices provide services to the County of Los Angeles DCFS placed children, as well as children from other counties. According to the FFA's Program Statement, its stated purpose is "to provide the highest quality treatment foster care program available for children, youth and their families whose special needs can be met through services delivered, supervised and supported by professional agency staff."

At the time of the review, the FFA supervised 546 DCFS placed children in 301 Certified Foster Homes (CFHs). The placed children's average length of placement was 16 months and their average age was seven.

**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 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 5 of 11 applicable areas of CAD's Contract Compliance Review: Education and Workforce Readiness; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records.

*"To Enrich Lives Through Effective and Caring Service"*

CAD noted deficiencies in the areas of: Licensure/Contract Requirements, related to Special Incident Reports that were not submitted timely, and Community Care Licensing (CCL) citations; Certified Foster Homes, related to not making inquiries with the Out-of-Home Care Management Division for historical information prior to certification, not maintaining CFP documentation of annual auto insurances and vehicle maintenances, and not maintaining proof of current auto insurance and driver's licenses for other adults in the CFHs; Facility and Environment, related to perishable and non-perishable food not being properly maintained, and money and clothing allowance logs not being maintained; Maintenance of Required Documentation and Service Delivery, related to FFA Social Workers not obtaining or documenting efforts to obtain DCFS Children's Social Worker's authorization to implement Needs and Services Plans (NSPs), and Updated NSPs not being comprehensive; Health and Medical Needs, related to an Initial medical examination and a follow-up dental examination not being conducted timely; Personal Needs/Survival and Economic Well-Being, related to monetary allowances not being distributed on a weekly basis.

Attached are the details of CAD's review.

### **REVIEW OF REPORT**

On November 24, 2015, Sherry L. Rolls, DCFS CAD, held an exit conference with the FFA's representatives: David Wesson, Associate Executive Director and Janina Miller, District Administrator. The FFA representatives agreed with the Contract Compliance Review findings and recommendations; were receptive to implementing systemic changes to improve the FFA's compliance with regulatory standards; and were in agreement with addressing 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.

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  
Dave Wesson, Associate Executive Director, Southern California Region  
Lenora Scott, Regional Manager, Community Care Licensing Division  
Lajuannah Hills, Regional Manager, Community Care Licensing Division

**KOINONIA FOSTER HOMES FOSTER FAMILY AGENCY  
CONTRACT COMPLIANCE REVIEW SUMMARY**

550 Carson Plaza Drive, #200  
Carson, CA 90746  
License Number: 197805272

2101 E. 4th Street, Suite A-230  
Santa Ana, CA 92705  
License Number: 306004812

38345 30th St. E, Suite A-1  
Palmdale, CA 93550  
License Number: 197602463

1881 S. Business Center Dr., 10A  
San Bernardino, CA 92408  
License Number: 366408181

500 Esplanade Drive, Suite 340,  
Oxnard, CA 93036  
License Number: 565200575

41661 Enterprise Circle North, # 227,  
Temecula, CA 92590  
License Number: 336426848

	<b>Contract Compliance Review</b>	<b>Findings: September 2015</b>
<b>I</b>	<p><b><u>Licensure/Contract Requirements</u></b> (7 Elements)</p> <ol style="list-style-type: none"> <li>1. Timely Notification for Child's Relocation</li> <li>2. Timely, Cross-Reported SIRs</li> <li>3. Runaway Procedures in Accordance with the Contract</li> <li>4. Are there CCL Citations/OHCMD Safety Reports</li> <li>5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training</li> <li>6. FFA Pays Certified Foster Parents (CFPs) Whole Foster Family Home Payments</li> <li>7. FFA Conducts an Assessment of CFP Prior to Placement of Two or More Children</li> </ol>	<ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Improvement Needed</li> <li>3. Full Compliance</li> <li>4. Improvement Needed</li> <li>5. Not Applicable</li> <li>6. Not Applicable</li> <li>7. Full Compliance</li> </ol>
<b>II</b>	<p><b><u>Certified Foster Homes</u></b> (12 Elements)</p> <ol style="list-style-type: none"> <li>1. Home Study and Safety Inspection Conducted Prior to Certification</li> <li>2. Agency's Inquiry with OHCMD for Historical Information Prior to Certification</li> <li>3. Timely Criminal Clearances: Federal Bureau of Investigation (FBI), California Department of Justice (DOJ) and Child Abuse Central Index (CACI) Prior to Certification</li> <li>4. Timely, Completed, Signed Criminal Background Statement</li> <li>5. Health Screening &amp; Tuberculosis (TB) Test Prior to Certification</li> <li>6. All Required Training Prior to Certification</li> <li>7. Certificate of Approval on File/Including Capacity</li> <li>8. Safety Inspection Completed At Least Every Six Months or Per Approved Program Statement</li> <li>9. Completed Annual Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates</li> <li>10. Current Driver's License/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers</li> <li>11. Criminal Clearances and Health Screening/Driver's License/CPR/FBI/DOJ/CACI/Auto Insurance for Other Adults in the Home</li> </ol>	<ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Improvement Needed</li> <li>3. Full Compliance</li> <li>4. Full Compliance</li> <li>5. Full Compliance</li> <li>6. Full Compliance</li> <li>7. Full Compliance</li> <li>8. Full Compliance</li> <li>9. Full Compliance</li> <li>10. Improvement Needed</li> <li>11. Improvement Needed</li> <li>12. Full Compliance</li> </ol>

KOINONIA FAMILY HOMES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW  
PAGE 2

	12. FFA Assists CFPs in Providing Transportation Needs	
<b>III</b>	<b><u>Facility and Environment</u></b> (7 Elements)	
	<ol style="list-style-type: none"> <li>1. Exterior/Grounds Well Maintained</li> <li>2. Common Areas Well Maintained</li> <li>3. Children's Bedrooms/Interior Well Maintained</li> <li>4. Sufficient and Appropriate Educational Resources</li> <li>5. Adequate Perishable and Non-Perishable Food</li> <li>6. CFP Conducted Disaster Drills and Documentation Maintained</li> <li>7. Money and Clothing Allowance Logs Maintained</li> </ol>	<ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> <li>4. Full Compliance</li> <li>5. Improvement Needed</li> <li>6. Full Compliance</li> <li>7. Improvement Needed</li> </ol>
<b>IV</b>	<b><u>Maintenance of Required Documentation and Service Delivery</u></b> (10 Elements)	
	<ol style="list-style-type: none"> <li>1. FFA Obtains or Documents Efforts to Obtain DCFS Children's Social Worker's Authorization to Implement NSPs</li> <li>2. CFPs Participated in Development of the NSPs</li> <li>3. Children Progressing Towards Meeting NSP Goals</li> <li>4. FFA Social Workers Develop Timely, Comprehensive Initial NSP with the Child's Participation</li> <li>5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with the Child's Participation</li> <li>6. Therapeutic Services Received</li> <li>7. Recommended Assessments/Evaluations Implemented</li> <li>8. DCFS Children's Social Worker's Monthly Contacts Documented in Child's Case File</li> <li>9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports</li> <li>10. FFA Social Workers Conduct Required Visits</li> </ol>	<ol style="list-style-type: none"> <li>1. Improvement Needed</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> <li>4. Full Compliance</li> <li>5. Improvement Needed</li> <li>6. Full Compliance</li> <li>7. Full Compliance</li> <li>8. Full Compliance</li> <li>9. Full Compliance</li> <li>10. Full Compliance</li> </ol>

<p><b>V</b></p>	<p><b><u>Education and Workforce Readiness</u></b> (5 Elements)</p> <ol style="list-style-type: none"> <li>1. Children Enrolled in School Within Three School Days</li> <li>2. Children Attend School as Required and FFA Facilitates in Meeting Children's Educational Goals</li> <li>3. Current Children's Report Cards/Progress Reports Maintained</li> <li>4. Children's Academic Performance and/or Attendance Increased</li> <li>5. FFA Facilitates Child's Participation in YDS or Equivalent Services and Vocational Programs</li> </ol>	<p>Full Compliance (All)</p>
<p><b>VI</b></p>	<p><b><u>Health and Medical Needs</u></b> (4 Elements)</p> <ol style="list-style-type: none"> <li>1. Initial Medical Exams Conducted Timely</li> <li>2. Follow-Up Medical Exams Conducted Timely</li> <li>3. Initial Dental Exams Conducted Timely</li> <li>4. Follow-Up Dental Exams Conducted Timely</li> </ol>	<ol style="list-style-type: none"> <li>1. Improvement Needed</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> <li>4. Improvement Needed</li> </ol>
<p><b>VII</b></p>	<p><b><u>Psychotropic Medication</u></b> (2 Elements)</p> <ol style="list-style-type: none"> <li>1. Current Court Authorization for Administration of Psychotropic Medication</li> <li>2. Current Psychiatric Evaluation Review</li> </ol>	<p>Full Compliance (All)</p>
<p><b>VIII</b></p>	<p><b><u>Personal Rights and Social/Emotional Well-Being</u></b> (10 Elements)</p> <ol style="list-style-type: none"> <li>1. Children Informed of Agency's Policies and Procedures</li> <li>2. Children Feel Safe in the CFP Home</li> <li>3. CFPs' Efforts to Provide Nutritious Meals and Snacks</li> <li>4. CFPs Treat Children with Respect and Dignity</li> <li>5. Children Allowed Private Visits, Calls and to Receive Correspondence</li> <li>6. Children Free to Attend or Not Attend Religious Services/Activities of Their Choice</li> <li>7. Children's Chores Reasonable</li> <li>8. Children Informed About Their Medication and Right to Refuse Medication</li> <li>9. Children Aware of Right to Refuse or Receive Medical, Dental and Psychiatric Care</li> <li>10. Children Given Opportunities to Participate in Extracurricular Activities, Enrichment and Social Activities at the CFH, School and Community</li> </ol>	<p>Full Compliance (All)</p>

<p><b>IX</b></p>	<p><b><u>Personal Needs/Survival and Economic Well-Being</u></b>                  (7 Elements)</p> <ol style="list-style-type: none"> <li>1. Clothing Allowance Provided in Accordance with FFA Program Statement</li> <li>2. Ongoing Clothing Inventories of Adequate Quantity and Quality</li> <li>3. Children Involved in the Selection of Their Clothing</li> <li>4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs</li> <li>5. Minimum Weekly Monetary Allowances</li> <li>6. Management of Allowance/Earnings</li> <li>7. Encouragement/Assistance with a Life Book or Photo Album</li> </ol>	<ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> <li>4. Full Compliance</li> <li>5. Improvement Needed</li> <li>6. Full Compliance</li> <li>7. Full Compliance</li> </ol>
<p><b>X</b></p>	<p><b><u>Discharged Children</u></b> (3 Elements)</p> <ol style="list-style-type: none"> <li>1. Completed Discharge Summary</li> <li>2. Attempts to Stabilize Children's Placement</li> <li>3. Child Completed High School (if applicable)</li> </ol>	<p>Full Compliance (All)</p>
<p><b>XI</b></p>	<p><b><u>Personnel Records</u></b> ( 9 Elements)</p> <ol style="list-style-type: none"> <li>1. Criminal Clearances (FBI, DOJ, CACI) Signed and Submitted Timely</li> <li>2. Timely, Completed, Signed Criminal Background Statement</li> <li>3. FFA Social Workers Met Education/Experience Requirements</li> <li>4. Timely Employee Health Screening/TB Clearances</li> <li>5. Valid Driver's License and Auto Insurance</li> <li>6. FFA Employees Signed Copies of FFA Policies and Procedures</li> <li>7. FFA Employees Completed All Required Training and Documentation Maintained</li> <li>8. FFA Social Workers Have Appropriate Caseload Ratio</li> <li>9. FFA Maintained Written Declarations for Part-Time Contracted FFA Social Workers Caseloads Not to Exceed a Total of 15 Children</li> </ol>	<p>Full Compliance (All)</p>

**KOINONIA FAMILY HOMES 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 Koinonia Family Homes 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 the purpose of this review, 12 placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed each child. 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 needs of the children. CAD reviewed 12 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, one placed child was prescribed psychotropic medication. This child's case file was reviewed to assess for timeliness of Psychotropic Medication Authorization and to confirm the required documentation of psychiatric monitoring.

CAD reviewed seven 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 CFHs to assess the quality of care and supervision provided to the placed children.

**CONTRACTUAL COMPLIANCE**

CAD found the following six areas out of compliance:

**Licensure/Contract Requirements**

- Special Incident Reports (SIRs) were not submitted timely.

KOINONIA FAMILY HOMES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE  
REVIEW  
PAGE 2

CAD noted that 2 of 6 SIRs reviewed were not submitted timely into the I-Track system. One SIR for an injury dated November 4, 2014, was not submitted until November 7, 2014, and one SIR for a medical incident dated February 6, 2015, was not submitted until February 19, 2015.

- Community Care Licensing (CCL) citations.

CCL cited the FFA as a result of a complaint received on May 4, 2014. CCL substantiated a complaint against a CFP who allegedly threatened and spoke disrespectfully to a child. The FFA immediately removed the children from the CFH and decertified the CFH on June 6, 2014. CCL did not request a Plan of Correction (POC). CCL discussed the resolution for this complaint with the FFA and issued the licensing reports at the conclusion of the visit. This referral was investigated by Department of Children and Family Services (DCFS) Emergency Response (ER) Children's Social Worker (CSW) and personal rights violations were determined to be unfounded and inconclusive. The Out-of-Home Care Investigations Section (OHCIS) was not involved with the investigation.

CCL cited the FFA as a result of a complaint received on July 28, 2014. CCL substantiated a complaint that the CFPs neglected a child in their care as it was reported that the child wandered away from the CFH unnoticed. CCL requested a POC to re-train the CFPs on Title 22 Regulations for providing care and supervision. The FFA, in discussion with the Licensing Program Analyst (LPA) on or about July 25, 2014, initiated the additional training in support of working with the CFPs. On July 28, 2014, the FFA provided a written document, signed by the CFPs and FFA staff, affirming that the required additional training was provided. The POC was cleared on December 5, 2014. This referral was investigated by DCFS ER CSW and the allegation of neglect and lack of supervision was determined to be inconclusive. The OHCIS did not conduct an investigation.

CCL cited the FFA as a result of a complaint received on October 3, 2014. CCL substantiated a complaint that the FFA failed to report child abuse related issues to the Child Protection Hotline. The FFA removed the child from the CFH in October 2014. CCL instructed the FFA to conduct a mandated reporter training before December 19, 2014. The FFA provided training and submitted the proof of training to CCL on December 18, 2014. The POC was cleared on December 22, 2014. This referral was investigated by DCFS ER CSW and allegation of failure to report child abuse could not be substantiated. The OHCIS conducted a supplementary investigation and confirmed that the CFH was decertified by the FFA. The OHCIS concluded their investigation on July 31, 2015.

**Recommendations:**

The FFA's management shall ensure that:

1. SIRs are submitted timely.
2. The FFA is in full compliance with Title 22 Regulations and free of CCL citations.

### **Certified Foster Homes**

- Inquiries with the Out-of-Home Care Management Division (OHCMD) for historical information were not conducted prior to certification.

Two of seven CFP case files reviewed showed that inquiries to the OHCMD for historical information were made approximately two years after the CFPs were certified. Both CFPs were certified in 2011 and inquires to OHCMD were made in 2013.

- Current auto insurance and vehicle maintenance documentation was not maintained in CFP files.

Two of seven CFP files did not contain all the required vehicle documentations. One CFP file had five vehicles on file and proof of insurance for only one of the vehicles, and vehicle inspection reports for only two of the vehicles. In another CFP file, there were two vehicles on file and the auto insurance for both vehicles had expired on May 23, 2015, which was five months prior to the start of the compliance review.

On December 3, 2015, the FFA provided proof of auto insurance and vehicle inspection reports for all the vehicles that the CFPs will be utilizing to transport the children.

- FFA did not maintain current auto insurance and driver's license documentation for adult care providers in CFHs.

Two of seven CFP case files did not contain required documentation for other adults living in the CFH. In one CFP case file, an adult in the CFH did not have a current driver's license. In another CFP file, an adult in the CFH did not have proof of the current auto insurance coverage.

On December 8, 2015, the FFA submitted proof of the current driver's license and current auto insurance for the approved adult care providers.

During the exit conference, CAD discussed these findings with the FFA representatives. In addition, CAD discussed the need to ensure that CFPs receive all required trainings and that all adult care providers maintain current driver's licenses and proof of auto insurance.

### **Recommendations:**

The FFA's management shall ensure that:

3. FFA requests and obtains the historical information from the OHCMD prior to certification.
4. CFPs maintain auto insurance on approved vehicles.
5. CFP case files include necessary information for additional adults who reside in the home and care for the children on a regular basis.

### **Facility and Environment**

- Adequate perishable and non-perishable food not maintained.

Expired food was found in 3 of 7 CFHs. CAD immediately had the CFPs discard the expired food.

- Appropriate monetary and clothing allowance logs were not maintained.

Two of twelve children did not have adequate clothing allowance logs. The receipts were copied with the dates omitted and attached to logs that did not match the timeframe of the clothing log. Other logs were not in the case file.

Five of twelve children did not have adequate monetary allowance logs. The CFPs were distributing allowances monthly, instead of on a weekly basis. Also, one of the children did not receive an increase in allowance upon the child's qualifying birthday.

On December 1, 2015, the FFA held a staff training which discussed the requirement to increase a child's allowance, in accordance with the Program Statement. On December 8, 2015, the FFA provided proof of issuing the past due amounts for the weekly allowance increase that was retroactive to the child's birthday.

During the exit conference, the FFA representatives stated they misinterpreted the contractual requirements that children receive weekly monetary allowances. The FFA representatives stated they would closely monitor the clothing allowance logs to ensure that receipts were attached to the correct logs and submitted in their entirety.

### **Recommendations:**

The FFA's management shall ensure that:

6. Perishable and non-perishable food are properly maintained.
7. Comprehensive allowance logs are maintained.

### **Maintenance of Required Documentation and Service Delivery**

- FFA did not obtain or document efforts to obtain the DCFS CSW's authorization to implement Needs and Services Plans (NSPs).

Nine of thirty-nine NSPs reviewed did not have the DCFS CSW's signature or sufficient documentation of the FFA's efforts to obtain the DCFS CSW's signature.

The FFA representatives stated that they were not aware that three documented attempts must be made to obtain the DCFS CSW's signature within five days of the NSP due dates. After the

KOINONIA FAMILY HOMES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE  
REVIEW  
PAGE 5

exit conference, the FFA conducted several FFA Social Worker trainings which included this topic. The last training was held on February 1, 2016.

- FFA Social Workers did not develop comprehensive Updated NSPs.

A child's NSP dated January 20, 2015, had two Outcomes Goals that were not measurable and appropriate. One goal was for the child to lie less or be less concerned with what others think. The other was for the child to have a dental exam.

A child's NSP dated April 20, 2015, was not comprehensive as it identified Family Reunification as a permanency case plan even though the parental rights were terminated and the CFPs were in the process of adopting the child. This child's NSP dated July 20, 2015, noted in the Concurrent Case Plan Goals area that the child was unable to achieve an educational goal of raising grades, yet this goal was listed as achieved on the Achieved Outcome Goals page of the same NSP.

**Recommendations:**

The FFA's management shall ensure that:

8. FFA obtains or documents efforts to obtain DCFS CSW's authorization to implement NSPs.
9. FFA Social Workers develop comprehensive Updated NSPs.

**Health and Medical Needs**

- Initial medical examinations were not conducted timely.

Two children's Initial medical appointments occurred more than 30 days after their date of placement.

- A follow-up dental examination was not conducted timely.

A follow-up dental appointment was not conducted timely for a child. CAD immediately notified the FFA to follow up with any necessary steps to ensure that the child received the required dental treatment.

**Recommendations:**

The FFA's management shall ensure that:

10. Initial medical examinations are conducted timely.
11. Follow-up dental examinations are conducted timely.

**Personal Needs/Survival and Economic Well-Being**

- Weekly monetary allowances were not provided.

Five of twelve children were given allowances monthly instead of on a weekly basis.

**Recommendation:**

The FFA's management shall ensure that:

12. Children are provided weekly monetary allowances.

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

CAD's last compliance report dated January 14, 2016 (review conducted in September 2014), identified 23 recommendations.

**Results:**

Based on the results of the current review, the FFA fully implemented 17 of 23 previous recommendations for which the FFA was to ensure that:

- Exterior/grounds are well maintained.
- Common areas are well maintained.
- Children's bedrooms are well maintained.
- Sufficient and appropriate educational resources are available.
- CFPs participate in development of NSPs.
- FFA Social Workers develop comprehensive Initial NSPs with the child's participation.
- Therapeutic services received are documented.
- FFA Social Workers develop comprehensive quarterly reports.
- FFA Social Workers conduct required visits.
- Children are enrolled within three school days.
- Current children's report cards or progress reports are maintained.
- Follow-up medical exams are conducted timely.
- Initial dental exams are conducted timely.
- Children are involved in the selection of their clothing.
- Personal care items are sufficiently provided.
- Management of allowance is provided.
- Encouragement and assistance with a Life Book or Photo Album.

Based on the results of the current review, the FFA did not implement 6 of 23 recommendations for which the FFA was to ensure that:

- All SIRs are submitted per SIR reporting guidelines.

KOINONIA FAMILY HOMES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE  
REVIEW  
PAGE 7

- The FFA is in compliance with Title 22 Regulations and free of CCL citations.
- Annual vehicle maintenance documentation for CFPs and designated drivers are maintained.
- Adequate perishable and non-perishable food are maintained.
- FFA Social Workers develop timely, comprehensive Updated NSPs with the child's participation.
- Minimum weekly monetary allowance is provided.

**Recommendation:**

The FFA's management shall ensure that:

13. The outstanding recommendations from the prior report noted in this report as Recommendation numbers 1, 2, 4, 6, 8, and 12, are fully implemented.

At the exit conference, the FFA representatives expressed their desire to remain in compliance with Title 22 Regulations and contractual requirements. The FFA made efforts to utilize information from the review to strive towards greater overall compliance. 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 review.



# KOINONIA

FAMILY SERVICES

*Bringing Hope To a New Generation*

January 27, 2016

Sherry Rolls  
Children Services Administrator I  
Department of Children and Family Services  
Contracts Administration Division - Contract Compliance Section  
3530 Wilshire Blvd., 4th Floor  
Los Angeles, CA 90010

RE: 2014 - 15 Contract Compliance Review – Amended Corrective Action Plan (CAP) January 27, 2016

Dear Sherry:

Koinonia's response to the findings as outlined in the Foster Family Agency Monitoring Review Field Exit Summary dated 11/24/2015:

**I. Licensure/Contract Requirements:**

**#2 Are Special Incident Reports (SIRs) appropriately documented and cross-reported? (Safety)**

Finding: Two of five SIRs were not reported timely by foster parents.

Corrective Action: Attached is the annual ongoing training calendar as requested for the subject of Incident Reporting Requirements. Also attached is a sample of an agenda of one of the classes offered in the ongoing training calendar.

**Carson District Office:** The results of this Audit were reviewed with staff on 12/1/15. The Carson District Administrator provided the staff training and provided a copy of the training document on 1/26/16 to review with each certified family. Koinonia Social Workers will conduct in-home training to foster parents using the training document provided by 3/26/16.

**Santa Ana District Office:** Reviewed this finding and CAP during the staff meeting on January 7. The Santa Ana certified resource parents will be re-trained on serious incident reporting by the District Administrator, Supervisor and/or a Koinonia Social Worker. On January 20, 2016, all Santa Ana staff were provided with a training document to review with each certified family by 3/31/16.

**Palmdale District Office:** The social worker staff will review this finding and CAP during the staff meeting on 02/01/2016 and will be provided with a training document to review with each certified family. The Palmdale certified resource parents will be re-trained on special incident reporting by their assigned Koinonia Social Worker by 02/29/2016.

**#4 Is the agency free of substantiated Community Care Licensing Complaints' reports on safety and physical plant deficiencies since the last review? (Safety)**

**Finding:**

- 1) Oxnard Office has a personal rights violation.
- 2) The Palmdale office has a child neglect violation. This took place back in 2013 and was addressed and corrected back then. This finding had to do with following up with the CAP not being implemented on this case.

**Corrective Action:**

- 1) February 3rd, 2016, all Oxnard staff will be provided with a training document to review with each certified family; families will be trained by 03/31/2016. The Oxnard Supervising Social Worker and District Administrator will provide the Oxnard staff with the training and handout, and Koinonia social workers will provide the training and handout to the certified resource parents.
- 2) Koinonia's Implementation Plan for following up with CAPs: In Koinonia's tracking system FAST, a field is being created to track CAPs to be completed. This is similar to "Items Due" for the social worker staff. This is being created by the Koinonia's IT Director by 02/29/2016. Implemented by 03/31/2016

**II. Certified Foster Homes**

**#9 If applicable, does the foster parent case record include the agency's inquiry with OHCMD for historical information prior to certification (effective November 1, 2008) and reference check?**

**Finding:** No documented inquiry for reference checks to OHCMD completed on two findings certified back in 2011 and 2012.

**Corrective Action:** Koinonia's Implementation Plan for not certifying without OHCMD reference check: District Administrators and/or Supervisors will not approve homes to be certified without an OHCMD reference check. This has been added to our FAST system in January 2015. These finding occurred previous to that addition.

**#17 Do the certified foster parents and /or designated drivers have a valid California driver's license, auto insurance, annual documentation of vehicle maintenance, and if applicable, car seat(s)? (Safety)**

**Finding:** CFPs have 5 vehicles but proof of insurance on file is for only one vehicle. Vehicle inspections in file for only two vehicles. Auto insurance on another vehicle expired.

**Corrective Action:** The Carson Office will remove all information from the family files that is related to vehicles that are not used to transport placed children. This process will be completed by 3/26/16. The Carson Office District Administrator will provide this directive to staff on 1/26/16. Koinonia Supervisors will review task items due for foster parents in their weekly staff meetings. These "Item Due" lists are generated from our FAST system. This will be implemented by 02/08/2016.

**#18 Does the certified foster parent's file include all the necessary information (criminal clearances, CDL, auto insurances, etc.) for additional adults who reside in the home (adult children or foster parents, other family members) and baby-sitters who care for the child on a regular basis or for periods exceeding 24 hours?**

**Finding:** No auto insurance for other adult in home that is documented as an alternate to transport the children.

**Corrective Action:** Koinonia Supervisors will review task items due for foster parents in their weekly staff meetings. These "Item Due" lists are generated from our FAST system. This will be implemented by 02/08/2016.

### III. Facility and Environment

**#24 Does the certified foster home maintain adequate nutritious perishable and non-perishable foods and adhere to product "used or freeze by," "best by," "sell by," or expiration dates? (A minimum of three meals and between meal snacks) (Well Being)**

**Finding:** Expired goods in pantry.

**Corrective Action:** Our previous policy was to inspect expired goods in pantries and refrigerators at the Annual Home Safety inspections (HSR) along with training on such topics. Inspections and training will now happen on a semi-annual basis along with spot checking on a routine basis beginning 03/01/2016. The Carson Office District Administrator will provide this training to staff on 1/26/16. The training is consisted of looking at labels and expiration dates on perishable and non-perishable foods.

**#26 Are appropriate and comprehensive monetary and clothing allowance logs maintained?**

**Finding:** Monetary allowances were not distributed weekly as required by contract. Monetary allowances were not increased in a timely manner on birthdays. Date of purchase on clothing receipts was not visible. Clothing logs not complete.

**Corrective Action:**

**Santa Ana District Office:** Koinonia staff and certified foster parents received an email on January 25, 2016 indicating that allowance shall be provided weekly, as opposed to monthly. The District Administrator informed staff that clothing allowance shall be spent at a rate of \$50/month of \$150 per quarter, and that money must be spent within the quarter. The social workers will be reviewing and tracking monetary allowances and clothing receipts on the agency's Home Evaluation (HE) form on a quarterly basis.

**Carson District Office:** Provided staff training on 12/1/15, and the weekly allowance disbursement was formally implemented beginning 12/29/15 following a staff training conducted by the Carson District Administrator. Furthermore, staff and families have been advised to stop pre-purchasing clothing items, and rather wait until the next quarterly clothing receipt collection period to purchase items. Certified parents have been advised by their social workers and will be advised again in writing of this change in expectation no later than 1/26/16. The social workers will be reviewing and tracking monetary allowances and clothing receipts on the agency's Home Evaluation (HE) form on a quarterly basis.

### IV. Maintenance of Required Documentation and Service Delivery

**#27 Did the FFA obtain or document efforts to obtain the County worker's authorization to implement the NSP?**

**Finding:** No documentation of 3 attempts on NSPs.

**Corrective Action:** By February 1, 2016, all social worker staff will be re-trained on this requirement that will be implemented on that day. During weekly supervision, the District Administrator and/or Supervisor will address upcoming NSPs and the documented 3 attempts for CSW's signature on their supervision tool.

**#31 Did the FFA social worker develop timely, comprehensive, updated (NSPs) with the participation of the developmentally age-appropriate child? (Well-Being)**

**Finding:** NSP goals not measurable and inappropriate.

**Corrective Action:** Minor clients will be assisted by the treatment team in the wording of their stated goals, so as to meet the requirements of including the clients' input in their own words and also making them concretely measurable. The Carson Office District Administrator will provide this directive and training to staff on 1/26/16.

**V. Education and Workforce Readiness**

**No Findings**

**VI. Health and Medical Needs**

**#42 Are Initial Medical examination conducted timely?**

**Finding:** Medical exam appointments were scheduled 30 days past the day of placement.

**Corrective Action:** When appointments have not been scheduled by the CSW with the HUB within the required time frame (30 days of placement and for infants within 10 days of placement), the foster parent with the assistance of the Koinonia Social Worker will schedule an appointment with another doctor outside the HUB network for examination. In addition, the HUB appointment will still need to be kept and maintained even if after 30 days for initial placements. Koinonia social workers will train Certified Foster Parents during their home visits by 02/29/2016.

**#43 Are required follow-up medical examinations conducted timely? (Well-Being)**

**Finding:** No follow up on doctor's recommendation for further treatment of a client.

**Corrective Action:** The Carson Office District Administrator provide staff retraining on 12/1/15. Supervising Social Worker will ensure timely initial medical and dental visit and timely collection of Medical and Dental Visit Log forms and review for follow-up timelines in her weekly supervision of staff.

**VII. Psychotropic Medication**

**No Findings**

**VIII. Personal Rights and Social/Emotional Well-Being**

**No Findings**

**IX. Personal Needs/Survival and Economic Well-Being**

**#62 Are children always provided with weekly monetary allowances? (If after November 1, 2012, minimum base allowance per contract) (Self-Sufficiency)**

**Finding:** Same findings in # 26.

**Corrective Action:** Same corrective actions in # 26.

**X. Discharged Children**

No Findings

**XI. Personnel Records**

No Findings

Thank you for taking the time to come out and evaluate our current program. Your audit has provided us with valuable feedback. Please call me if you have any additional questions or suggestions.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Wesson", with a long horizontal line extending to the right.

Dave Wesson, MA  
Associate Executive Director, Southern California Region

# Koinonia Family Services - Upcoming Training

Printed: 01/27/2016 11:22:37 AM

## Carson District Office

03/05/2016 (4.00 Hrs)	Carson, CA
08/20/2016 (5.00 Hrs)	Carson, CA

## Prudent Parenting/Policies and Contracts/Working with Birth Parents

07/09/2016 (9.00 Hrs)	Pasadena, CA
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## Palmdale District Office

02/16/2016 (3.00 Hrs)	Palmdale, CA
04/19/2016 (3.00 Hrs)	Palmdale, CA
06/21/2016 (3.00 Hrs)	
08/16/2016 (3.00 Hrs)	Palmdale, CA
10/11/2016 (3.00 Hrs)	Palmdale, CA

## Prudent Parenting

02/09/2016 (2.00 Hrs)	Palmdale, CA
04/12/2016 (2.00 Hrs)	Palmdale, CA
06/14/2016 (2.00 Hrs)	Palmdale, CA
08/09/2016 (2.00 Hrs)	Palmdale, CA
10/04/2016 (2.00 Hrs)	Palmdale, CA

## Santa Ana District Office

02/20/2016 (5.00 Hrs)	Santa Ana, CA	18/20 Seats Reserved
04/23/2016 (5.00 Hrs)	Santa Ana, CA	4/20 Seats Reserved
06/11/2016 (5.00 Hrs)	Santa Ana, CA	1/20 Seats Reserved
08/13/2016 (5.00 Hrs)	Santa Ana, CA	1/20 Seats Reserved

10/15/2016 (5.00 Hrs)

Santa Ana, CA

1/20 Seats Reserved

**Oxnard District Office**

02/04/2016 (3.00 Hrs)

Oxnard, CA

05/05/2016 (3.00 Hrs)

Oxnard, CA

10/06/2016 (3.00 Hrs)

Oxnard, CA

**Prudent Parenting**

01/28/2016 (2.00 Hrs)

Oxnard, CA

04/28/2016 (2.00 Hrs)

Oxnard, CA

09/29/2016 (2.00 Hrs)

Oxnard, CA

**Temecula District Office**

05/10/2016 (5.00 Hrs)

Temecula, CA

2/32 Seats Reserved

10/11/2016 (5.00 Hrs)

Temecula, CA

0/32 Seats Reserved

**San Diego District Office**

03/08/2016 (3.00 Hrs)

San Diego, CA

8/8 Seats Reserved

06/14/2016 (3.00 Hrs)

San Diego, CA

09/13/2016 (3.00 Hrs)

San Diego, CA

**Prudent Parenting**

03/01/2016 (2.00 Hrs)

San Diego, CA

8/8 Seats Reserved

06/07/2016 (2.00 Hrs)

San Diego, CA

09/06/2016 (2.00 Hrs)

San Diego, CA

**Prudent Parenting/Policies and Contracts/Working with Birth Parents**