



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

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September 28, 2016

To: Supervisor Hilda L. Solis, Chair
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Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

CHILDHELP 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 Childhelp Foster Family Agency (the FFA) in May 2016. The FFA has two offices; one located in the Third Supervisorial District and one located in San Bernardino County and provides services to the County of Los Angeles DCFS placed children, and to children placed by other counties. According to the FFA's Program Statement, its stated purpose is "to meet the physical, emotional, educational, and spiritual needs of abused, neglected, and at-risk children."

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

SUMMARY

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 (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 all applicable areas of CAD's Contract Compliance Review: Licensure/Contract Requirements; Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children and Personnel Records.

"To Enrich Lives Through Effective and Caring Services"

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Attached are the details of CAD's review.

REVIEW OF REPORT

On May 25, 2016, Matthew St. John, DCFS CAD and Kirk Barrow, DCFS Out-of-Home Care Management Division held an exit conference with the FFA representatives: Patricia Old, Director; and Colleen Lyon, Adoption Supervisor/Assistant Director. There were no findings.

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

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

PLB:KR
LTI:ms

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Latrice Hickman, Chief Program Operations and Compliance Officer, Childhelp
Lajuannah Hills, Regional Manager, Community Care Licensing Division
Lenora Scott, Regional Manager, Community Care Licensing Division

**CHILDHELP FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW SUMMARY**

1743-A Orange Tree Lane
Redlands, CA, 92374
License Number: 366404114
197801357

1345 El Centro
Hollywood, CA, 90028
License Number:

	Contract Compliance Review	Findings: May 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 (WFFH) Training 6. FFA Pays Certified Foster Parents (CFPs) WFFH Required Supplemental Payments 7. FFA Conducts an Assessment of CFP Prior to Placement of Two or More Children 	<p style="text-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), California 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 (DL)/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers 11. Criminal Clearances and Health Screening/DL/CPR/FBI/DOJ/CACI/Auto Insurance for Other Adults in the Home 	<p style="text-align: center;">Full Compliance (All)</p>

	12. FFA Assists CFPs in Providing Transportation Needs	
III	<p><u>Facility and Environment</u> (7 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Maintenance of Required Documentation/Service Delivery</u> (10 Elements)</p> <ol style="list-style-type: none"> 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 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	<p><u>Education and Workforce Readiness</u> (5 Elements)</p> <ol style="list-style-type: none"> 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)

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<p>VI</p>	<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 	<p>Full Compliance (All)</p>
<p>VII</p>	<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 	<p>Full Compliance (All)</p>
<p>VIII</p>	<p><u>Personal Rights and Social/Emotional Well-Being</u> (10 Elements)</p> <ol style="list-style-type: none"> 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 Activities, Enrichment and Social Activities at the CFH, School and Community 	<p>Full Compliance (All)</p>
<p>IX</p>	<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 5. Minimum Weekly Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement/Assistance with a Life Book or Photo Album 	<p>Full Compliance (All)</p>

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X	<u>Discharged Children</u> (3 Elements) 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable)	Full Compliance (All)
XI	<u>Personnel Records</u> (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 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)

**CHILDHHELP 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 May 2016 review. The purpose of this review was to assess the Childhelp 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, four placed children were selected for the sample. The Contracts Administration Division (CAD) did not interview the children because all four 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. CAD reviewed four case files to assess the level of care and services the children received. Additionally, three discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, none of the placed children were prescribed psychotropic medication.

CAD reviewed two CFP files and four 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 all areas to be in compliance.

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

CAD's last compliance report dated March 23, 2016 (review conducted in April 2015), identified 13 recommendations.

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Results:

Based on CAD's follow-up, the FFA implemented all the recommendations for which they were to ensure that:

- All Special Incident Reports (SIRs) are reported timely.
- The FFA is in full compliance with Title 22 Regulations and free of Community Care Licensing citations.
- The FFA conducts an assessment of CFP prior to placing more than two children in the home.
- Exterior/Grounds are well maintained.
- All common areas are well maintained.
- Children's bedrooms are well maintained.
- Adequate perishable and non-perishable food are maintained.
- FFA obtains or documents efforts to obtain County CSWs' authorization to implement Needs and Services Plans (NSPs).
- FFA Social Workers develop comprehensive Initial NSPs.
- FFA Social Workers conduct required visits.
- Initial medical examinations are conducted timely.
- Criminal clearances are completed and results received prior to an employee's hire date.

At the exit conference, the FFA representatives expressed their desire to remain in compliance with Title 22 Regulations and Contract requirements. The FFA will continue to consult with Out-of-Home Care Management Division for additional support and technical assistance, and CAD will assess compliance during the next review period.