



County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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November 21, 2016

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To: Supervisor Hilda L. Solis, Chair
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From: Philip L. Browning
Director *by Brandon Nichols*

OLIVE CREST TREATMENT CENTERS FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of the Olive Crest Treatment Centers Foster Family Agency (the FFA) in February 2016. The FFA has four licensed offices that provide services to the County of Los Angeles DCFS placed children, as well as to children placed by other counties; one in the Fourth Supervisorial District, one in the Fifth Supervisorial District, one in Orange County, and one in Riverside County. According to the FFA's Program Statement, its stated mission is "to provide stability and belonging in the lives of the most needy children in our society while making every effort to reunify the placed children with their natural family."

At the time of the review, the FFA supervised 85 DCFS placed children in 189 Certified Foster Homes (CFHs). The placed children's average length of placement was nine months and their average age was six.

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, supervision and service delivery to the children placed in their homes.

The FFA was in full compliance with 10 of 11 applicable areas of CAD's Contract Compliance Review: Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation/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 area of: Licensure/Contract Requirements, related to Community Care Licensing (CCL) citations.

Attached are the details of CAD's review.

REVIEW OF REPORT

On April 27, 2016, Tony Curry, DCFS CAD, and Sonya Noil, DCFS Out-of-Home Care Management Division (OHCMD), held an exit conference with the FFA representatives: Jessica Valdez, Programs Director; Michelle Valdivia, FFA Supervisor; Natalie Arechiga, FFA Administrator; Julia Palmquist, FFA Supervisor; and Cyndi Bemis, Case Manager Supervisor. 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 CAP addressing the recommendations noted in this compliance report. On May 31, 2016, OHCMD provided technical assistance to the FFA to help with the implementation of their CAP.

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
Donald A. Verluer, Chief Executive Officer, Olive Crest Treatment Centers
Lajuannah Hills, Regional Manager, Community Care Licensing Division
Lenora Scott, Regional Manager, Community Care Licensing Division

**OLIVE CREST TREATMENT CENTERS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW SUMMARY**

17800 Woodruff Avenue
Bellflower, CA 90706
License Number: 197805185

2130 East 4th Street
Santa Ana, CA 92705
License Number: 300600003

805 North Central Avenue
Glendale, CA 91203
License Number: 197806398

555 Technology Court, Suite 300
Riverside, CA 92507
License Number: 336425183

	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 or More Children 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Not Applicable 6. Not Applicable 7. Full Compliance
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 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 	<p align="center">Full Compliance (All)</p>

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	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	<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	Full Compliance (All)
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 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)

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<p>V</p>	<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 	<p>Full Compliance (All)</p>
<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 Choice 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>

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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 5. Minimum Weekly Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement and Assistance with a Life Book or Photo Album 	Full Compliance (All)
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)

**OLIVE CREST TREATMENT CENTERS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW
FISCAL YEAR 2015-2016**

SCOPE OF REVIEW

The following report is based on a "point in time" review. This compliance report addresses findings noted during the February 2016 review. The purpose of this review was to assess Olive Crest Treatment Centers 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, 11 placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed all 11 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 11 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, two placed children were prescribed psychotropic medication. These children's case files were reviewed to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

CAD reviewed five 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 area out of compliance:

Licensure/Contract Requirements

- Community Care Licensing (CCL) cited the FFA as a result of deficiencies and findings.

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CCL cited the FFA on two separate occasions, the citations involving the same Certified Foster Home. On June 17, 2015, CCL cited the FFA as a result of deficiencies and findings noted during the investigation of a CCL complaint received on January 15, 2015. According to report, CCL substantiated the complaint when it was determined that a CFP failed to report that he was arrested. CCL requested a Plan of Correction (POC), which included training of all CFPs on reporting arrest, consequences for failing to report future violations and verification that the training was completed. The FFA submitted a POC and the citation was cleared on July 29, 2015. A referral was not generated to the Child Protective Hotline (CPHL).

On June 17, 2015, CCL cited the FFA as a result of deficiencies and findings noted during the investigation of a CCL complaint received on March 3, 2015. According to the report, CCL substantiated the complaint when it was determined that the same CFP listed above inappropriately disciplined a placed child. CCL requested a POC, which included retraining of the CFP on personal rights, consequences for future violations and verification that the training was completed. The FFA submitted a POC and the citation was cleared on July 29, 2015. In June 2015, it was determined that the CFPs would no longer be considered prospective adoptive parents for the three children in their care and the plan was to identify another adoptive family. However, a Do Not Remove Order was issued in May 2015. On October 2, 2015, the FFA decertified the home as the CFPs were granted Legal Guardianship.

A referral was generated to the CPHL on March 2, 2015, alleging Physical Abuse and At Risk, sibling abuse. The referral was investigated by a DCFS Emergency Response CSW and the allegations of Physical Abuse were deemed inconclusive. The Out-of-Home Care Investigations Section (OHCIS) conducted a supplemental investigation. A Corrective Action Plan (CAP) was requested, which included a plan to ensure children are free from physical and mental abuse, CFPs use appropriate disciplinary techniques, and the CFP that was arrested receives an exemption from CCL. The CAP was approved on September 16, 2016.

Recommendation:

The FFA's management shall ensure that:

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

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

CAD's last compliance report dated October 14, 2015 (review conducted in February 2015), identified 9 recommendations.

Results:

Based on the results of this review, the FFA fully implemented 8 of 9 previous recommendations for which the FFA was to ensure that:

- Special Incident Reports are submitted timely.
- Safety inspections are completed at least every six months or per approved Program Statement.

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- The FFA will obtain or document efforts to obtain the CSW's authorization to implement Needs and Services Plans (NSPs).
- FFA Social Worker develops timely Updated NSPs.
- FFA Social Worker develops timely, quarterly reports.
- Children are enrolled in school within three school days.
- Initial medical exams are conducted timely.
- Children are encouraged and assisted with a Life Book or Photo Album.

Based on the results of the current review, the FFA did not implement 1 of 9 recommendations for which the FFA was to ensure that:

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

Recommendation:

The FFA's management shall ensure that:

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

At the exit conference, the FFA representatives stated their desire to remain in compliance with Title 22 Regulations and contractual requirements, and reiterated that they will implement procedures to strive towards greater compliance. The FFA will consult with the Out-of-Home Care Management Division for additional support and technical assistance and CAD will assess implementation of the recommendations during the next review period.



September 26, 2016

Anthony Curry
Children's Services Administrator I
County of Los Angeles
Dept. of Children & Family Services
Contract Compliance Section
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

Re: Corrective Action Plan for Foster Family Agency Monitoring Review

Dear Mr. Curry,

Per your request, we submit the following as our Corrective Action Plan (CAP) consequent to the finding of our Foster Family Agency Monitoring Review you conducted on February 24, 2016.

The following CAP is therefore submitted for the Department's review:

Item/Area not found in compliance:

Section I: Licensure/Contract Requirements:

Question 4: Is the Agency free of substantiated Community Care Licensing complaints' reports on safety and physical plant deficiencies since the last review? (SAFETY)

Agency's Response:

The FFA Bellflower office was cited during the review for two substantiated Community Care Licensing citations during this review period. Both citations were for the same Certified Foster Home in June 2015. The POC issued by CCL requested the agency provide training on Reporting Requirements to the Certified Family, Personal Rights and meet with them to discuss consequences of future violations. On 7/2/15, the FFA Case Manager met with the family to retrain on Timely Reporting of Special Incident and Personal Rights, and the consequences. On 10/2/16, the family was granted legal guardianship and the FFA decertified the family.

In order to avoid CCL violations in the future, Olive Crest has added a box to the Contact Record form (attached) that will prompt the visiting case manger to ask the family about recent arrests. Olive Crest Case Managers will be trained to use this prompt during discussions with families at home visits and this training will take place at our October 4 2016 treatment team meeting. Program Directors in the Orange County and Riverside Olive Crest offices will be notified of the

adjustment to this form for LA County children. Lastly, support group facilitators will be asked to add the topic of appropriate discipline for children in care to monthly support groups.

If any additional information is needed, you may contact me at (562) 977-6970 or our LA Regional Programs Director, Shawn Prokopec at (562) 977-6925.

Respectfully,

A handwritten signature in black ink, appearing to read 'J. Valdez', written over a faint circular stamp.

Jessica Valdez, MSW
Foster and Adoption Supervisor LA Region

OLIVE CREST FOSTER AND ADOPTION AGENCY
805 No. Central Ave., STE 200, Glendale, CA 91203