



County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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December 2, 2016

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

From: Philip L. Browning
Director

FUTURO INFANTIL HISPANO 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 Futuro Infantil Hispano Foster Family Agency (the FFA) in December 2015. The FFA has two licensed sites, one located in the First Supervisorial District and another located in San Bernardino County. Both sites provide services to the County of Los Angeles DCFS placed children and to children from other counties. According to the FFA's Program Statement, its stated purpose is "to achieve the placement agency's overall goals of permanency and well-being."

At the time of the review, the FFA served 227 placed DCFS children in 97 Certified Foster Homes (CFHs). The placed children's average length of placement was eight months and their average age was ten.

SUMMARY

During CAD's Contract Compliance Review, the interviewed children generally reported: feeling safe in the FFA CFHs and having been provided with good care and appropriate services. The Certified Foster Parents (CFPs) reported that they were 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 7 of 11 applicable areas of CAD's Contract Compliance Review: Certified Foster Homes; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records.

CAD noted deficiencies in the following areas: Licensure/Contract Requirements, related to Special Incident Reports (SIRs) not submitted timely and one Community Care Licensing (CCL) citation; Facility and Environment, related to one CFH not maintaining knives and medicines in a secured area; Maintenance of Required Documentation and Service Delivery, related to the FFA not obtaining or documenting efforts to obtain the DCFS Children's Social Worker's (CSW's) authorization to implement Needs and Services Plans (NSPs), the FFA Social Workers not developing timely and comprehensive Initial NSPs; and Personal Rights and Social/Emotional Well-Being, related to a placed child reporting not being treated fairly.

Attached are the details of CAD's review.

REVIEW OF REPORT

On January 28, 2016, Leticia Foster, DCFS CAD and Thomas Manning, DCFS Out-of-Home Care Management Division (OHCMD) held an exit conference with the FFA representatives: Lily Olan, Administrator; Teri Amirkhan, Deputy Administrator; Lourdes Rollan, Administrator Supervisor; and Jose E. Tejada, Board of Directors. The FFA's 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.

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

PLB:KR
LTI:lf

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Oma Velasco-Rodriguez, Executive Director, Futuro Infantil Hispano
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

**FUTURO INFANTIL HISPANO FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW SUMMARY**

2227 East Garvey Avenue, N.
West Covina, CA 91791
License Number: 197800209

1131 West Sixth Street
Ontario, CA 91762
License Number: 337804341

	Contract Compliance Review	Findings: December 2015
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) Whole Foster Family Home Payments 7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or More Children 	<ol style="list-style-type: none"> 1. Full Compliance 2. Improvement Needed 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 Investigation (FBI), Department of Justice (DOJ), Child Abuse Central Index (CACI), Prior to Certification 4. Timely, Completed, Signed Criminal Background Statement 5. Health Screening and 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 	<p align="center">Full Compliance (All)</p>

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	<ol style="list-style-type: none"> 9. Completed Annual Training Hours for Re-certification and Current CPR/ First-Aid/Water Safety Certificates 10. Current Driver's License/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers 11. Criminal Clearances and Health Screening/Driver's License/CPR/FBI/DOJ/CACI/Auto Insurance for Other Adults in the Home 12. FFA Assists CFPs in Providing Transportation Needs 	
<p>III</p>	<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 	<ol style="list-style-type: none"> 1. Full Compliance 2. Improvement Needed 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance
<p>IV</p>	<p><u>Maintenance of Required Documentation and 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 Needs and Services Plans (NSPs) 2. CFPs Participated in Development of the NSPs 3. Children Progressing Towards Meeting NSP Goals 4. FFA Social Workers Develop Timely, Comprehensive Initial NSPs with the Child's Participation 5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with the Child's Participation 	<ol style="list-style-type: none"> 1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance

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	<ol style="list-style-type: none"> 6. Therapeutic Services Received 7. Recommended Assessment/Evaluations Implemented 8. DCFS CSW's Monthly Contacts Documented in the Child's Case File 9. FFA Social Workers Develop Timely Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits 	<ol style="list-style-type: none"> 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Not Applicable 10. Full Compliance
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)
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 Agency's Policies and Procedures 2. Children Feel Safe in the CFP Home 3. CFPs' Efforts to Provide Nutritious Meals and Snacks 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance

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	<ol style="list-style-type: none"> 4. CFPs Treat Children with Respect and Dignity 5. Children Allowed Private Visits, Calls and to Receive Correspondences 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 	<ol style="list-style-type: none"> 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance
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 	Full Compliance (All)

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	<ol style="list-style-type: none">3. FFA Social Workers Met Education/Experience Requirements4. Timely Employee Health Screening/TB Clearances5. Valid Driver's License and Auto Insurance6. FFA Employees Signed Copies of FFA Policies and Procedures7. FFA Employees Completed All Required Training and Documentation Maintained8. FFA Social Workers Have Appropriate Caseload Ratio9. FFA Maintained Written Declarations for Part-Time Contracted FFA Social Workers Caseloads Not to Exceed a Total of 15 Children	
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**FUTURO INFANTIL HISPANO 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 December 2015 review. The purpose of this review was to assess the Futuro Infantil Hispano’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, and
- Personnel Records.

For the purpose of this review, 12 placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed ten children, as one child was too young to be interviewed and another child was no longer placed at the Certified Foster Home (CFH) at the time of the interview. During the home visits, the children were observed to be comfortable and well cared for in the CFHs and their 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, five 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 case files were reviewed to assess for timeliness of Psychotropic Medication Authorizations and to confirm required documentation of psychiatric monitoring.

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

CONTRACTUAL COMPLIANCE

CAD found the following four areas out of compliance:

Licensure/Contract Requirements

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

CAD found that three of eight SIRs reviewed were not submitted timely in accordance with the SIRs Guidelines.

An incident that occurred on February 4, 2015, was not reported until February 6, 2015. A second incident that occurred on April 6, 2015, was not reported until April 8, 2015. The third incident that occurred on May 10, 2015, was not reported until May 12, 2015.

During the exit conference, the FFA's representatives acknowledged the oversight in the timeliness of submitting SIRs.

- Community Care Licensing (CCL) citations.

CCL cited the FFA for a complaint received on September 15, 2014, regarding adults living in the home using "crystal meth". CCL interviewed all parties and it was determined that an adult in the home used methamphetamine. The FFA involuntarily decertified the home on September 30, 2014. CCL cleared the citation on February 12, 2015. The Department of Children and Family Services (DCFS) Emergency Response Children's Social Worker (ER CSW) substantiated the allegations of general neglect. The Out-of-Home Care Investigation Section (OHCIS) confirmed the FFA decertified the home. The home was placed on an indefinite hold on March 4, 2015.

CCL cited the FFA for a complaint received on January 22, 2015, regarding lack of care and supervision and a placed child being left at home without adult supervision. CCL interviewed all parties and reviewed files that revealed that children had been left alone for hours at a time without an approved baby-sitter or adequate adult supervision. DCFS ER CSW found the allegation inconclusive on May 20, 2015. The FFA decertified the home on July 15, 2015, and CCL cleared the Plan of Correction (POC) on July 21, 2015. The Child Welfare System Case Management System (CWS/CMS) shows the home as decertified.

CCL cited the FFA for a complaint received on January 16, 2015, regarding allegations that bad words were used toward children, children were hit, children were yelled at and a child was intimidated. CCL interviewed all parties and it was determined that although the Certified Foster Parents (CFP) denied the allegations; consistent statements received indicated the CFP hit, inappropriately yelled at, and also used bad words when talking to the children and a child felt afraid or intimidated. On August 13, 2015, the FFA placed the home on Administrative Hold. CCL cleared the citation on August 17, 2015. On September 1, 2015, the FFA involuntarily decertified the home. On September 1, 2015, OHCIS placed the home on Indefinite Hold in CWS/CMS.

CCL cited the FFA for a complaint received on June 8, 2015, regarding allegations that a CFP used inappropriate discipline on two children by placing them on time out in the backyard of the home till dark; and they cried themselves to sleep. CCL interviewed all parties and it was determined that the allegation of inappropriate discipline was substantiated. The FFA placed the home on hold and involuntarily decertified the home on September 28, 2015. CCL cleared the POC by accepting the decertification as the POC. The OHCIS accepted the confirming documentation of the decertification of the home on November 6, 2015. CWS/CMS shows the home on hold.

Recommendations:

The FFA's management shall ensure that:

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

Facility and Environment

- Common areas were not well maintained.

CFH #3 had three large knives placed on the kitchen's drain board next to the sink and other knives and medicines were located in an unlocked kitchen top cabinet. This matter was immediately brought to the attention of the CFP and all knives and medicines were secured in a locked kitchen cabinet prior to CAD leaving the home.

During the exit conference, the FFA's representative acknowledged the finding and stated that training will be conducted to CFPs and FFA Social Workers on safety regulations.

Recommendations:

The FFA's management shall ensure that:

3. All common areas are well maintained.

Maintenance of Required Documentation and Service Delivery

- The FFA did not obtain or document efforts to obtain the DCFS Children's Social Worker's (CSW's) authorization to implement the Needs and Services Plan (NSP).

Nine of twenty-two NSPs reviewed did not have the DCFS CSWs' signatures and did not have documentation of the FFA's efforts and attempts to obtain the DCFS CSWs'

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signatures authorizing implementation of the NSPs. In some instances, the FFA documented: multiple attempts on the same day to obtain signatures for six NSPs; multiple attempts on the same day and one late attempt to obtain signatures for two NSPs; and only one attempt to obtain signatures for one NSP.

- The FFA Social Workers did not develop timely and comprehensive Initial NSPs.

CAD reviewed ten Initial NSPs. Two of them were not developed timely and were not comprehensive. The Initial NSPs for two placed children were due on October 3, 2015, but were signed by the CFP on October 30, 2015. The NSPs were not properly updated to include the date of the initial medical, initial dental, and school enrollment.

During the exit conference, the FFA's representative stated that the FFA will retrain staff on the development of NSPs.

Recommendation:

The FFA's management shall ensure that:

4. The FFA obtains or documents efforts to obtain the DCFS CSW's authorization to implement the NSP.
5. The FFA Social Workers develop timely and comprehensive Initial NSPs.

Personal Rights and Social/Emotional Well-Being

- One child reported not being treated with respect and dignity.

One child reported not being treated fairly. The placed child stated being blamed for everything by other children and the CFP believing the other children. During the exit conference, the FFA's representative stated that the FFA will provide training to the FFA's Social Workers on interviewing children. If the FFA Social Worker completed the private interviews with the placed children during their regular visits, this should have been identified and the FFA Social Worker should have addressed this issue with the CFP and provided any necessary re-training and support to the CFP.

Recommendation:

The FFA's management shall ensure that:

6. Children are being treated with respect and dignity.

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

CAD's last compliance report dated October 27, 2015 (review conducted in January 2015), identified five recommendations.

Results:

Based on CAD's follow-up, the FFA fully implemented 3 of 5 previous recommendations for which they were to ensure that:

- The FFA Social Workers develop comprehensive Update NSPs.
- Children are involved in the selection of their clothing.
- Sufficient personal care items are provided.

The FFA did not implement 2 of 5 prior recommendations for which they were to ensure that:

- SIRs are submitted timely and cross-reported.
- The FFA complies with Title 22 Regulations and is free of CCL citations. DCFS CSWs' authorization to implement NSPs is obtained.

Recommendation:

7. The outstanding recommendations from the prior report dated October 27, 2015 (review conducted in January 2015), noted in this report as Recommendation numbers 1 and 2, are fully implemented.

At the exit conference, the FFA's representatives expressed the desire to remain in compliance with all Title 22 Regulations and Contract requirements and were in agreement with the findings and recommendations. The FFA's representative stated that the FFA would implement procedures to strive towards greater compliance. A follow-up visit to verify identified findings and implementation of the Corrective Action Plan is scheduled for a later date. The FFA will continue to consult with the OHCMD for additional support and technical assistance, and CAD will continue to assess implementation of the recommendations during the next review.



FUTURO INFANTIL HISPANO, FOSTER FAMILY AGENCY
Lily Olán, MSW Administrator

Feb 17, 2016

DCFS CAD
Contract Compliance
Attn.: Leticia Foster
3530 Wilshire Blvd., 4th Floor, # 050
Los Angeles, CA 90010

RE: C.A.P. For 2016 Exit Summary

Dear Ms. Foster,:

Attached is the FIH FFA Agency CAP for the 2016 Exit Summary Report due 2/29/16 to review and approve it so I can implement it ASAP. Thank you for your time and working collaboratively with me throughout this process.

Let me know if you will be needing me to make any changes or additions to the CAP.

Sincerely,

Lily Olán, MSW
Administrator

F. I.H. FFA CAP for 2016 Modified Exit Summary

Licensure/Contract Requirements

2. Special Incident Reports (SIRs) appropriately documented and cross reported: FIH supervisors will provide staff in-service training on SIRs on 2/22/16 to ensure FCSWs appropriately document and cross report SIRs using the SIR Guide for FFAs that will be re-issued to FCSWs at in-service SIR Training scheduled for 4/4/16 and FPs will receive their SIR training on 6/11/16.

4. Substantiated CCL Complaints Reports on Safety and Physical Plant Deficiencies: FIH FFA management provided in-service training to social work staff on 2/1 and 2/8/16. Administrator will also provide an updated handout on 2/22/16 on 'personal rights and safety regulations regarding physical plant deficiencies the FFA received from CCL and cleared with all the plan of corrections implemented. In addition, on 2/17/16, the Administrator re-issued to staff the 'FP Training Calendar' adding more 'Personal Rights' training to mandate FPs by the FCSWs to attend. FCSWs will RSVP and make sure that all of their assigned FPs attend a 'Personal Rights' training by 9/10/16. Administrator provided an updated handout for the trainers on 2/17/16 along with a copy of the 'Foster Youth Bill of Rights' for review with staff and to be reviewed with the FPs and recorded on file. Copies of all staff meeting/in-service training sign-in sheets and FP training sign-in sheets are maintained by the agency and will be made available upon request for reference on topics and participants.

III. Facility and Environment

21. FIH Administrator provided foster parents training on 2/13/16 in the area of 'Personal Rights' that included a review of safety regulations to ensure that all children are free of harm in their placement and other daily settings in an effort to reduce and avoid SIRs with an emphasis on common area/interior being well maintained (clean/sanitary; neat; comfortable; adequate furniture and lighting; home-like environment, no safety hazards) (safety) particularly with ensuring children are harm free from large knives placed out of children's reach as required and not on the kitchen drain board next to the sink when the children are at home. The emphasis was knives and medicines preferably being either in a locked box or cabinet or at least out of reach from children.

IV. Maintenance of Required Documentation and Service Delivery

27. FIH supervisors will ensure FCSWs obtain or document efforts to obtain the County worker's authorization to implement the NSP on the actual report due no later than 5 days from the due date and that all 3 efforts are made on different dates as expected effective 3/7/16 and ongoing.

30. FIH Management Team will provide FCSWs a refresher training on 'smart goals' for NSPs on 2/22/16 in an effort to ensure FCSWs develop timely, comprehensive, Initial (NSPs) with the participation of the developmentally age-appropriate child.

VIII. Personal Rights and Social/Emotional Well-Being

51. FIH Management Team will provide in-service training to FCSWs on 2/22/16 in the area of privately interviewing foster children during FHVs in an effort to ensure all children are being treated with respect and dignity and all such interview get documented on their contact note for FC's files effective 3/1/16.

Prepared and Submitted 2/17/16 by:

Lily Olan, MSW

Administrator

Futuro Infantil Hispano, FFA

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