



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

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November 22, 2016

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

From: Philip L. Browning
Director

WEST COVINA FOSTER FAMILY AGENCY DBA HOMES OF HOPE FISCAL COMPLIANCE ASSESSMENT AND CONTRACT COMPLIANCE REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Fiscal Compliance Assessment and Contract Compliance Review of the West Covina Foster Family Agency dba Homes of Hope (the FFA) in April 2016. The FFA has one office located in the First Supervisorial District and provides services to the County of Los Angeles DCFS placed children. According to the FFA's Program Statement, its mission is "to provide quality foster care through dynamic partnership with our certified foster families, staff and community so that we can instill hope, trust, joy, and meaning in the lives of children in our care."

At the time of the review, the FFA supervised 106 placed children in 36 Certified Foster Homes (CFHs). The placed children's average length of placement was 20 months and their average age was 11.

SUMMARY

CAD conducted a Fiscal Compliance Assessment which included an agency-wide review of the FFA's financial records, such as financial statements, bank statements, check register, and personnel files to determine their compliance with the terms, conditions, and requirements of the Foster Family Agency contract, the Auditor-Controller Contract Accounting and Administration Handbook (A-C Handbook), and other applicable federal, State, and County regulations and guidelines.

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

During CAD's Contract Compliance Review, the interviewed children generally reported: feeling safe at the FFA CFHs; being provided with good care and appropriate services; being comfortable in their placement environment; and treated with respect and dignity. The Certified Foster Parents reported being supported by the FFA staff in their efforts to provide care, supervision, and service delivery to the children placed in their homes.

The FFA was in full compliance with 9 of 10 applicable areas of CAD's Contract Compliance Review: Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records. Psychotropic Medication was not applicable as the sampled children were not prescribed psychotropic medication at the time of the review.

CAD noted a deficiency 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 June 8, 2016, Patricia Kirkpatrick, DCFS CAD, and Kong Ng, DCFS Out-of-Home Care Management Division (OHCMD), held an exit conference with the FFA representatives: Sukhwinder Singh, Executive Director; and Rodrigo Recendez, Jr., Supervising Social Worker. On May 9, 2016, Molly Sun, DCFS CAD, held a fiscal exit conference with Sukhwinder Singh, Executive Director. There were no findings. The FFA representatives agreed with the review findings and recommendations; were receptive to implementing systemic changes to improve their 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 June 8, 2016, the OHCMD provided technical assistance to the FFA to help in implementing 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:pk

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Sukhwinder Singh, Executive Director, West Covina Foster Family Agency
Lajuannah Hills, Regional Manager, Community Care Licensing Division
Lenora Scott, Regional Manager, Community Care Licensing Division

**WEST COVINA FOSTER FAMILY AGENCY DBA HOMES OF HOPE
FISCAL COMPLIANCE ASSESSMENT REVIEW
FISCAL YEAR 2015 – 2016**

SCOPE OF REVIEW

The Fiscal Compliance Assessment included a review of the West Covina Foster Family Agency dba Homes of Hope's (the FFA's) financial records for the period of January 1, 2014 through December 31, 2014, and January 1, 2016 through March 31, 2016. The Contracts Administration Division (CAD) reviewed financial records, such as financial statements, bank statements, check register, and personnel files to determine the FFA's compliance with the terms, conditions, and requirements of the Foster Family Agency contract, the Auditor-Controller Contract Accounting and Administration Handbook (A-C Handbook) and other applicable federal, State, and County regulations and guidelines.

The agency-wide Fiscal Compliance Assessment review focused on five key areas of internal control:

- Financial Overview,
- Loans, Advances and Investments,
- Board of Directors and Business Influence,
- Cash/Expenditures, and
- Payroll and Personnel.

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

PRIOR YEAR FISCAL COMPLIANCE ASSESSMENT FOLLOW-UP

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

NEXT FISCAL COMPLIANCE ASSESSMENT

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

WEST COVINA FOSTER FAMILY AGENCY DBA HOMES OF HOPE
CONTRACT COMPLIANCE REVIEW SUMMARY
 1107 S. Glendora Avenue
 West Covina, California 91790
 License Number: 197803171

	Contract Compliance Review	Findings: April 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 Investigation (FBI), California Department of Justice (DOJ) and Child Abuse Central Index (CACI) Prior to Certification 4. Timely, Completed, Signed Criminal Background Statement 5. Health Screening & Tuberculosis (TB) Test Prior to Certification 6. All Required Training Prior to Certification 7. Certificate of Approval on File/Including Capacity 8. Safety Inspection Completed At Least Every Six Months or Per Approved Program Statement 9. Completed Annual Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates 10. Current Driver's License/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers 11. Criminal Clearances and Health Screening/Driver's License/CPR/FBI/DOJ/CACI/Auto Insurance for Other Adults in the Home 12. FFA Assists CFPs in Providing Transportation 	<p style="text-align: center;">Full Compliance (All)</p>

	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 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 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 	Full Compliance (All)

	Equivalent Services and Vocational Programs	
VI	<p><u>Health and Medical Needs</u> (4 Elements)</p> <ol style="list-style-type: none"> 1. Initial Medical Exams Conducted Timely 2. Follow-Up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted Timely 	Full Compliance (All)
VII	<p><u>Psychotropic Medication</u> (2 Elements)</p> <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	Not Applicable (All)
VIII	<p><u>Personal Rights and Social/Emotional Well-Being</u> (10 Elements)</p> <ol style="list-style-type: none"> 1. Children Informed of the Agency's Policies and Procedures 2. Children Feel Safe in the CFP Home 3. CFPs' Efforts to Provide Nutritious Meals and Snacks 4. CFPs Treat Children with Respect and Dignity 5. Children Allowed Private Visits, Calls and to Receive Correspondence 6. Children Free to Attend or Not Attend Religious Services/Activities of Their 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 	Full Compliance (All)
IX	<p><u>Personal Needs/Survival and Economic Well-Being</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. Clothing Allowance Provided in Accordance with FFA Program Statement 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children Involved in the Selection of Their Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 	Full Compliance (All)

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	<ol style="list-style-type: none"> 5. Minimum Weekly Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement and Assistance with a Life Book or Photo Album 	
X	<p><u>Discharged Children</u> (3 Elements)</p> <ol style="list-style-type: none"> 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable) 	Full Compliance (All)
XI	<p><u>Personnel Records</u> (9 Elements)</p> <ol style="list-style-type: none"> 1. Criminal Clearances (FBI, DOJ, CACI) Signed and Submitted Timely 2. Timely, Completed, Signed Criminal Background Statement 3. FFA Social Workers Met Education/Experience Requirements 4. Timely Employee Health Screening/TB Clearances 5. Valid Driver's License and Auto Insurance 6. FFA Employees Signed Copies of FFA Policies and Procedures 7. FFA Employees Completed All Required Training and Documentation Maintained 8. FFA Social Workers Have Appropriate Caseload Ratio 9. FFA Maintained Written Declarations for Part-Time Contracted FFA Social Workers Caseloads Not to Exceed a Total of 15 Children 	Full Compliance (All)

**WEST COVINA FOSTER FAMILY AGENCY DBA HOMES OF HOPE
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 April 2016 review. The purpose of this review was to assess the West Covina Foster Family Agency dba Homes of Hope'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,
- Personnel Records.

For the purpose of this review, 12 placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed all 12 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 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, no placed children were prescribed psychotropic medication.

CAD reviewed four 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) citations.

CCL cited the FFA on January 27, 2016, regarding an adoptive CFP who hit a child on the hand with a back scratcher. The FFA decertified this CFH on February 5, 2016. CCL accepted the FFA's decertification of the home as the Plan of Correction (POC). An

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investigation was completed by a Department of Children and Family Services (DCFS) Emergency Response (ER) Children's Social Worker (CSW) who determined the allegations were inconclusive. The Out-of-Home Care Investigations Section (OHCIS) placed the home on an indefinite hold on February 11, 2016, and determined the CFP would no longer be used as a placement resource for DCFS children.

CCL cited the FFA on February 2, 2016, for a CFH that was over its capacity. The FFA immediately moved one child to another CFH to correct this citation. CCL accepted the child's reassignment to another CFH as an appropriate action and cleared the POC on February 2, 2016. There was no further investigation required by the DCFS ER CSW or OHCIS.

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 February 26, 2016 (review conducted in March 2015), identified four recommendations.

Results:

Based on the results of this review, the FFA fully implemented 3 of 4 prior recommendations for which the FFA was to ensure that:

- Common areas are well maintained.
- Children's bedrooms/interior are well maintained.
- Children are treated with respect and dignity.

Based on the results of this review, the FFA did not implement 1 of 4 prior recommendations for which the FFA was to ensure that:

- The FFA is in compliance with Title 22 Regulations and 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.

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



HOMES OF HOPE FOSTER FAMILY AGENCY

1107 S. Glendora Avenue • West Covina, CA 91790
State Facility Licenses Number: 197803171

Telephone: (626) 814-9085

Fax: (626) 814-2276

July 11, 2016

Contracts Administration Division - Contracts Compliance Unit
3530 Wilshire Blvd, 4th Floor
Los Angeles, CA 90010

**RE: Homes of Hope Foster Family Agency
Monitoring Review Concluded- June 8, 2016
Corrective Action Plan**

Dear Ms. Kirkpatrick

West Covina Foster Family Agency dba. Homes of Hope Foster Family Agency (Homes of Hope FFA) has received the exit summary report following the contract compliance annual review of our foster family agency conducted by the Contracts Administration Division (CAD) and are submitting the following Corrective Action Plan to remediate and address the recommendation/s noted.

LICENSURE/CONTRACT REQUIREMENTS:

Field Exit Review# I:

Item#4: Is the agency free of substantiated Community Care Licensing complaint's reports on safety and physical plant deficiencies since the last review?

Finding: Per Group Home Monitoring Review Field Exit Summary- There was one CCL complaint, and a deficiency cited on Facility Evaluations Report.

Homes of Hope Corrective Action Plan #4: Homes of Hope FFA has addressed this issue in different ways:

- *To ensure the safety and wellbeing of our children in placement and in order to keep our resource families up to date with continued education, Homes of Hope FFA ensures Certified Foster Parents are frequently retrained on Title 22 CCL regulations regarding children's Personal Rights and Appropriate Discipline. Furthermore the FFA social workers ask the children routinely about the discipline used in the home, which is documented on the case notes.*
- *The home that had the allegation of physical abuse against her adopted child, was decertified from the agency immediately after the conclusion of the investigation.*

- *The foster child, who was not involved in the incident, was removed the same day the ER worker went out to the home.*

Ms. Kirkpatrick, it was a pleasure working with you during our monitoring review field visit of April 18, 2016. In a continuing effort to diligently pursue the goals of Safety, Permanence, and Well-Being for the children and youth that we serve in partnership with the Department of Children and Family Services, it is the sincere intention of Homes of Hope to meet all contract requirements and fully support the collaborative efforts to meet the needs of LA County's dependent children and provide a quality care to our children in placement.

If any further information is needed, please contact me anytime at (626) 814-9085.

Thanks.

Sincerely,



Tori Mohmand

Administrator

Homes of Hope Foster Family Agency

Ph: (626) 814-9085

Fax: (626) 814-2276

Email: admin@hohffa.com