County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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February 28, 2013

To: Supervisor Mark Ridley-Thomas, Chairman
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Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

ALLIANCE HUMAN SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a review of Alliance Human Services Foster Family Agency (Alliance FFA) in October 2012. Alliance FFA is located in the Fourth Supervisorial District, and provides services to Los Angeles County DCFS foster children and youth.

According to Alliance FFA's program statement, its mission is "to develop, implement, and maintain a system of care which provides children or non-minor dependents with complex circumstances options for living in the community, supports for attaining independence (when appropriate), and opportunities to grow and develop personal connections in natural settings."

At the time of the review, Alliance Human Services FFA supervised 15 DCFS placed children in 10 certified foster homes. The placed children's average length of placement was 15 months, and their average age was eight.

SUMMARY

During our review, the interviewed children generally reported feeling safe at Alliance FFA; having been provided with good care and appropriate services; being comfortable in their environment and treated with respect and dignity. The certified foster parents reported they were supported by the Alliance FFA staff in their efforts to provide care, supervision and service delivery to the children placed in their homes.

Alliance FFA was in full compliance with eight of 11 sections of our Program Compliance Review: Facility and Environment; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival; Economic Well-Being; Discharged Children; and Personnel Records.

We noted deficiencies in the area of Licensure/Contract Requirements related to four substantiated Community Care Licensing (CCL) complaints. Further, it was noted that Alliance FFA did not conduct an assessment of certified foster parents prior to placing more than two children in the home in accordance with the contract. We also noted a finding in the Certified Foster Homes area related to the amount of annual training hours the certified foster parents received. Lastly, deficiencies in the area of Maintenance of Required Documentation and Service Delivery were noted as it relates to Needs and Services Plans/Quarterly Reports (NSPs/QR).

Attached are the details for our review.

REVIEW OF REPORT

On November 21, 2012, the DCFS OHCMD Monitor, Gladys Hidayat, held an Exit Conference with Alliance FFA representatives, Luigi Grimaldi, Executive Director and Cathy Leach, Program Director of Alliance Human Services FFA.

Alliance FFA's 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 A-C and Community Care Licensing (CCL).

Alliance FFA provided the attached approved CAP addressing the recommendations noted in this compliance report.

We will confirm that these recommendations have been implemented during our next monitoring review.

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

PLB:EM:KR
EAH:NF:gh

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Luigi Grimaldi, Executive Director, Alliance Human Services FFA
Rosalie Guttierez, Regional Manager, Community Care Licensing

ALLIANCE HUMAN SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2012-2013

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the October 2012 review. The purpose of this review was to assess Alliance FFA's compliance with the County contract requirements and State regulations and included a review of the Alliance FFA's program statement, as well as administrative internal policies and procedures. The monitoring review covered the following 11 areas:

- Licensure/Contract Requirements
- Certified Foster Homes
- Facility and Environment
- Maintenance of Required Documentation and Service Delivery
- Educational 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 purpose of this review, six children were selected for the sample. We reviewed six case files and interviewed two children to assess the care and services they received. Four children were not interviewed due to their young age and/or developmental and emotional challenges which rendered them unable to make meaningful statements. It was observed, however that the children appeared well cared for and bonded with their respective caretakers. Five discharged children's files were also reviewed to assess Alliance FFA's compliance with permanency efforts. At the time of the review, three placed children were prescribed psychotropic medications. We reviewed their case files to assess for timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm the required documentation of psychiatric monitoring.

We reviewed three certified foster parent files and five staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with three certified foster parents to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

We found the following three areas to be out of compliance.

Licensure/Contract Requirements

- Alliance FFA had four Community Care Licensing (CCL) substantiated complaints for safety and physical plant deficiencies in their certified homes.

In one home, the Certified Foster Parent (CFP) had failed to report an incident whereby a minor refused to take her psychotropic medicine timely. The FFA had retrained the foster parent on psychotropic medications management and incident reporting requirement and submitted verifications of the foster parent training to CCL.

In another home, the CFP was found to be neglectful in providing proper care and supervision to a foster child as she had left the foster child with her 16-year-old son. Further, she also yelled, grabbed and placed children on time-out for more than one hour. The FFA had decertified the home. All placed children were removed from the home and the OHCMD placed this home on "indefinite hold."

CCL found deficiencies in one certified home when it was discovered that the CFP had locked the food cabinet and the refrigerator in her home, yet did not secure the cabinet for storing medications and cleaning solutions. The FFA had submitted an approved Plan of Correction (POC) to CCL with verifications of the foster parent's training on Children's Personal Rights and proper storage of medication and cleaning solutions. Further, the FFA would ensure that the home had adequate food and snacks available to children.

Lastly, CCL had also cited the FFA when it was discovered that in one home, there was water leak in the master bathroom which caused the vanity to fall and was held by a brick. Further, two bathrooms had mold and one bedroom had a strong smell of urine. In addition, the foster parent had an expired First Aid/CPR certificate and her four-year-old grandson was sharing a bedroom with his parents. The FFA had provided CCL with verifications that all deficiencies had been corrected.

- Alliance FFA did not conduct an assessment of certified foster parents prior to placing more than two (2) children in the home in accordance with the County contract. During the review, it was noted that in a newly certified home, more than two children were placed on two separate occasions. However, no assessments of the CFP's ability to provide care for more than two children were conducted prior to the children's placements. The FFA Program Manager stated that she would train the Agency social workers to ensure an assessment of the certified foster parent's capabilities to care for more than two children in the home was completed prior to placing more children in the home and that all assessments would be reviewed by her for approval.

Recommendations

Alliance FFA's management shall:

1. Establish an oversight plan to ensure all FFA certified homes comply with CCL regulations regarding children's safety, an adequate physical plant, and other Licensure/Contract Requirements.

2. Conduct an assessment of certified foster parents prior to placing more than two (2) children in the home.

Certified Foster Homes

- We noted that two certified foster parents completed 14 of the required 15-hours of annual training. The FFA Program Manager stated that the Agency would be utilizing Foster Track program whereby social workers could monitor their assigned certified foster parents training hours and ensure they complete the required training hours prior to their recertification period. Further, the Program Manager would review all recertification requests and ensure the required training hours were met prior to approving the certified home for recertification.

Recommendation

Alliance FFA's management shall:

3. Follow the training requirements for certified foster parents as stated in the County contract.

Maintenance of required Documentation and Service Delivery

- We noted that five children did not have comprehensive updated NSPs, whereby their NSPs did not have goals that were specific, and measurable. One child's NSP has not been updated nor modified for two years. Another child's NSP did not have his Children's Social Worker (CSW) signature of approval and two children's NSPs were sent to their respective CSWs passed their due dates. The majority of the children's Quarterly Reports were comprehensive; however one child's Quarterly Report was incomplete and another child's Quarterly Report had the same information as her previous one. Lastly, it was also noted that one child's CSW was not contacted monthly as required by the County contract. The FFA Program Manager stated that the Agency's social workers will be retrained on DCFS Contract and Title 22 requirements related to NSPs and CSWs contact requirements.

Recommendations

Alliance FFA's management shall:

4. Ensure all placed children's updated NSP's follow CCL and County contract requirements and are comprehensive.

5. Ensure all placed children's Quarterly Reports are completed, updated and reflective of the children's current progress.

6. Ensure all placed children's CSWs are contacted monthly as per County contract requirements and documentation is maintained.

PRIOR YEAR FOLLOW-UP FROM DCFS OHCMD's FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The OHCMD's last compliance report dated May 21, 2012, identified 17 recommendations.

Results

Based on our follow-up, Alliance FFA fully implemented 12 previous recommendations for which they were to ensure that:

- Sufficient educational resources are available for children.
- FFA social worker staff will utilize a uniformed method of recording the children's clothing and monetary allowances.
- Current report cards are maintained in the files for all placed children.
- All placed children's initial medical examinations are conducted timely.
- All placed children's follow-up medical examinations are conducted timely.
- All placed children's initial dental examinations are conducted timely.
- All placed children's follow-up dental examinations are conducted timely.
- The children's NSPs are developed and updated timely.
- Children who are prescribed psychotropic medications are being evaluated by their psychiatrist in accordance with the contract specifications and that certification of services are maintained in their case files.
- Age-appropriate children are given the opportunity to be involved in the selection of their clothing.
- Each placed child is encouraged and assisted in creating and updating photo album/life books.
- Staff health-screenings are completed in a timely manner.

Based on our follow-up, Alliance FFA did not fully implement previous recommendations for which they were to ensure:

- FFA social workers shall develop comprehensive NSPs for all children.

- FFA social workers closely review the children's NSPs, monitor their progress and modify the NSPs as deemed necessary.

- FFA social workers document monthly contacts with DCFS CSW's to update the children's progress.

The following recommendations were not applicable as the sample child who was taking psychotropic medications was not verbal due to being developmentally challenged.

- Children are children are informed about their medications.

- Children are informed of their right to refuse medication

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Alliance FFA has not been posted by the A-C.

ALLIANCE HUMAN SERVICES FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

123 N. Nash Street, Suite 305, El Segundo, CA 90245
12345 Heritage Park Dr., Suite 202, Santa Fe Springs, CA 90670
License Numbers: 123456789; 234567891

	Contract Compliance Monitoring Review	Findings: October 2012
I	**Licensure/Contract Requirements** (7 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Serious Incident Report Documentation and Cross Reporting	2. Full Compliance
	3. Runaway Procedures	3. Full Compliance
	4. Are there CCL Citations/OHCMD Safety Reports	4. Improvement Needed
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training	5. N/A
	6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments	6. N/A
	7. Assessment of Certified Foster Parent (CFP) Prior to Placement of Two (2) or More Children	7. Improvement Needed
II	**Certified Foster Homes (CFHs)** (12 Elements)	
	1. Home Study and Safety Inspection Prior to Certification	1. Full Compliance
	2. Contact with References/Including Check with OHCMD	2. Full Compliance
	3. Timely DOJ, FBI, CACI	3. Full Compliance
	4. Timely, Completed, Signed Criminal Background Statement	4. Full Compliance
	5. Health Screening & TB Test Prior to Certification	5. Full Compliance
	6. Required Training Prior to Certification	6. Full Compliance
	7. Certificate of Approval on File/Including Capacity	7. Full Compliance
	8. Safety Inspection Every Six Months or Per Approved Program Statement	8. Full Compliance
	9. Completed Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates	9. Need Improvement
	10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers	10. Full Compliance
	11. Other Adults In The Home: Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance	11. Full Compliance
	12. FFA Assists CFPs with Transportation Needs	12. Full Compliance

III	**Facility and Environment** (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	Full Compliance (ALL)
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. County Worker's Authorization to Implement NSPs 2. NSPs Implemented and Discussed with Foster Parents 3. Children Progressing Towards Meeting NSP Goals 4. Develop Timely, Comprehensive Initial NSP With Child's Participation 5. Develop Timely, Comprehensive Updated NSPs With Child's Participation 6. Therapeutic Services Received 7. Recommended Assessments/Evaluations Implemented 8. County Workers Monthly Contacts Documented in Child's Case File 9. Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Need Improvement 6. Full Compliance 7. Full Compliance 8. Need Improvement 9. Need Improvement 10. Full Compliance
V	**Education and Workforce Readiness** (5 Elements) 1. Children Enrolled in School Within Three School Days 2. Children Attend School as Required and FFA Facilitates Children's Educational Goals Met 3. Children's Academic Performance and/or Attendance Increased 4. Current Report Cards Maintained 5. FFA Facilitates Child's Participation in YDS/Equivalent/Vocational Programs	Full Compliance (ALL)

VI	**Health and Medical Needs** (4 Elements) 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	**Psychotropic Medications** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Full Compliance (ALL)
VIII	**Personal Rights and Social Emotional Well-Being** (10 Elements) 1. Children Informed of Agency's Policies and Procedures 2. Children Feel Safe 3. CFPs' Efforts to Provide 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 7. Reasonable Chores 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse Medical, Dental and Psychiatric Care 10. Children Given Opportunities to Participate in Extra-Curricular Activities, Enrichment and Social Activities	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. N/A 9. N/A 10. Full Compliance
IX	**Personal Needs/Survival and Economic Well-Being** (7 Elements) 1. Clothing Allowance in Accordance with FFA Program Statement ($50 Minimum If After November 1, 2012) 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children's Involvement in Selection of Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 5. Minimum Monetary Allowances	Full Compliance (ALL)

	6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book	
X	**Discharged Children** (2 Elements) 1. Completed Discharge Summary 2. Child Completed High School (if applicable)	Full Compliance (ALL)
XI	**Personnel Records** (9 Elements) 1. DOJ, FBI, Child Abuse Criminal Index (CACI) Submitted Timely 2. Timely, Completed, Signed Criminal Background Statement 3. Education/Experience Requirements 4. Employee Health Screening/TB Timely 5. Valid CDL and Auto Insurance 6. Signed Copies of FFA Policies and Procedures 7. Staff Completed All Required Training and Documentation Maintained 8. FFA Social Workers Have Appropriate Caseload Ratio 9. Written Declarations For Contract FFA Social Workers That Caseloads Not Exceed Total of 15 Children	Full Compliance (ALL)

Alliance
HUMAN SERVICES, INC.

December 21, 2012

Nestor Figueroa CSA II
Out of Home Care Management Division
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

Dear Mr. Figueroa:

RE: Performance Evaluation Results Review, Dated December 12, 2012

Alliance Human Services, Inc. (Facility No. 197805864) is serious in their responsibility of ensuring the safety and well-being of the children in our certified homes. The following Plan of Action directly addresses the performance evaluation result review, as identified:

1. **Licensure/Contract Requirements,** It was noted that:

   - The agency had four substantiated Community Care Licensing complaints due to safety and physical plant deficiencies in foster homes.
   - The agency did not conduct an assessment of certified foster parents prior to placing more than 2 children in the home in accordance with the contract.

On December 19, 2012 Alliance Program Manager, Cathy Leach completed re-training with the social worker staff RE Community Care Licensing regulations, specifically on Safety and Physical Plant requirements of a Certified Foster Home. Also, on December 20, 2012 Ms. Leach completed the same training with the Certified Parents (See attached Proof of Training).

In accordance with LA County DCFS Contract, and in assurance with Alliance Human Services, Inc.'s best practices with assessing the Certified Parent's capabilities prior to accepting more than two children in the Certified Foster Home, Program Manager, Cathy Leach shall review the Certified Foster Home Files, at least quarterly, to ensure that a copy of the Certified Foster Home Capacity Assessment Form has been completed for all Certified Foster Parents with more than two children in the Certified Home File (See attached copy of Certified Foster Home Capacity Assessment form, revised February 2012).

2. **Certified Foster Homes.** It was noted that:

   - Two foster parents were deficient in completing the 15 required on-going hours of training. They completed 14 of the 15 required hours of training.

On December 19, 2012 Alliance Program Manager, Cathy Leach completed re-training for social Workers, specifically regarding monitoring and ensuring that all certified foster parents meet the minimum fifteen (15) hours of on-going hours, per the County Contract Section 3.6 Exhibit A.

On December 20, 2012, Ms. Leach completed re-training with the Certified Foster Parents on the County Contract, Section 3.6 Exhibit A., specifically training requirements of fifteen (15) hours of training, annually (See attached Proof of Training).

Alliance Human Services, Inc. shall ensure that all certified foster parents will receive the required on-going training related to the care of foster children, as per County Contract Section 3.6 Exhibit A. These trainings shall be completed by an Alliance staff, or a designated representative. Any certified foster parent who does not attend the monthly scheduled trainings shall receive training in the Certified Foster Home, completed by an Alliance staff to ensure compliance with LA County Contract. Certified Parents shall sign an acknowledgement, as proof of training completed.

3. **Maintenance of Required Documentation and Service Delivery.** It was noted that:

   - The FFA social workers did not develop timely, comprehensive, updated NSP's. Five children's NSP goals did not follow the Title 22/DCFS Contract guidelines as some were not specific, measureable and time limited.

   - Two children did not have comprehensive Quarterly Reports. One child's Quarterly Report was incomplete, and another child's Quarterly Report was the same as her previous report.

   - The FFA social worker did not send reports to county workers by the 10th business day following the end of each quarter from the date that child was placed.

   - One child was missing a monthly Social Worker (CSW) contact.

On December 19th, 2012 Alliance Program Manager, Cathy Leach completed re-training with the social worker staff, specifically Title 22 Regulations and DCFS Contract requirements on a foster child's Needs and Services Plan. Ms. Leach reviewed development of a comprehensive NSP, including specific, measurable, and time limited goals. Also, Ms. Leach reviewed with the social work staff the due date that the N&SP is to be sent to the County Social Worker by the 10th business day following the end of each quarter from the child's date of placement. If the CSW does not return the signature sheet timely, the social workers are to file in the children's File proof of attempts to obtain the CSW's signature (See attached Proof of Training).

On December 19, 2012 Alliance Program Manager, Cathy Leach reviewed the current FFA-DCFS Contract with the social work staff , specifically monthly contacts to CSW. The social worker shall continue to document the monthly contacts with the CSW in the child's file (See attached Proof of Training).

In reference to the other recommendations provided by DCFS monitor Gladys Hidayat, these have been noted and addressed in the body of the results review. See attached proof of trainings and training documents attached.

Thank you for your consideration. If you have any further questions, please contact me a (310)792-8920.

Sincerely,

Cathy Leach

Cathy Leach
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Enclosures