County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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January 18, 2013

To: Supervisor Mark Ridley-Thomas, Chairman
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From: Philip L. Browning
Director

BIENVENIDOS 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 Bienvenidos Foster Family Agency (Bienvenidos FFA) in April 2012. Bienvenidos FFA has two licensed offices, one in the First Supervisorial District and the other in San Bernardino County. Both offices provide services to Los Angeles County DCFS foster children and youth. According to the Bienvenidos FFA program statement, its mission is "to provide short-term emergency and longer term therapeutic foster care to children and siblings who cannot immediately return home to their birth families. The program selects, trains, certifies, and supports foster families for care to the children. The aim of the program is to work with all related parties toward reunification or some other appropriate permanency plan."

At the time of the review, Bienvenidos FFA supervised 207 DCFS placed children in 64 certified foster homes. The placed children's average length of placement was 12 months and their average age was nine.

SUMMARY

During our review, the children interviewed generally reported feeling safe at Bienvenidos 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 Bienvenidos FFA staff in their

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

Bienvenidos FFA was in full compliance with eight of 11 sections of our program compliance review: Licensure/Contract Requirements; Facility and Environment; Education and Workforce Readiness; Health and Medical Needs, Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; and Discharged Children.

We noted deficiencies in the area of Certified Foster Homes related to checks with OHCMD for historical information, untimely re-certification safety inspections and re-evaluations, and completion of required additional training. We also noted findings in the Maintenance of Required Documentation and Service Delivery area regarding lack of participation of age-appropriate children and certified foster parents in the development of Need and Services Plans (NSPs), untimely initial and updated NSPs, and non-specific goals. We also noted a finding in the area of Personnel Records related to initial training not documented.

Attached are the details for our review.

REVIEW OF REPORT

On July 6, 2012, the DCFS OHCMD Monitor, Sharon Koga, held an Exit Conference with Bienvenidos FFA representative, Karina Souquette, Director. Bienvenidos FFA's representative agreed with the review findings and recommendations; was 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). In the intervening month between the Exit Conference and the due date for the CAP, Bienvenidos underwent a change in the leadership of the foster care program. Ms. Stephanie Ivler is the Interim Director. Due to this staff change, a two-week extension was granted for the CAP due date.

A copy of this compliance report has been sent to the A-C and Community Care Licensing (CCL).

Bienvenidos 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, please call me or your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

PLB:RRS:KR
EAH:NF:sk

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Stephanie Ivler, Interim Director, Bienvenidos FFA
Rosalie Gutierrez, Regional Manager, Community Care Licensing

BIENVENIDOS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
2012

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the April 2012 review. The purpose of this review was to assess Bienvenidos FFA's compliance with the County contract requirements and State regulations and included a review of the Bienvenidos 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 the purpose of this review, 12 children were selected for the sample. We interviewed each child and reviewed their case files to assess the care and services they received. Additionally, four discharged children's files were reviewed to assess Bienvenidos FFA's compliance with permanency efforts. At the time of the review, 10 placed children were prescribed psychotropic medication. 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 four certified foster parent files and five staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with four 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.

Certified Foster Homes

- One certified foster parent was not cleared with OHCMD prior to certification. The FFA reported that they were confident that the agency representative responsible

for the clearances at that time did clear the home, although documentation was not available.

- One certified foster home was issued a re-certification on March 10, 2012. However, the recertification safety inspection was not completed until April 9, 2012, and the re-evaluation was not completed until April 11, 2012. The FFA stated that the home re-certification was not completed timely as the certified foster parents had not completed their required annual training, which results in another finding as described below.

- One set of certified foster parents did not complete the required 15 hours of additional training in a timely manner. The training should have been completed by March 9, 2012, but was not completed until May 9, 2012. The certified foster father is a truck driver, and his work hours make it difficult to complete the required training.

Recommendations

Bienvenidos FFA's management shall ensure that:

1. All prospective foster homes are cleared through OHCMD prior to certification.

2. All certified foster homes have timely re-certification safety inspections and re-evaluations.

3. All certified foster parents complete the 12 – 15 hours of required additional training in a timely manner.

Maintenance of Required Documentation and Service Delivery

- We noted that age-appropriate children's and certified foster parents' participation in the development of the Needs and Services Plans (NSPs) was not documented (no signatures on the NSPs). The FFA responded that all age-appropriate children will participate in developing the NSPs and sign the NSPs.

- We noted that the initial and updated NSPs were not timely. The FFA responded that due to some staffing problems, reports were late.

- We noted that the goals were not specific, measurable, or time-framed. The FFA responded that the agency has provided training to their social workers in the SMART-method (Specific, Measurable, Attainable, Results Oriented and Time-Limited), of developing goals and will continue to have the supervisors review the goals.

Recommendations

Bienvenidos FFA's management shall ensure that:

4. All age-appropriate children and certified foster parents participate in the development of the NSPs and sign the NSPs.

5. All initial and updated NSPs are completed in a timely manner.

6. Initial NSPs are comprehensive, containing goals that are specific, measurable, and time-framed.

Personnel Records

- We found no documentation of the initial training in three staff files. The FFA staff responded that the staff files with no documentation of initial training were long time employees and it is unclear as to what documentation was kept at that time.

Recommendation

Bienvenidos FFA's management shall ensure that:

7. All staff complete initial training and documentation is maintained in their file.

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

The OHCMD's last compliance report dated July 24, 2012, identified three recommendations.

Results

Based on our follow-up, Bienvenidos FFA fully implemented one previous recommendation for which they were to ensure that:

- All children are encouraged and/or assisted with maintaining a Life Book/Photo Album.

- Contacts with Children's Social Workers (CSWs) are documented in the case files.

The other two previous recommendations were not implemented for which they were to ensure that:

- Goals are specific, measurable, and time-framed.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

BIENVENIDOS FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

9828 Central Ave., Montclair, CA 91763
255 N. San Gabriel Ave., Pasadena, CA 91107
License Numbers: 366408173; 197805967

	Contract Compliance Monitoring Review	**Findings: April 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. Full Compliance
	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. Full Compliance
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. Needs Improvement
	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. Needs Improvement
	9. Completed Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates	9. Needs 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. Needs Improvement 5. Needs Improvement 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Needs Improvement 10. Not Applicable
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	Full Compliance (ALL)
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. On-going 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/Photo Album	
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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Needs Improvement 8. Full Compliance 9. Not Applicable

Bienvenidos

BY FAX AND FIRST CLASS MAIL

August 21, 2012

Los Angeles County DCFS – OHCMD
9320 Telestar Ave., Suite 216
El Monte, CA 91731
Attn: Ms. Sharon Koga
Re: Corrective Action Plan (CAP)

Dear Ms. Koga:

The following is the Corrective Action Plan in response to the Monitoring Review Field Exit Summary dated July 6, 2012.

Please note: Bienvenidos will henceforth be utilizing Evolv, an electronic health record software system with comprehensive case management features to track, monitor and report on data. This centralized electronic case management includes all processes, such as intake and referral, service plans and reporting. It also provides resource family and facilities management. Upon placement, Bienvenidos' Foster Care Intake Coordinators will enter each child into the Evolv system, which will then schedule, remind, monitor and report failure to comply to the agency's Regional Office Supervisors and Quality Assurance monitor.

CERTIFIED FOSTER HOMES

Item 8: Does the foster parent case record include contacts with references, including check w/OHCMD for historical information?

Bienvenidos' pre-certification application packet requires three references. Under the terms of an MOU, the Intake Coordinators coordinate with McKinley Children's Services to perform the reference checks and the contact is documented. Once all pre-certification requirements are met, the packet is submitted to Bienvenidos' Foster Care Recruitment Coordinators, who: 1) review the packet for completeness; 2) submit the packet to Quality Assurance; and 3) email OHCMD requesting historical information. Bienvenidos' Quality Assurance or Regional Office Supervisors will ensure that this procedure is followed by reviewing it with recruitment and intake staff and monitoring quality assurance.

Item 14: Were safety inspection and re-evaluation completed at least every six months or per the timelines approved in the agency's Program Design?

Regional Office Supervisors will review with Social Workers the requirement that safety

inspections and reevaluations be completed on a quarterly basis. The Social Worker will complete and submit the Home Inspection report to Foster Care Quality Assurance. The Evolv system will schedule, remind the Social Worker, monitor and report failure to comply to Quality Assurance and the Regional Office Supervisors.

Item 15: Have foster parents completed the required additional annual training of 12 hours during the first year and 15 hours every year thereafter?

The Regional Office Supervisors and Recruitment Coordinators reviewed Bienvenidos' training policy. Foster parents are required to complete 30 hours training prior to certification and 15 hours every year thereafter. Participation in training is documented through sign-in sheets. A certificate of completion is awarded and a copy placed in the file. The Program Assistant will enter the information in the Evolv system. At the time of recertification the Regional Office Supervisors collect and review all trainings submitted to verify compliance prior to approving annual recertification.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Item 29: Do age-appropriate children participate in the development of the NSP?

Bienvenidos' Program Director and Regional Office Supervisors reviewed with the Social Workers the requirement that age-appropriate children participate in the development of the NSP. The Social Workers will assess the child's developmental needs that prompt the interventions to be used to establish the NSP goals and the child will be involved in the development of the goals. Three comprehensive, measurable and obtainable goals, and the child's progress toward meeting the goals will be documented in the contact notes. The Evolv system will ensure that the NSP deadlines are timely met and will notify Quality Assurance and the Regional Office Supervisors of failure to comply. The Regional Office Supervisors will ensure that the NSP goals are age-appropriate during review of the reports. In addition, Quality Assurance will periodically audit the files.

Item 30: Do certified foster parents participate in the development of the NSP?

The Program Director and Regional Office Supervisors reviewed with the Social Workers the requirement that foster parents participate in the development of the NSP. The Social Workers will assess the child's developmental needs that prompt the interventions to be used to establish the NSP goals and the foster parents will be involved the in development of the goals. Three comprehensive, measurable and obtainable goals, and the child's progress toward meeting the goals will be documented in the contact notes. The Evolv system will ensure that the NSP deadlines are timely met and will notify Quality Assurance and the Regional Office Supervisors of failure to comply. The Regional Office Supervisors will ensure that the foster parents participated during review of the reports. In addition, Quality Assurance will periodically audit the files.

Item 32: Did the treatment team develop timely initial NSPs with the child?

The Program Director will instruct the Social Workers that the initial NSP is to be developed with the child and that all reports (initial and quarterly) are to be submitted for review 10 working days prior to due date. The Evolv system will remind each Social Worker and report failure to comply to Quality Assurance and the Regional Office Supervisors.

Item 33: Did the treatment team develop comprehensive initial NSPs with the child?

The Regional Office Supervisors will instruct the Social Workers to assess the child's developmental needs and involve the child in developing a comprehensive initial NSP identifying three comprehensive, measurable and obtainable goals targeted to specific issues within 30 days of initial placement, and on a quarterly basis thereafter. The child's progress toward meeting the NSP goals will be documented in the contact notes. The Regional Office Supervisors will ensure that this requirement is met by reviewing the NSPs.

Item 36: Are DCFS CSWs contacted monthly and are the contacts appropriately documented?

The Program Director will instruct the Social Workers to document all contact with DCFS CSWs regarding the placement progress and any issues pertaining to the needs and services of the child. These contact notes will be submitted by the 7th of the month following the reporting period. The Regional Office Supervisor and Quality Assurance will monitor, when logging, that Social Worker is addressing and properly documenting the child's placement progress and his/her needs.

Item 37: Did the treatment team develop timely updated NSPs with the child?

The Program Director will instruct the Social Workers that the updated NSP is to be developed with the child and that all reports (initial and quarterly) are to be submitted for review 10 working days prior to due date. The Evolv system will remind each Social Worker and report failure to comply to Quality Assurance and the Regional Office Supervisors.

Item 38: Did the treatment team develop comprehensive updated NSPs with the child?

The Program Director has instructed the Social Workers that the comprehensive updated NSP is to be developed with the child and that all reports (initial and quarterly) are to be submitted for review 10 working days prior to due date. The child's progress toward meeting the NSP goals will be documented in the contact notes. Final reports will be timely submitted per the DCFS contract. The Evolv system will remind each Social Worker and report failure to comply to the Regional Office Supervisors.

PERSONNEL RECORDS

Item 86: Have appropriate employees received the required initial training?

Bienvenidos' Human Resources Manager and the Foster Care Regional Office Supervisors will ensure that all appropriate Bienvenidos employees receive the required initial training. This training consists of: 1) general administrative orientation; 2) new employee orientation at

assigned site; and 3) Social Worker training. Completion of all three trainings is confirmed by the Human Resources Manager and documented in the employee's file.

Please feel free to contact me directly with any questions.

Sincerely,

Miriam Gonzalez. PsyD

Chief Program Officer