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DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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May 21, 2015

To: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda Solis
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Supervisor Sheila Kuehl
Supervisor Don Knabe

From: Philip L. Browning

CHILDHELP FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a review of Childhelp Foster Family Agency (the FFA) in May 2014. The FFA has one licensed office located in San Bernardino County and one in the Third Supervisorial District. Both offices provide services to County of Los Angeles DCFS foster children. According to the FFA's program statement, its stated purpose is "to provide foster care and treatment for abused and neglected children while re-unification services with their families are being explored and/or completed."

At the time of the review, the FFA supervised three DCFS placed children in three certified foster homes. The placed children's overall average length of placement was six months and their average age was five.

SUMMARY

During CAD's review, the one age-appropriate child interviewed reported: feeling safe at the FFA home, having been provided with good care and appropriate services; being comfortable in their environment and being treated with respect and dignity. The Certified Foster Parents (CFPs) reported 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 sections of our Contract Compliance Review: Facility and Environment; Education and Workforce Readiness; Psychotropic Medication; Personal Rights and Social Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records.

CAD noted deficiencies in the areas of: Licensure/Contract Requirements, related to Community Care Licensing (CCL) citations; Certified Foster Homes, related to the FFA not having contacted

Out-of-Home Care Management Division (OHCMD) for historical information prior to certification; Maintenance of Required Documentation and Service Delivery, related to the FFA not having obtained the County Children Social Worker's (CSW's) authorization to implement the Needs and Services Plan (NSP), not engaging the participation of the CFPs in the development of the NSP, not developing timely, comprehensive initial and updated NSPs with the child's participation, CSW monthly contacts not being documented, and not developing timely, comprehensive, quarterly reports; and Health and Medical Needs, related to an untimely follow-up dental exam.

REVIEW OF REPORT

On June 30, 2014, DCFS CAD Contract Compliance Administrator, Maria Rosas held an Exit Conference with the FFA's representatives, Jennifer Quinn, Director; Diana Correa, Director of CA Programs, and Colleen Begley, Assistant Director/Adoptions Program Supervisor. 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. CAD verified implementation of the recommendations on July 30, 2014 and will verify continued implementation during our next monitoring review. OHCMD will provide on-going technical assistance prior to the next contract compliance review.

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

PLB:EM:LTI
DF:SM:mr

Attachments

c: Sachi A. Hamai, Interim Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Sybil Brand Commission
Sara O'Meara, Executive Director, Childhelp
Diana Correa, Director of California Programs, Childhelp
Lajuannah Hills, Regional Manager, Community Care Licensing Division
Kimberly Taylor, Regional Manager, Community Care Licensing Division
Lenora Scott, Regional Manager, Community Care Licensing Division

CHILDHELP FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

1743 Orange Tree Lane
Redlands, CA 92373
License Numbers: 366404114

1345 N. El Centro Ave.
Los Angeles, CA 90028
License Numbers: 197801357

	Contract Compliance Monitoring Review	**Findings: May 2014**
I	**Licensure/Contract Requirements** (7 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Timely, Cross-Reported SIRs	2. Full Compliance
	3. Runaway Procedures in Accordance with the Contract	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. Not Applicable
	6. FFA Pays Certified Foster Parents (CFP) Whole Foster Family Home Payments	6. Not Applicable
	7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or More Children	7. Not Applicable
II	**Certified Foster Homes (CFHs)** (12 Elements)	
	1. Home Study and Safety Inspection Conducted Prior to Certification	1. Full Compliance
	2. Agency's inquiry with OHCMD for Historical Information Prior to Certification	2. Improvement Needed
	3. Timely Criminal Clearances (DOJ, FBI, CACI) Prior to Certification	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. All Required Training Prior to Certification	6. Full Compliance
	7. Certificate of Approval on File/Including Capacity	7. Full Compliance
	8. Safety Inspections Completed At Least Every Six Months or Per Approved Program Statement	8. Full Compliance
	9. Completed Annual Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates	9. Full Compliance
	10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers, if Applicable Car Seat(s)	10. Full Compliance
	11. Criminal Clearances and Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance for Other Adults in the Home	11. Full Compliance
	12. FFA Assists CFPs in Providing Transportation Needs	12. Full Compliance

III	**Facility and Environment** (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas/Interior 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	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. FFA Obtains or Documents Efforts to Obtain County Children's Social Worker's (CSW) 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 NSPs with Child's Participation 5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with Child's Participation 6. Therapeutic Services Received 7. Recommended Assessments/Evaluations Implemented 8. County Children Social Workers Monthly Contacts Documented in Child's Case File 9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	1. Improvement Needed 2. Improvement Needed 3. Full Compliance 4. Improvement Needed 5. Improvement Needed 6. Full Compliance 7. Full Compliance 8. Improvement Needed 9. Improvement Needed 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 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	**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	 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed
	Psychotropic Medication (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 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 Extra-Curricular Activities, Enrichment and Social Activities	Full Compliance (All)
IX	**Personal Needs/Survival and Economic Well-Being** (7 Elements) 1. Clothing Allowance Provided in Accordance with FFA Program Statement 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children's Involvement in Selection of Their Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 5. Minimum Weekly Monetary Allowances	Full Compliance (All)

	6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book/Photo Album	
X	**Discharged Children** (3 Elements) 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable)	Full Compliance (All)
XI	**Personnel Records** (9 Elements) 1. Criminal Clearances (DOJ, FBI, 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 CDL 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 Exceed Total of 15 Children	Full Compliance (All)

CHILDHELP FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2013-2014

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. The compliance report addresses findings noted during the May 2014 monitoring review. The purpose of this review was to assess Childhelp Foster Family Agency's (the FFA's) compliance with the County contract and State regulations and included a review of the FFA's program statement, as well as 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, and
- Personnel Records.

For purposes of this review, three children were selected for the sample. The Contracts Administration Division (CAD) interviewed the one age appropriate child and reviewed the three case files of the sample, to assess the care and services received. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, one placed child was prescribed psychotropic medication. The case file was reviewed to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

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

CONTRACTUAL COMPLIANCE

CAD found the following areas to be out of compliance.

Licensure/Contract Requirements

- Community Care Licensing (CCL) cited the FFA.

CCL substantiated one complaint and issued a citation for deficiencies and findings during their investigation of the following:

On September 13, 2013, CCL cited the FFA for a personal rights violation. The CFP used inappropriate language towards the foster child. The FFA submitted a Plan of Correction that was cleared by CCL on July 1, 2014.

Recommendation

The FFA's management shall ensure that:

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

Certified Foster Homes

- FFA did not contact Out-of-Home Care Management Division (OHCMD) for historical information prior to certification.

The FFA submitted its request for historical information on December 10, 2013, and the home was certified on October 31, 2011. The FFA received the historical information from OHCMD on June 3, 2014.

The FFA conducted training on July 30, 2014, on their updated Home Study policy, which addressed the requirement of obtaining OHCMD's historical clearances prior to certifications. CAD verified completion of this training on July 30, 2014.

Recommendation

The FFA's management shall ensure that:

2. Historical information from OHCMD is obtained prior to certification.

Maintenance of Required Documentation and Service Delivery

- The FFA did not obtain or document efforts to obtain the County Children Social Worker's (CSW's) signature authorizing implementation of the Needs and Services Plan (NSP).

- The FFA did not engage the participation of the CFPs in the development of NSPs,

The reviewed NSPs did not contain the signature of the CFP.

- The FFA did not develop timely initial updated NSPs with the child's participation.

The reviewed initial NSP did not contain the signature of the age-appropriate child. It was also determined that there was a missing NSP that was later submitted without the required signatures of the CFP or CSW. Two other NSPs were missing from files at headquarters and from the files at the CFP's home.

- The FFA did not develop timely quarterly reports with the child's participation.

The reviewed quarterly report did not contain the signature of the age-appropriate child

- The FFA did not develop timely, comprehensive quarterly reports.

Documentation provided reflected that two quarterly reports were untimely as they were not forwarded to the CSW by the 10th business day following the end of the quarter.

- The FFA did not document monthly contacts with the CSW.

The FFA did not document monthly contacts with the CSW in the NSP.

The FFA was reminded of the need to provide copies of the signed NSPs to the families and to maintain originals in the official files. The FFA conducted retraining on NSP requirements identified in the report and the need to appropriately document contacts with the CSWs. CAD verified this training was held on July 30, 2014.

Recommendation

The FFA's management shall ensure that:

3. The CSW's authorization to implement the NSP is obtained or efforts are documented.

4. CFP's participate in development of the NSP.

5. Timely and comprehensive initial NSPs are developed with child's participation.

6. Timely and comprehensive updated NSPs are developed with child's participation.

7. CSWs monthly contacts are documented in the child's case file.

8. FFA social worker develops timely, comprehensive quarterly reports.

Health and Medical Needs

- A follow-up dental exam was two months overdue.

Recommendation

The FFA's management shall ensure that:

9. Follow-up dental exams are conducted timely.

PRIOR YEAR FOLLOW-UP FROM DCFS OUT-OF-HOME CARE MANAGEMENT DIVISION'S FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The OHCMD's last compliance report dated October 25, 2013, identified eight recommendations.

Results

Based on OHCMD follow-up, the FFA fully implemented 5 of 8 previous recommendations for which they were to ensure that:

- All FFA Social Workers (FFA SWs) are retrained on the County policy regarding notifying the DCFS CSW prior to any replacement of any children.

- All prospective certified foster parents' spouses are to be included on the Safe Adoption Home Study. If there are any changes in the household status of adults in the home, the FFA will submit a Safe Adoptions Home Study addendum within 60 days.

- All prospective certified foster parents will receive the required training prior to certification

- The FFA SWs are retrained on the procedures of conducting physical clothing inventories of all children.

- All FFA SWs and certified foster parents are retrained on the Life Book policy. All FFA SWs conduct monthly checks on certified foster homes to ensure certified foster parents are encouraging and assisting children with the development of their Life Book/Photo Album.

Based on OHCMD's follow-up, the FFA did not implement 3 previous recommendations for which they were to ensure that:

- All prospective CFPs and caregivers' names are to be submitted to OHCMD for historical abuse/neglect information prior to certification or when an adult moves into the home.

- All CFPs are included in the development of the NSPs. The FFA shall retrain FFA SWs on NSPs requirements of including CFP in the NSP process.

- All CFPs will be given a complete copy of the NSPs by the FFA SWs.

Recommendation

10. The outstanding recommendations from the 2012-2013 monitoring report dated October 25, 2013, which are noted in this report as Recommendations 1, and 4 are fully implemented.

During the Exit Conference held on June 30, 2014, the FFA's Assistant Executive Director expressed a desire to remain in compliance with Title 22 Regulations and contract requirements and was in agreement with the findings and recommendations. CAD verified full implementation of the recommendations on July 30, 2014. The OCHMD will provide ongoing technical assistance and CAD will verify continued implementation of the recommendations at the next monitoring review.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of the FFA has not been posted by the Auditor-Controller.

Childhelp®
Founded in 1959
by Sara O'Meara and Yvonne Fedderson
PREVENTION *and* TREATMENT *of* CHILD ABUSE

FOSTER FAMILY AGENCY
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Department of Children & Family Services
Attn: Maria Rosas
Contract Compliance Administrator
Contracts Administration Division

7/23/14

RE: CAP - FFA Contract Compliance Review 6/30/14

Dear Ms. Rosas,

This letter is the corrective action plan in response to the Field Exit Summary initial findings.

Item #9: *If applicable, does the foster parent case record include the agency's inquiry with OHCMD for historical information prior to certification (effective Nov. 1, 2008) and reference check? (SAFETY)*

The home was originally certified on 10/31/11 as foster only by Redlands facility since the home address is within San Bernardino County. On 12/09/11, the host county, San Bernardino County, cleared the home for placements via CWS/CMS. (see attached)

Childhelp inquired with OHCMD [redacted]) via email on 12/10/13 prior to the home converting to a dually certified fost/adopt home on 5/23/13. The inquiry was resent [redacted] on 6/3/14, at which time a clearance response was received.

With the auditor interpretation of item #9 to mean the agency is to receive a response back from OHCMD prior to placing an LA County child in the home, Childhelp updated the Home Study and Home Study Updates policy to include conversion homes outside of the county being cleared by OHCMD, in addition to receiving host county clearance. (see attached) Staff will be trained on updated policy by 7/30/14.
Responsible Staff to ensure compliance: [redacted] Program Director

Item #27, 28, 30, 31, 34, and 35: (WELL BEING)

On 7/1/14, staff were retrained on Needs and Service Plans, including developing timely, comprehensive initial and updated NSPs with participation of the developmentally age-appropriate child, which are provided to county workers by the corresponding contract determined due date. This training also included the requirement to appropriately document in the case file, any contact with county workers. (see training sign in sheet attached)
Responsible Staff to ensure compliance: [redacted] Program Director

Item #45: Are required follow-up dental examinations conducted timely? (WELL BEING)

Staff will be retrained by 7/30/14 regarding holding families accountable for meeting the required dental examination timelines.
Responsible Staff to ensure compliance: [redacted] Program Director

Respectfully,

Diana Correa
Director of California Programs

Attachments: Guinn host county clearance
Policy update: conversion families OHCMD clearances & training sign-in
NSP training sign-in
Post Placement policy & training sign-in (re: dental)

CC: Jennifer A. Quinn, Psy.D., Director