County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
Director

Board of Supervisors
GLORIA MOLINA
First District
MARK RIDLEY-THOMAS
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

January 18, 2013

To: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

CHILDREN'S BUREAU 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 Children's Bureau Foster Family Agency (Children's Bureau FFA) in August 2012. Children's Bureau FFA has two licensed offices, one in the Fifth Supervisorial District and the other in the Second Supervisorial District, and provides services to Los Angeles County DCFS foster children and youth. According to the Children's Bureau FFA program statement, its mission is "to prevent child abuse and neglect; protect, nurture, and treat abused children. Enhance the potential of families and communities to meet the needs of their children and advance the welfare of children and families through superior programs in foster care, adoptions, child development, parent education, mental health, research and advocacy."

At the time of the review, Children's Bureau FFA supervised 173 DCFS placed children in 118 certified foster homes. The placed children's average length of placement was 10 months and their average age was four.

SUMMARY

During our review, the interviewed children generally reported feeling safe at Children's Bureau 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 Children's Bureau FFA staff in their

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

Children's Bureau FFA was in full compliance with eight of 11 sections of our program compliance review: Certified Foster Homes; Maintenance of Required Documentation and Service Delivery; 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.

We noted deficiencies in the area of Licensure/Contract Requirements related to a Community Care Licensing (CCL) citation. We also noted a finding in the Facility and Environment section involving a certified foster parent's poorly maintained backyard and a screen missing from the home's bathroom window. Finally, we noted a finding in the Health and Medical Services related to an untimely initial dental examination.

Of noteworthy mention, a sibling set of brothers, ages eight and 12, both taking Psychotropic medication, are being adopted by a Children's Bureau FFA family who previously adopted a female child with the agency. This family has two natural teen-age sons, which will bring their family size to five once the adoptions are finalized. The foster parents credit the FFA for providing them with on-going support and guidance that assisted them in achieving their adoption goals.

Attached are the details for our review.

REVIEW OF REPORT

On September, 24 2012, the DCFS OHCMD Monitor, Elaine Lane, held an Exit Conference with Children's Bureau FFA representative, Lou Nieman, Director of Foster Care and Adoptions and Cathy Allan, Program Coordinator. Children's Bureau 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).

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

Children's Bureau 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:el

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Alex Morales, Executive Director, Children's Bureau FFA
Rosalie Gutierrez, Regional Manager, Community Care Licensing

CHILDREN'S BUREAU FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2012-2013

SCOPE OF REVIEW

The purpose of this review was to assess Children's Bureau FFA's compliance with the County contract requirements and State regulations and included a review of the Children's Bureau 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 10 children; two children were not interviewed due to their young age. We reviewed 12 case files to assess the care and services they received. Additionally, five discharged children's files were reviewed to assess Children's Bureau FFA's compliance with permanency efforts. At the time of the review, five 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 five certified foster parent files and four staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with five 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

- One of the five homes visited had a Community Care Licensing (CCL) substantiated citation.

Recommendation

Children's Bureau FFA's management shall ensure that:

1. All placed children are safe and free of abuse and neglect.

Facility and Environment

- One of the five certified foster homes visited did not have a well maintained and safe backyard. This backyard had no grass and had large holes in the dirt making it unsafe for children to play. Also, the fence was in poor repair and held upright by a wood plank. Additionally, there were several cans of paint, an old table, broken chairs, and a large pile of jagged wood pieces stored in the backyard. Finally, one bathroom window in the home did not have a screen. This was immediately brought to Children's Bureau FFA's attention as the FFA social worker was on site at the time of our home inspection. The FFA social worker instructed the foster parent to repair the fence, clean the yard and fill the holes in the dirt.

Recommendation

Children's Bureau FFA's management shall ensure that:

2. All certified foster homes have backyards that are clean and safe for children and that all certified foster homes have screens on all windows.

Health and Medical Needs

- We noted that an initial dental examination was two days late for one placed child. The FFA Director of Foster Care and Adoptions submitted a CAP to address the finding.

Recommendation

Children's Bureau FFA's management shall ensure that:

3. All age-appropriate children have an initial dental examination within 30 days of placement, the FFA staff routinely monitors for on-going compliance, and documentation is maintained in the children's files.

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

The OHCMD's last compliance report dated May 15, 2012, identified three recommendations.

Results

Based on our follow-up, Children's Bureau FFA fully implemented two of the three previous recommendations for which they were to ensure that:

- Certified foster home backyards are clean and safe for children.
- Foster parents store all medications in a locked container or cabinet.
- Initial Needs and Services Plans (NSPs) are completed within 30 days of the child's placement, that FFA staff routinely monitor for on-going compliance and documentation is maintained in the children's files.

During the current review, one certified foster home did not have a well maintained and safe backyard. This finding is addressed in the CAP submitted by the agency, attached to this report.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Children's Bureau FFA has not been posted by the A-C.

CHILDREN'S BUREAU FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

1910 Magnolia Ave., Los Angeles, CA. 90007
1529 E. Palmdale Blvd., Palmdale, CA. 93550
License Numbers: 197805422; 197800281

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

	12. FFA Assists CFPs with Transportation Needs	
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	1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance
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	Full Compliance (ALL)
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 ConductedTimely	1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Full Compliance
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	
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)

children's bureau

Lou Graham
Director of Foster Care and Adoptions
1910 Magnolia Avenue
Los Angeles, CA 90007
Telephone: 213.342-0116 or 800.730-3933
Fax: 213.342-0253

October 9, 2012

Elaine Lane, CSA I
Out of Home Care Management Division
Department of Children and Family Services
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

Re: Draft Report Compliance Review Report Fiscal Year 2012-2013

Dear Elaine:

This is in response to your letter to CB dated October 5, 2012, with respect to the above, including our Corrective Action Plans. As a positive, we received feedback from several CB families that, despite a compliance review being potentially a stressful experience, you helped put them at ease, were empathetic, and they felt valued as parents.

OHCMD noted deficiencies in the following areas with our response following each:

1) Licensure/Contract Requirements related to a Community Care Licensing (CCL) citation. This was regarding a foster parent admitting to an instance of inappropriate discipline. CCL substantiated a personal rights violation. All adults in the home received a refresher training regarding personal rights and appropriate discipline on May 24, 2012.

2) Facility and Environment Section involving a foster parent's poorly maintained backyard and a screen missing from the home's bathroom window. CB social worker worked with the family and corrected all of the items noted. CB social worker will verify this at the next home visit on 10/10/2012.

3) Health and Medical Services related to an untimely initial dental examination that was two days late. This was a situation where there was a change of CB social workers within the first 30 days of a child's placement and it was an oversight that the dental exam was late. CB staff are already aware of the medical and dental exam time frames. A refresher training was provided at supervisor meetings on September 10 and October 8, 2012, which is also to be passed on in additional future team trainings by each individual supervisor.

Thank you for your noteworthy section of our report where a family's satisfaction with our services and support were noted in a difficult match of two older children.

Please let me know if there is anything further you need. Cathy and I both want you to know that we have enjoyed working with you over the years, and wish you the best of luck in your future endeavors.

Sincerely,

Lou Nieman
Director of Foster Care and Adoption