County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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September 12, 2013

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

From: FOR Philip L. Browning
Director

CHILDREN'S WAY 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 Way Foster Family Agency (the FFA) in March 2013. The FFA has one licensed office in the Second Supervisorial District and one site in San Bernardino County and provides services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, its mission is "to provide a range of services to placed children, including therapeutic treatment, educational/recreational support, emancipation services and behavioral support."

At the time of the review, the FFA supervised 50 DCFS placed children in 23 certified foster homes. The placed children's average length of placement was 11 months, and their average age was 10.

SUMMARY

During OHCMD's review, the interviewed children generally reported: feeling safe at the 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 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 program compliance review: Certified Foster Homes; Facility and Environment; Education and Workforce Readiness; Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records.

OHCMD noted deficiencies in the areas of Licensure/Contract Requirements, related to substantiated Community Care Licensing (CCL) citations for Personal Rights violations; Maintenance of Required Documentation and Service Delivery; related to children's Needs and Services Plans (NSPs) not having their DCFS Children Social Workers' (CSWs) signatures to implement the NSPs and incomprehensive initial and updated NSPs; Health and Medical Needs, related to untimely annual medical examination for one child; and Personal Needs/Survival and Economic Well-being, related to two children not having received Life Books/Photo Albums.

REVIEW OF REPORT

On March 28, 2013, the DCFS OHCMD Monitor, Gladys Hidayat, held an Exit Conference with the FFA representative, Kayla Wright, Supervising Social Worker. The 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 Auditor-Controller and CCL.

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

OHCMD 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
RDS:NF:gh

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Colleen Anderson, Executive Director, Children's Way FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

CHILDREN'S WAY 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 March 2013 review. The purpose of this review was to assess Children's Way Foster Family Agency (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, ten children were selected for the sample. Out-of-Home Care Management Division (OHCMD) reviewed all ten case files and interviewed eight children to assess the care and services they received. Two children were too young to be interviewed; however, were observed to be in good health. Additionally, five discharged children's files were also reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, seven placed children were prescribed psychotropic medication. We reviewed their case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

OHCMD reviewed four certified foster parent files and five staff files were reviewed 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

OHCMD found the following four areas to be out of compliance.

Licensure/Contract Requirements

On June 22, 2012, Community Care Licensing (CCL) cited the FFA for a Personal Rights Violation as a result of a deficiency finding during a CCL investigation of the Department of Children and Family Services (DCFS) Child Protective Hotline referral dated May 15, 2012, alleging General Neglect of a foster child by a certified foster parent. CCL determined that the certified foster parent required placed children under the age of 18 to remain in her garage, which was set up as a seating area furnished with a television, a fan and a refrigerator when she was not home. Further,

on at least one occasion, a child was denied access to the bathroom which was located inside the home. The allegation was deemed inconclusive by the DCFS investigating Children's Social Worker (CSW) based on the information gathered during the course of the investigation and the placed children reported feeling safe in the home and denied allegations of abuse and neglect by the certified foster parent. Although the allegations were determined to be inconclusive, Out-of-Home-Care Investigation Section (OHCIS) requested a Corrective Action Plan (CAP) to ensure that the placed children's personal rights are protected and that the certified foster parent is in compliance with Title 22 regulations relating to children's personal rights. The FFA submitted a CAP to OHCIS with proof that the certified foster parent attended Administrative Counseling/Training regarding Title 22 regulations and Foster Pride/Adopt Pride Training. The CAP was approved by OHCIS. Additionally, during the course of the investigation, the CCL Analyst observed deficiencies in the amount of available perishable food accessible to the entire family, private storage for the foster children's belongings, storage of confidential records and provision for which the FFA was also cited. The Plan of Correction (POC) required the FFA to provide counseling and training for the certified foster parent on CCL regulations and submitted proof to CCL that the deficiencies were corrected. The POC was verified and approved by CCL on May 25, 2012.

Recommendation

The FFA's management shall ensure:

1. Establish an oversight plan to ensure all FFA certified foster homes comply with CCL regulations regarding Licensure/Contract Requirements.

Maintenance of Required Documentation and Service Delivery

- Two children's Needs and Services Plans (NSPs) were not signed by the DCFS CSWs approving implementation and there was no documentation in the children's files indicating that the FFA made more than one attempt to obtain their signatures. Further, seven children's initial NSPs and five children's updated NSPs were not child specific and goals were not measurable. In addition, five children's Quarterly Reports were not comprehensive as they contained minimal or no information about the children's overall needs and progresses toward meeting their NSP goals.

  During the Exit Conference, the FFA's representative stated that she will retrain the FFA social workers and certified foster parents on NSP requirements and ensure that all attempts to obtain DCFS CSWs signatures of approval of NSPs are documented in the children's case files. It should be noted that a FFA's representative attended the OHCMD NSP training for providers on January 23, 2012 and was made aware of the NSP requirements. The NSPs reviewed were developed subsequent to the training.

Recommendations

The FFA management shall ensure:

2. Children's NSPs are approved and signed by their respective CSWs timely or that the FFA's attempts to obtain their signatures are documented in the children's case files.

3. Children's progress towards meeting the NSP goals is documented.

4. Children's initial NSPs follow County contract requirements of which they are specific, measurable, achievable, relevant, and time limited.

5. Children's updated NSPs follow County contract requirements of which they are specific, measurable, achievable, relevant, and time limited.

6. Children's Quarterly Reports are completed, updated and reflective of the children's actual current progress during the specific quarters.

HEALTH AND MEDICAL NEEDS

- One child's annual medical examination was conducted one month late. During the Exit Conference, the FFA's representative stated that she will ensure that all children's medical examinations are completed in a timely manner.

Recommendation

The FFA's management shall ensure that:

7. Children's annual medical examinations are conducted in a timely manner.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

- One certified foster parent stated that she was not aware that she was to encourage or assist the children in creating and updating a Life Book/Photo Album.

  During the Exit Conference, the FFA's representative stated that she will ensure all certified foster parents received Life Books/Photo Albums for placed children and ensure that they encourage and assist children in developing and updating their Life Books/Photo Albums.

Recommendation:

The FFA's management shall ensure that:

8. All children are provided with a Life Book/Photo Album and that certified foster parents encourage and assist children in creating and updating the Life Books/Photo Albums.

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

The OHCMD's last compliance report dated August 13, 2012 identified 11 recommendations.

Results

Based on our follow-up, the FFA fully implemented seven previous recommendations for which they were to ensure:

- All SIRs are reported to OHCMD via I-Track and all appropriate parties in a timely manner.
- Children's Initial NSPs are completed in a timely manner.
- All monthly CSW contacts are documented.
- Children's educational progress is monitored closely and necessary educational services/supports are provided.
- All placed children's initial dental examinations are conducted in a timely manner.
- All placed children's follow-up dental examinations are conducted in a timely manner.
- All employees' health screenings are completed within the required timeframe; all FFA social work staff receives the required training upon hire and all documentation is maintained in the FFA personnel files.

Four recommendations were not implemented:

- Children's progress is monitored closely and necessary supports are given to assist the children in meeting their NSPs goals.
- Children's initial NSPs are comprehensive.
- Children's Updated NSPs are comprehensive, child specific, measurable, and time limited.
- All children are encouraged and assisted in creating and updating Life Books/Photo Albums.

The FFA management shall ensure that:

9. The outstanding recommendations from the 2011-2012 monitoring report dated September 10, 2012, which are noted in this report as Recommendations 3, 4, 5, and 8, are fully implemented.

At the Exit Conference, the FFA representative expressed her desire to remain in compliance with all Title 22 Regulations and Contract requirements. To ensure the development of comprehensive NSPs, the FFA Supervising Social Worker will retrain the FFA Social Workers on developing NSPs. Additionally, the FFA will ensure that all efforts are made to obtain the DCFS CSW's authorization to implement NSPs or the FFAs effort to obtain the DCFS CSWs signature is documented and all NSPs will be reviewed prior to submittal. Further, the FFA will conduct monthly meetings during which the children's progress toward achieving NSP goals will be addressed. The FFA Supervising Social Worker will conduct periodical checks to monitor compliance with the CAP. To ensure children's medical examinations are conducted in a timely manner, the FFA will conduct ongoing training with the certified foster parents and the FFA social workers on the importance of timely annual medical examination for placed children. The FFA will also train the certified foster parents on their role in assisting the children with developing the Life Books/Photo Albums.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

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

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Los Angeles, CA 90045
License # 198201990

1802 Commerce Center West, Ste #D
San Bernardino, CA 92408
License # 366407264

	Contract Compliance Monitoring Review	**Findings: March 2013**
I	**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 (2) or More Children	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. N/A 6. N/A 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 12. FFA Assists CFPs with Transportation Needs	Full Compliance (ALL)

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. Department of Children and Family Services (DCFS) Children's Social Worker (CSW) Authorization to Implement NSPs 2. NSPs Implemented and Discussed with CFPs 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. DCFS CSWs Monthly Contacts Documented in Child's Case File 9. Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	1. Improvement Needed 2. Full Compliance 3. Improvement Needed 4. Improvement Needed 5. Improvement Needed 6. Full Compliance 7. Full Compliance 8. Full Compliance 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 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	 1. Full Compliance 2. Improvement Needed 3. Full Compliance 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. 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 6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book	 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed

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. DOJ, FBI, 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)

Califor' 'a Institute of Health & Soc' Services, Inc.
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License No. 198201990
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April 25, 2013

Department of Children and Family Services
Out of Home Care Management Division
9320 Telstar Avenue, Suite 206
El Monte, CA 91731
Attn: Nestor Figueroa, CSA II

Dear Mr. Figueroa:

Re: DCFS/OHC Audit

On March 28, 2013, Children's Way Foster Family Agency received the findings and recommendations related to the DCFS/OHC audit that was conducted on March 11, 2013. The following Corrective Action Plan addressed the following issues, as identified:

LICENSURE/CONTRACT REQUIREMENTS

1. During the review, we noted that Children's Way FFA received one Community Care Licensing citations for safety and physical deficiencies. Please send the OHCMD a copy of proof of correction sent to CCL.
   a. Children's Way FFA received a plan of correction from CCL for certified parent, Sharon Andres (15465 Raymond Ave., Fontana CA 92336) regarding safety and physical plant deficiencies. Attached are the citations for the plan of correction and the date the corrections were approved by CCL.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

1. Two children NSPs did not have their CSWs signatures or proof that FFA made more than one attempt to obtain the signatures.
   a. The assigned FCSW made several phone call attempts to obtain the NSP signature pages. Documentation on the phone call attempts from the FCSW were not documented in the children's file. Supervising, FCSW was able to conduct a social work training meeting on April 11, 2013 to review the procedures for obtaining ANSP signatures from CSWs. Phone calls and fax attempts will be noted in a progress contact note for each minor.

2. Initial NSP's for seven children were not specific and measureable.
   a. For the initial NSPs, CWFFA will continue to train foster parents and social workers on identifying specific and measureable goals for all minors. FCSW's received training on April 11, 2013 to discuss specific and measureable goals, and the importance of communicating with certified parents and minors on identified goals. FCSWs will document in the Case Activity Visit (CAV) notes specific goals that are being measured for minor. The FCSWs will also make sure to document in their monthly phone contact with CSW's that the identified goals for minors are being implemented. Supervising, FCSW will continue to review and approve NSP's before the submission to the CSW for signature.

3. Updated NSPs for five children were not specific and measureable
   a. For the updated NSPs, CWFFA will continue to work collaboratively with certified parents, CSWs and minors in identifying measurable goals and the assessment for new goals. On April 11, 2013, FCSW's received training on the importance of identifying specific and measurable goals on minor's progress, and to document in the NSP's. FCSWs will document in the Case Activity Visit (CAV) notes specific goals that are being measured for minor.

HEALTH AND MEDICAL NEEDS

1. One child's follow up (annual) medical examination was not conducted timely.
   a. Minor, Maradi Acosta Espinoza medical examination was completed on 3/20/12. Minor's annual medical examination was completed on 4/24/13. CWFFA continue to have training for certified parents and FCSWs on making sure that medical examinations are completed in a timely manner. FCSWs and Supervising FCSW will continue to work with certified parents on monitoring minor's medical needs and appointments, and will continue to provide on going training to certified parents.

PSYCHOTROPIC MEDICATIONS

1. One child did not have a court approved PMA in his case file.
   a. Minor, Andrew Beamon (18 yrs old), last seen psychiatrist appointment was on 12/10/12. Minor was scheduled for a follow up visit on 2/4/13, but refused to go to his appointment. A rescheduled appointment was on 2/25/13, but minor again refused to attend his appointment. Certified Parent informed the FCSW that minor has refused to see the psychiatrist and is refusing to take his psychotropic medication. FCSW was able to complete an SIR and was able to assist the CP in informing the minor's CSW, therapist and psychiatrist. (Documentation was noted in the minor's

file). Due to minor's inconsistency with appointments and taking his medication, there was not updated PMA or psych evaluation form in the minor's file. FCSW and CP continue to work with the psychiatrist, CSW and therapist, in getting minor to take his psychotropic medication.

2. Two children did not have Psychiatric Evaluation/Review in their files.
   a. Minor, Andrew Beamon (18 years old) is refusing to schedule an updated psychiatric appointment for an updated psych evaluation (please see information above). No current psychiatric evaluation is on file for the minor.
   b. Minor, Seth Granger psychotropic court authorization form was approved on March 6, 2013. A copy of the minor's authorization form and the month of March psychological examination form is in the minor's file.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

1. The foster parent of two children did not appear aware that she was to encourage or assisted the children to update a life book/photo album.
   a. Supervising, FCSW was able to conduct a training on April 11, 2013 with FCSW's on life books /photo albums. FCSW's were able to hand deliver life books to certified parents and minors, and explained the purpose of the life books. Certified parents and minors were able to sign, a sign-in-sheet verifying that the life book was received. FCSWs will document in the Case Activity Visit (CAV) notes, the minors progress of their life books.

Thank you for your consideration in this matter. If you have any questions, please contact me directly at (310) 645-5227 ext. 30.

Sincerely,

Colleen Anderson
Executive Director
California Institute of Health and Social Services, Inc.
dba Children's Way Foster Family Agency

CHILDREN'S WAY FOSTER FAMILY AGENCY

Foster Family Agency Monitoring Review Field Exit Summary

ADDENDUM

1. **Maintenance of required documentation and service delivery (Section IV.).**

   a. Are the placed children progressing toward the NSPs case goals (initial and updated).

   For the initial and updated NSP, Children's Way, FCSW's and Certified Parents (CP) work with CSW's on a monthly basis in identifying and assessing the needs and goals for each foster child. On a weekly basis, FCSW's meet with children and Certified Parents to identify, discuss and monitor treatment goals. Children receive resources and services for their educational, psychological, physical needs, and Independent Living Skills (ILP). Children's progress is documented in the NSP's and Case Activity Visit (CAV's) notes.

   FCSW continue to receive monthly training on the importance of tracking and monitoring children's goals and in identifying various resources and services for Certified Parents and children. On April 11, 2013 and May 20, 2013, FCSW and Certified Parents received training on NSP's and resources that are offered in the community to assist with children's NSP case goals.

   Supervising FCSW will review NSP's and Case Activity Visit (CAV's) notes weekly, and will work with FCSW's on identifying and monitoring the progress of case goals.