County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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September 4, 2012

To: Supervisor Zev Yaroslavsky, Chairman
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From: Philip L. Browning
Director

CHILDREN'S INSTITUTE, INC., FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Out-of-Home Care Management Division (OHCMD) conducted a review of Children's Institute Inc., Foster Family Agency (CII) in April 2012, at which time the agency had 25 Los Angeles County Department of Children and Family Services (DCFS) placed children in 30 homes.

CII is located in the Fourth Supervisorial District and provides services to DCFS foster youth. According to CII's program statement, its stated goal is "to promote the well-being of vulnerable children by healing those harmed by abuse or neglect, helping families provide safe, nurturing homes and the resources their children need to thrive, and advancing innovative programs and policies that contribute to the welfare of children." CII is licensed to serve children ranging from birth through 17.

For the purpose of this review, six children were selected for review. Four children were interviewed, as two of the children were too young to be interviewed. All six children's case files were reviewed. The placed children's overall average length of placement was 14 months and the average age was 12. Two certified foster parents' files were reviewed; four discharged children's files were reviewed; and four staff files were reviewed for compliance with Title 22 Regulations and County contract requirements.

One placed child was prescribed psychotropic medication. We reviewed his case file to assess timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm that documentation of psychiatric monitoring was maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess CII's compliance with the County contract and State regulations. The visit included a review of CII's program statement, administrative internal policies and procedures, six placed children's case files, two certified foster parent files and four personnel files. Two certified foster homes were visited and the foster parents were interviewed to assess the quality of care and supervision provided to children and four placed children were interviewed to assess the care and services they were receiving.

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

SUMMARY

During our review, interviewed children reported feeling safe, having been provided with good care and appropriate services; being comfortable in their environment and treated with respect and dignity.

The deficiencies noted during the review were related to the Needs and Services Plans (NSPs) as they did not include a child and foster parent in the development process; did not include a child's progress towards NSP goals; and NSPs were not comprehensive as they did not include all elements in compliance with the NSP template. Further, one child's academic progress had not improved since placement and placed children were not being encouraged or assisted in maintaining a Life Book/Photo Album; and there was a lack of documentation of required training for personnel.

Based on our review, the aforementioned deficiencies revealed the need for more thorough documentation. Additionally, routine monitoring of files by supervisory staff would appear to eliminate the documentation issues identified. Overall, CII was providing good care and services to placed children and support to the certified foster parents, which was evident in the relationships formed with the children, agency staff, and certified foster parents.

In conclusion, CII was receptive to implementing some systemic changes to improve their compliance with Title 22 Regulations and the County contract requirements. The Associate Regional Director agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

NOTABLE FINDINGS

The following were the notable findings of our review:

- One initial NSP did not include the child or certified foster parent in the development process, nor was the child making progress toward the goals of the NSP. The initial NSPs and the updated NSPs for four children were not comprehensive; the goals were not specific, measurable or time-limited and the goals were not modified. Children's Social Worker's (CSW's) monthly contacts were not documented in the NSPs for one child; however, monthly contacts were documented in the agency social worker's case notes. An updated NSP for one child was not timely. Additionally, CII representatives did not attend NSP training conducted by OHCMD in January 2012. The Associate Regional Director stated that the agency will be providing a formalized training on writing NSPs.

- One child was doing poorly in school, as the child was failing two of her core classes. The Associate Regional Director reported that according to the agency social worker, the child had "slacked off" in her studies. The Associate Regional Director stated that the agency would work with the certified foster parent to ensure that tutoring was provided to the child.

- The children were not encouraged and/or assisted in maintaining a Life Book/Photo Album. The Associate Regional Director stated that the agency will provide Life Books/Photo Albums to the certified foster parents and the agency social workers will work with the foster parents to ensure that the books are maintained.

- Three staff members did not have documentation of their initial training. The Associate Regional Director stated that the agency has now created an Orientation Checklist to ensure that all training requirements are met.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held May 31, 2012.

In attendance:

Lori de los Santos, Associate Regional Director, Children's Institute Inc., FFA and Greta F. Walters, DCFS OHCMD.

Highlights:

CII's Associate Regional Director stated she was in agreement with our findings and recommendations, and would follow through in making corrections to improve the agency's compliance.

CII submitted an approved written CAP and addressed each recommendation noted in this compliance report. The approved CAP is attached.

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:gfw

Attachments

C: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Mary Emmons, Executive Director, Children's Institute, Inc.
Jean Chen, Regional Manager, Community Care Licensing

CHILDREN'S INSTITUTE INC. FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

4300 Long Beach Blvd., #700
Long Beach, CA 90807
License Number: 197805117

	Contract Compliance Monitoring Review	Findings: April 2012
I	**Licensure/Contract Requirements** (6 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. SIRs Documented and Cross-Reported	2. Full Compliance
	3. Runaway Procedures	3. Full Compliance
	4. Community Care Licensing Citations, Out-of-Home Care Management Division Reports on Safety and Physical Deficiencies	4. Full Compliance
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training	5. Not Applicable
	6. FFA pays Certified Foster Parents Whole Foster Family Home Payments	6. Not Applicable
II	**Certified Foster Homes** (13 Elements)	
	1. Home Study Prior to Certification	Full Compliance (ALL)
	2. Contact with References/Including Check with OHCMD	
	3. Safety Inspection Prior to Certification	
	4. Timely DOJ, FBI, CACI	
	5. Health Screening Prior to Certification	
	6. Required Training Prior to Certification	
	7. Current Certificate of Approval on File Including Capacity	
	8. Home Inspection/Evaluations for Re-certification	
	9. Completed Training Hours for Re-certification	
	10. CPR/First Aid/Water Safety Certificates	
	11. CDL/Auto Insurance	
	12. Other Adults: DOJ/FBI/CACI/Other Required Docs	
	13. Transportation	

III	**Facility and Environment** (8 Elements) 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non-Perishable Food 7. Disaster Drills Conducted 8. Allowance Logs	Full Compliance (ALL)
IV	**Maintenance of Required Documentation and Service Delivery** (11 Elements) 1. DCFS CSW Authorization to Implement NSPs 2. Children's Participation in the Development of NSPs 3. NSPs Implemented and Discussed with Foster Parents 4. Children's Progress Towards Meeting Goals 5. Timely Developed Initial NSPs with Child 6. Timely Comprehensive Initial NSPs with Child 7. Therapeutic Services Received 8. Recommended Assessments/Evaluations Implemented 9. DCFS CSWs Monthly Contacts Documented 10. Timely Developed Updated NSPs with Child 11. Timely Comprehensive Updated NSPs with Child	1. Full Compliance 2. Needs Improvement 3. Needs Improvement 4. Needs Improvement 5. Full Compliance 6. Needs Improvement 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Needs Improvement 11. Needs Improvement
V	**Education and Workforce Readiness** (7 Elements) 1. Child Enrolled in School Within Three Days 2. Child Attended School as Required 3. Agency Facilitates Child's Educational Goals 4. Child's Academic and/or Attendance Increase 5. Current IEPs Maintained 6. Current Report Cards Maintained 7. Agency Facilitates Children's Participation in YDS/ Equivalent/Vocational Programs	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Needs Improvement 5. Non Applicable 6. Full Compliance 7. Full Compliance

VI	**Health and Medical Needs** (6 Elements) 1. Initial Medical Examinations Conducted 2. Initial Medical Examinations Timely 3. Follow-up Medical Examinations Timely 4. Initial Dental Examinations Conducted 5. Initial Dental Examinations Timely 6. Follow-up Dental Examinations 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** (13 Elements) 1. Children Informed of Foster Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Foster Parents Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Allowed Private Visits, Calls, and Correspondence 7. Children Free to Attend Religious Services/Activities 8. Reasonable Chores 9. Children Informed About Psychotropic Medication 10. Children Aware of Right to Refuse Psychotropic Medication 11. Children Informed About Voluntary Refusal of Medical and Dental Care 12. Children Participation in At-Home, School, Community Activities 13. Children Participation in Extra-Curricular Activities	Full Compliance (ALL)

IX	**Personal Needs/Survival and Economic Well-being** (8 Elements) 1. Clothing Allowance 2. On-going Clothing Inventories of Adequate Quantity 3. On-going Clothing Inventories of Adequate Quality 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book/Photo Albums	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Needs Improvement
X	**Discharged Children** (3 Elements) 1. Stabilization of Placement Prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School	Full Compliance (ALL)
XI	**Personnel Records** (15 Elements) 1. DOJ Timely Submitted 2. FBI Timely Submitted (After January 1, 2008) 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Education/Experience Requirement 6. Employee Health-Screening Timely 7. Valid Driver's License 8. Signed Copies of FFA Policies and Procedures 9. Initial Training Documentation 10. One-hour Training of Child Abuse Reporting 11. CPR Training Documentation 12. First-Aid Training Documentation 13. On-going Training Documentation 14. Social Workers Appropriate Case Ratio	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Needs Improvement 10. Full Compliance 11. Full Compliance 12. Full Compliance 13. Full Compliance 14. Full Compliance

CHILDREN'S INSTITUTE, INC., FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW

4300 Long Beach Avenue, #700
Long Beach, CA 90807
License Number: 1978055117

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the April 2012 monitoring review.

CONTRACTUAL COMPLIANCE

Based on the results of the compliance review, CII was in full compliance with seven of 11 sections of our contract compliance review: Licensure/Contract Requirements; Certified Foster Homes; Facility and Environment; Health and Medical Needs; Psychotropic Medications; Personal Rights and Social Emotional Well-Being; Discharged Children. The following report details the results of our review.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICES DELIVERY

Based on our review of six children's files and/or documentation from the provider, CII fully complied with five of 11 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

We noted that one initial NSP did not include the child or certified foster parent in the development of the NSP nor was the child making progress toward the goals of the NSP. The initial NSPs and the updated NSPs for four children were not comprehensive; the goals were not specific, measurable or time-limited and the goals were not modified. CSW's monthly contacts were not documented in the NSPs for one child; however, monthly contacts were documented in the agency social worker's case notes. An updated NSP for one child was not timely. Additionally, CII representatives did not attend NSP training conducted by OHCMD in January 2012. The Associate Regional Director stated that the agency will be providing a formalized training on writing NSPs.

Recommendations:

CII's management shall ensure that:

1. Age-appropriate children are included in the development of the NSPs.

2. Certified foster parents are included in the development of the NSPs.

3. Children are assisted in making progress towards NSP goals.

4. Initial NSPs are comprehensive, including child specific, measurable, and time-framed goals.

5. Updated NSPs are completed in a timely manner.

6. Updated NSPs are comprehensive, including child specific, measurable, time-framed, and contain modified goals.

EDUCATION AND WORKFORCE READINESS

Based on our review of six children's case files and/or documentation from the provider, CII was in full compliance with six of seven elements reviewed in the area of Education and Workforce Readiness.

We noted that based on the services provided, one child was doing poorly in school as the child was failing two of her core classes. The Associate Regional Director reported that according to the agency social worker, the child had "slacked off" in her studies. The Associate Regional Director stated the agency would work with the certified foster parent to ensure that tutoring was provided to the child.

Recommendation:

CII's management shall ensure that:

7. All efforts are made to assist children in increasing their academic progress.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

Based on our review of six children's files and/or documentation from the provider, CII fully complied with seven of eight elements reviewed in the area of Personal Needs/Survival and Economic Well-Being.

We noted that the children were not encouraged and/or assisted in maintaining a Life Book/Photo Album. The Associate Regional Director stated the agency will provide Life Books/Photo Albums to the certified foster parents and the agency social workers will work with the foster parents to ensure that the books are maintained.

Recommendation:

CII's management shall ensure that:

8. All foster children are encouraged and/or assisted in maintaining a Life Book/Photo Album.

PERSONNEL RECORDS

Based on our review of four staff files and/or documentation from the provider, CII fully complied with 13 of 14 elements reviewed in the area of Personnel Records.

We noted that three staff members did not have documentation of initial training. The Associate Regional Director stated the agency has now created an Orientation Checklist to ensure that all training requirements are met.

Recommendation:

CII's management shall ensure that:

9. All employees have documentation of initial training.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S CONTRACT REVIEW REPORT

Objective

Determine the status of the recommendations reported in the A-C's prior compliance report.

Verification

We verified whether the outstanding recommendations from the last A-C's contract review report issued on October 8, 2009 were implemented.

Results

The A-C's prior monitoring report contained seven outstanding recommendations. CII was to ensure that Special Incident Reports were prepared when required; the children were visited weekly by the agency social Workers during the first three months of placement; and that children's initial medical and dental examinations were conducted within the required timeframes. Also, children and foster parents were offered the opportunity to participate in the development of NSPs and that NSPs were prepared within the required timeframes and approved by the DCFS CSWs. Lastly, ensure that that foster parents complete the required number of annual continuing education training hours. Based on our follow-up of these recommendations, CII fully implemented four of seven recommendations from the A-C's October 8, 2009 report. Further corrective action was requested to address the two remaining findings.

Recommendation:

CII's management shall ensure that:

10. They fully implement the outstanding recommendation from the A-C's October 8, 2009 report, which is also noted as Recommendations 1, 2 and 5 in this report.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

children's institute, inc.
safe children, strong families, healthy communities

Findings and Recommendations
Foster Family Agency Monitoring Review Field Exit Summary
June 12, 2012

Plan of Corrections

July 13, 2012

Greta Walters, MSW, CSA II
Out-of-Home Care Investigation Section
Department of Children and Family Services
9320 Telstar Ave., Ste. 216, El Monte, CA 91731

Dear Ms. Walters:

Subject: Findings and Recommendations – Foster Family Agency Monitoring Review Field Exit Summary, June 12, 2012.

Regarding Out-of-Home Care Investigation Section (OHCIS) findings and recommendations relating to the Foster Family Agency Monitoring Review Field Exit Summary completed on 6/12/12, Children's Institute, Inc. (CII) is submitting the following Corrective Action Plan:

Concern Area 1:

IV. MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

29. Do age-appropriate children participate in the development of the NSP?
30. Do certified foster parents participate in development of the NSP?
31. Are the placed children progressing toward meeting the Needs and Service Plans case goals?
33. Did the treatment team develop comprehensive initial Needs and Services Plans (NSP) with the child?
36. Are DCFS CSWs contacted monthly and are the contacts appropriately documented?
37. Did the treatment team develop timely updated Needs and Services Plans (NSP) with the child?

38. Did the treatment team develop comprehensive updated Needs and Services Plans (NSP) with the child?

"Initial goals not specific, measurable or time limited – goals not modified, progress not mentioned. Goals not timed limited or specific."

Corrective Action Plan Area 1:

In accordance with the new treatment goal requirements effective 7/1/12, staff will be trained on the new NSP and quarterlies, including the developing and implementing of goals. The goals will adhere to the principles of SMART goals, Specific, Measurable, Attainable, Results Oriented (as well as Reasonable) and Time-limited. The areas of the goals will be comprehensive, including the areas of cognitive/academics, behavior, emotional/psychological, mental, physical (medical and dental), independent living skills and overall development.

The goals will be monitored and modified accordingly. They will reflect progress and/or challenges/problems identified in weekly visit logs and through contact with foster parents, school staff, mental health providers and other service providers and community members.

All treatment goals will be developed in collaboration with the child, as is age appropriate, and foster parent. This will be noted in the corresponding visit log as well as by the child's and foster parent's signatures on the NSPs and quarterlies.

DCFS CSWs will be contacted monthly to ensure appropriate collaboration and updating of child's information. This will be noted in the Contact form in the respective child's file. This will be monitored by the FFA supervisor as well as by CII's Quality Assurance staff on a periodic basis.

The NSP and quarterlies will be completed and submitted to DCFS one week before the due date. This will be monitored by the FFA supervisor as well as by CII's Quality Assurance staff.

Concern Area 2:

V. EDUCATION AND WORKFORCE READINESS

42. Based on the services provided by the facility, has the child's academic performance and/or attendance increased (e.g. improved grades, test scores, promotion to the next level, H.S., grad, IEP goals)?

"[Youth]-failing two classes, fighting in school. 17 years old and is only in the 9th grade."

Corrective Action Plan Area 2:

Youth was reunified with her family shortly after this review. However, academic progress and challenges will be identified and addressed as needed for each child/youth in placement. Homework will be monitored by foster parents on a daily basis and by ASW's on a weekly basis. Any challenge/difficulty will be addressed through assistance with homework by foster parent and tutoring if needed. Student Study Teams (SSTs) and/or Individualized Educational Plans (IEPs) will be requested in writing and submitted to the school if further help is needed. DCFS's Educational Liaison will be consulted and utilized accordingly. School Progress reports will be obtained and included in NSP's. Foster parents and/or ASW's will engage and collaborate with school staff to monitor child's progress, identify areas of strengths and weaknesses, and develop appropriate strategies and goals to address the areas of concern.

Concern Area 3:

IX. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

74. Does the CFP encourage and help children to update a life book or a photo album?

Corrective Action Plan Area 3:

All foster children/youth placed in the care of CII will receive a life book and/or photo album within 30 days of placement. All children/youth currently placed will immediately be given a life book/and or photo album by CII. Further, ASWs will ensure that the life book/photo album is regularly updated by reviewing each book/album on a monthly basis.

Concern Area 4:

XI. PERSONNEL RECORDS

86. Have appropriate employees received the required initial training?

Corrective Action Plan Area 4:

Of the four personnel files reviewed, there was no documentation for three of the employees indicating that the required initial training was received. Effective immediately, each new employee requiring initial training will sign a training verification form indicating the training topic, date and time of training. The topics will be in accordance with the requirements of Title 22 and any contractual/program requirements.

This plan is respectfully submitted to you for your review to ensure that the Corrective Actions noted above have adequately addressed your concerns.

If you have any questions or concerns, please contact me at 310-783-4677, extension 5242. Thank you for your consideration on these matters.

Sincerely,

Lori M. de los Santos PsyD 8/20/12

Lori de los Santos, Psy.D.
Regional Director
Clinical Services

Manuel Rivera, PhD. 8/20/12

Manuel Rivera, Ph.D.
Regional Vice President