



**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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July 18, 2014

To: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
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 (the FFA) in January, 2014. The FFA has one licensed office located in the First Supervisorial District and one office in the Fifth Supervisorial District. The FFA provides services to County of Los Angeles DCFS foster children and youth. According to the FFA's 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, the FFA supervised 162 DCFS placed children in 121 certified foster homes. The placed children's average length of placement was eight months, and their average age was less than one year old.

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 6 of 11 sections of our Contract compliance review: Licensure/Contract Requirements; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; and Discharged Children.

"To Enrich Lives Through Effective and Caring Service"

OHCMD noted deficiencies in the areas of Certified Foster Parents, related to a Home Study not being dated; Facility and Environment, related to the FFA not having documentation of disaster drills being conducted at least every six months in a certified foster home; Maintenance of Required Documentation and Service Delivery, related to a certified foster parent not having participated in the development of Needs and Services Plans (NSP) and Initial and Updated NSPs and Quarterly reports not being developed timely and not being comprehensive as they did not include all of the elements in accordance with the NSP template; Personal Needs/Survival and Economic Well-Being, related to children not having Life Books or Photo Albums; and Personnel Records, related to a FFA staff member's criminal clearance not having been obtained prior to hired date and two staff members' Health Screening/TB Test not having been obtained prior to hired date.

Attached are the details of our review.

REVIEW OF REPORT

On February 20, 2014, the DCFS OHCMD Monitors, Elizabeth Villalobos and Darío Villamarín, held an Exit Conference with the FFA representatives, Cathy Allan, Foster Care/Adoption Coordinator and Ron Brown, Chief Program Officer. The FFA's 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 Community Care Licensing.

The FFA provided the attached approved CAP addressing the recommendations noted in this compliance report. OHCMD will verify that these recommendations have been implemented and will provide technical assistance during our next visit to the FFA in July, 2014.

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

PLB:EM:KR
RDS:ev

Attachments

c: William T Fujioka, Chief Executive Officer
John Naimo, Acting Auditor-Controller
Public Information Office
Audit Committee
Ron Brown, Chief Program Officer
Lajuannah Hills, Regional Manager, Community Care Licensing

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

1910 Magnolia Avenue
Los Angeles, CA 90007
License Number: 197805422

1529 E. Palmdale Blvd., #210
Palmdale, CA 93550
License Number: 197800281

	Contract Compliance Monitoring Review	Findings: January 2014
I	<p><u>Licensure/Contract Requirements</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. Serious Incident Report Documentation and Cross Reporting 3. Runaway Procedures in Accordance with the Contract 4. Are there CCL Citations/OHCMD Safety Reports 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Homes (WFFH) Training 6. FFA Pays Certified Foster Parents (CFP) WFFH Required Payments 7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or More Children 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Not Applicable 6. Not Applicable 7. Full Compliance
II	<p><u>Certified Foster Homes (CFHs)</u> (12 Elements)</p> <ol style="list-style-type: none"> 1. Home Study and Safety Inspection Conducted Prior to Certification 2. Agency's Inquiry with OHCMD for Historical Information Prior to Certification 3. Timely Criminal Clearances (DOJ, FBI, CACI) Prior to Certification 4. Timely, Completed, Signed Criminal Background Statement 5. Health Screening & TB Test Prior to Certification 6. All Required Training Prior to Certification 7. Certificate of Approval on File/Including Capacity 8. Safety Inspection Completed At Least Every Six Months or Per Approved Program Statement 9. Completed Annual 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, if Applicable Car Seat(s) 11. Criminal Clearances and Health Screening/CDL/CPR /DOJ/FBI/CACI/Auto Insurance for Other Adults in the Home 12. FFA Assists CFPs in Providing Transportation Needs 	<ol style="list-style-type: none"> 1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance

III	<p><u>Facility and Environment</u> (7 Elements)</p> <ol style="list-style-type: none"> 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 Conduct Disaster Drills and Documentation Maintained 7. Money and Clothing Allowance Logs Maintained 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Improvement Needed 7. Full Compliance
IV	<p><u>Maintenance of Required Documentation/Service Delivery</u> (10 Elements)</p> <ol style="list-style-type: none"> 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 NSPs 3. Children Progressing Towards Meeting NSP Goals 4. FFA Social Workers Develop Timely, Comprehensive Initial NSP 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's 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 	<ol style="list-style-type: none"> 1. Full Compliance 2. Improvement Needed 3. Full Compliance 4. Improvement Needed 5. Improvement Needed 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Improvement Needed 10. Full Compliance
V	<p><u>Education and Workforce Readiness</u> (5 Elements)</p> <ol style="list-style-type: none"> 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 	<p>Full Compliance (ALL)</p>

VI	<p><u>Health and Medical Needs</u> (4 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Psychotropic Medications</u> (2 Elements)</p> <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	Full Compliance (ALL)
VIII	<p><u>Personal Rights and Social Emotional Well-Being</u> (10 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Personal Needs/Survival and Economic Well-Being</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. \$50 Clothing Allowance 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 6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book/Photo Album 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed

X	<p><u>Discharged Children</u> (3 Elements)</p> <ol style="list-style-type: none"> 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable) 	Full Compliance (ALL)
XI	<p><u>Personnel Records</u> (9 Elements)</p> <ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance

**CHILDREN'S BUREAU 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. This compliance report addresses findings noted during the January 2014 monitoring review. The purpose of this review was to assess Children's Bureau Foster Family Agency's (the FFA) 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, 12 children were selected for the sample. Out-of-Home Care Management Division (OHCMD) interviewed 12 children. However, two children's interviews were limited due to their speech delay and one child did not complete the interview. During the home visits, the children were observed to be comfortable in the certified foster homes and the certified parents were observed to be attuned to the needs of the children. OHCMD reviewed all 12 case files to assess the care and services they received. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, two placed children were prescribed psychotropic medication. We reviewed the two case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

OHCMD reviewed five certified foster parent files and five 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

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

Certified Foster Parents

- Five certified foster homes were reviewed. In certified foster home #3, the Home Study was not dated and therefore, OHCMD could not determine if it was completed prior to certification.

During the Exit Conference, the FFA representative stated that certified foster home #3 was certified twenty years ago under different policies and procedures. FFA Representatives stated that their current system includes having every SAFE Home Study completed and dated prior to certification.

Recommendations

The FFA's management shall ensure that:

1. SAFE Home Studies are completed and dated prior to certification.

Facility and Environment

- In certified foster home #3, there was no documentation that the certified foster parent conducted disaster drills at least every six months in the certified foster parent's file.

During the Exit Conference, the FFA representatives stated that they would review the certified foster parent's files to ensure disaster drills are conducted at least every six months and documentation is maintained in their files.

Recommendations

The FFA's management shall ensure that:

2. Certified foster parents conduct disaster drills at least every six months and documentation is maintained in the certified foster parent's files.

Maintenance of Required Documentation and Service Delivery

- In certified foster home #4, where two siblings had been placed for more than a year, the stay-at-home certified foster parent did not participate in the development of Needs and Services Plans (NSPs), nor was the certified foster parent familiar with NSPs.

During the Exit Conference, the FFA representative stated that the FFA social worker will review the NSPs with the certified foster parents. Additionally, the FFA Social Worker stated that NSPs were developed and discussed with the foster parent noted above. The FFA Social Worker thinks the certified foster parent might not recognize the name of the report, yet is aware of what the needs of the children are. However, the fact remains that during the OHCMD interview with the certified foster parent, he stated he was not aware of any of the children's goals.

- OHCMD reviewed ten Initial NSPs. Nine Initial NSPs were not comprehensive, as they did not include all of the elements in accordance with the NSP template. Specifically, FFA social worker's contact with placed children was missing; the FFA's contact with the Department of Children and Family Services (DCFS) Children's Social Worker (CSW) was also missing; children's progress towards meeting education goals was not

documented; dates of therapeutic services were missing; and one Initial NSP was not developed timely.

- OHCMD reviewed six Updated NSPs. Three were not developed timely and two were not comprehensive, as they did not include all of the elements in accordance with the NSP template. Specifically, goals were not measurable and there was no clear reason as to why placed children were receiving therapeutic services.
- OHCMD reviewed eight Quarterly Reports. Three Quarterly Reports were not developed timely, two were not signed and four were not comprehensive. Specifically, goals were not measurable and sections of the report were blank.

During the Exit Conference, OHCMD reviewed the NSPs findings and NSP requirements with the FFA representatives. The FFA representatives stated that they would review the problematic NSPs with the FFA Supervising Social Workers and the FFA would provide a re-training on developing NSPs with goals that are measurable.

It should be noted that representatives from the FFA did not attend OHCMD NSP refresher training for providers in August 2013. Some of the NSPs reviewed were developed prior to the training and some were developed subsequent to the training.

Recommendations

The FFA's management shall ensure that:

3. Certified foster parents participate in the development of NSPs and are familiar with NSPs.
4. Initial NSPs, Updated NSPs and Quarterly Reports are developed timely.
5. FFA Social Workers develop comprehensive Initial NSPs, Updated NSPs and Quarterly Reports and all the fields/sections are completed in accordance with the NSP template.

Personal Needs/Survival and Economic Well-Being

- Three children placed in certified foster homes #2 and #4, were not provided with Life Books or Photo Albums.

During the Exit Conference, the FFA representatives stated that all certified foster parents will now be required to create and assist children with creating a Life Book/Photo Album.

Recommendation

The FFA's management shall ensure that:

6. All children are encouraged and assisted in developing a Life Book/Photo Album.

Personnel Records

- For one FFA Supervising Social Worker, criminal clearances were not obtained prior to date of hire. The staff was hired on January 16, 2008; however, the criminal clearance was not obtained until February 2, 2009.
- For one FFA Supervising Social Worker and one FFA Social Worker, health screening/TB clearances were not obtained prior to date of hire. The FFA Supervising Social Worker was hired on January 22, 2008, and the TB clearance was dated January 25, 2008. The FFA Social Worker was hired on March 5, 2012, and the TB clearance was dated March 12, 2012.

Recommendation

The FFA's management shall ensure that:

7. Criminal clearances are obtained prior to hire date.
8. Health screening/TB clearances are obtained prior to hire date.

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

The OHCMD's last compliance report dated January 18, 2013, identified three recommendations.

Results

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

- All placed children are safe and free of abuse and neglect.
- All certified foster homes maintain backyards that are clean and safe and that all certified foster homes have screens on all windows.
- 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.

At the Exit Conference, the FFA Administration expressed their desire to remain in compliance with all Title 22 Regulations and Contract requirements. In an effort to ensure foster parents have a SAFE Home Study prior to certification; a system has been put in place to ensure all Home Studies are dated. Lastly, in efforts to ensure placed children have Life Books/Photo Albums from now on, all certified foster parents are required to assist placed children in creating and maintaining a Life Book/Photo Album.

OHCMD will verify that these recommendations have been implemented and will provide technical assistance during our next visit to the FFA in July, 2014.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER (A-C)

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



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June 24, 2014

Korliss Robinson, CSA II
Department of Children and Family Services
Out-of-Home Care Management Division
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

Re: REVISED Updated CAP from Updated Report Compliance Review Report Fiscal Year 2013-2014 dated June 11, 2014

Dear Ms. Robinson,

Per your Division's request on 6/24/14, please accept the following as our revised CAP in response to the Updated Report Compliance Review Report Fiscal Year 2014-2015 dated June 11, 2014.

1. *Recommendation:* The FFA's management shall ensure that: SAFE Home Studies are completed and dated prior to certification.

CAP: The home study in question was completed in 1995 and missing a date. Since 2000, one person at CB has been responsible for approving home studies. The Foster Care/Adoption Coordinator will continue to ensure that all SAFE Home Studies are completed and dated prior to certification.

2. *Recommendation:* The FFA's management shall ensure that: Certified foster parents conduct disaster drills at least every 6 months and documentation is maintained in the certified foster parent's files.

CAP: The one family in question kept a log in their home with all their disaster drills listed. At Supervisors Meeting/Training on March 10, 2014 the finding was reviewed. Supervisors met with their staff to remind them that all Safety Walk through forms have the last disaster drill listed or a copy of the log kept in the foster home for the provider file with dates clearly indicated. In addition an email was sent to all foster care staff on March 15, 2014 with the reminder and the updated safety awareness form.

3. *Recommendation:* The FFA's management shall ensure that: Certified foster parents participate in the development of NSPs and are familiar with NSP's.

CAP: The foster father in question reported being confused when asked by the monitor about the Needs and Service Plan. At Supervisors Meeting/Training on March 10, 2014 we reviewed this finding. Supervisors met with their staff to review the understanding that all foster parents and children, if applicable participate in the development of NSP goals.

4. *Recommendation:* The FFA's management shall ensure that: Initial NSPs, Updated NSPs and Quarterly Reports are developed timely.

CAP: At the Supervisors Meeting/Training on March 10, 2014 we reviewed the importance of dating all reports. Supervisors met with staff to remind them about dating all reports and to

ensure that all reports are completed by the end of the report period and sent to the CSW for signature within 10 days.

5. *Recommendation:* The FFA's management shall ensure that: FFA social workers develop comprehensive Updated NSPs and Quarterly reports and all fields/sections are completed in accordance with the NSP template.

CAP: Although CB assessed the goals were measurable for the children in question, at the Supervisor Meeting/Training on March 10, 2014, the monitor's feedback regarding goal writing, number of goals, and completing all sections of the template was discussed. Supervisors reviewed the goal statements as defined in our contract and updated staff during their supervision, as well as reminding staff the goals need to be succinct.

6. *Recommendation:* The FFA's management shall ensure that: All children are encouraged and assisted in developing a Life Book/Photo Album.

CAP: At the Supervisor Meeting/Training on March 10, 2014 the importance of having a life book for each child was reviewed with supervisors. Supervisors met with their staff about life books and an email was sent to all updating them with reminders and forms. Reminders have now been included on the child's 30 day Placement Checklist and on the Home Safety Walk Through.

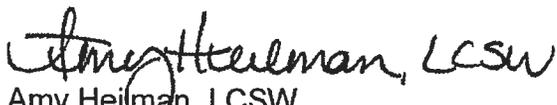
7. *Recommendation:* The FFA's management shall ensure that: TB clearances are obtained one year prior to or seven days after date of hire.

CAP: CB is currently working with CCL to correct the date of hire error on the LIC 500 for one of the findings. Human Resources and foster care support staff in charge of setting up personnel files will review paperwork to ensure compliance with this requirement and will take action with the employee including termination if not met by contract guidelines.

On March 27, the hard copies of the Supervisor Meeting/Training Agenda dated March 10, 2014 outlining the items discussed, a copy of the email sent to foster care staff and all forms updated to add reminders for social workers and supervisors were provided.

Please let me know if you have any questions.

Sincerely,


Amy Heilman, LCSW
Director of Foster Care and Adoption

Cc: Rhonda Davis Shirley
Karen Richardson
Elizabeth Villalobos