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DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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August 2, 2013

To: Supervisor Mark Ridley-Thomas, Chairman
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From: Philip L. Browning
Director

DANGERFIELD INSTITUTE 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 Dangerfield Institute Foster Family Agency (The FFA) in April 2013. The FFA has one licensed office in the Second Supervisorial District, 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 these children with continuity of care, nurturance and services, which will meet their individualized needs, and those of your families."

At the time of the review, the FFA supervised 35 DCFS placed children in 22 certified foster homes. The placed children's average length of placement was 15 months, and their average age was seven.

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 eight of 11 sections of our program compliance review: Certified Foster Homes; Facility and Environment; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records.

OHCMD noted deficiencies in the areas of Licensure/Contract Requirements as related to two Community Care Licensing (CCL) citations as a result of deficiencies and findings during CCL investigations complaints; Maintenance of Required Documentation/Service Delivery related to non-comprehensive Needs and Services Plans (NSPs)/Quarterly Reports; and Personal Needs and Social Economic Well-Being, related to one child not having a photo album or life book.

Attached are the details of our review.

REVIEW OF REPORT

On April 12, 2013, the DCFS OHCMD Monitor, Greta Walters, held an Exit Conference with FFA representative, Lorrie Irving, Assistant Executive Director. 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:gfw

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Elouise Dangerfield, Executive Director, Dangerfield Institute FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

DANGERFIELD INSTITUTE 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. The compliance report addresses findings noted during the April 2013 review. The purpose of this review was to assess Dangerfield Institute Foster Family Agency's (The FFA's) compliance with the County contract and State regulations and included a review of the FFA's program statement, as well as administrative internal policies and procedures. The monitoring review covered the following 11 areas:

- Licensure/Contract Requirements,
- Certified Foster Homes,
- Facility and Environment,
- Maintenance of Required Documentation and Service Delivery,
- Educational and Workforce Readiness,
- Health and Medical Needs,
- Psychotropic Medication,
- Personal Rights and Social Emotional Well-Being,
- Personal Needs/Survival and Economic Well-Being,
- Discharged Children, and
- Personnel Records.

For purposes of this review, six children were selected for the sample. The Out-of-Home Care Management Division (OHCMD) interviewed six children and reviewed their case files to assess the care and services they received. Additionally, four discharged children's files were also reviewed to assess the 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 and to confirm the required documentation of psychiatric monitoring.

OHCMD reviewed two certified foster parent files and five staff files were reviewed for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with two certified foster parents to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

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

Licensure/Contract Requirements

- Community Care Licensing (CCL) cited the FFA for a Personal Rights Violation as a result of deficiencies and findings during the investigations of CCL complaints. According to the complaint report by CCL on August 7, 2012, the certified foster parent's adult son was having sexual intercourse with a sixteen year old foster youth. CCL substantiated the complaint and a referral was made to the Child Protection Hotline and cross reported to Law Enforcement. The Emergency Response Command Post Children's Social Worker determined the referral to be "inconclusive." However, the FFA decertified the foster parents and OHCMD placed the home on "Indefinite Hold" and all children in this home were replaced.

- According to the complaint report by CCL on November 20, 2012, CCL cited the FFA for Personal Rights violation. It was determined that the certified foster mother slapped the child and moved her car while the child was trying to exit the vehicle, causing the child to fall and be injured. The child's injuries were not life threatening, she was treated at the hospital and released. CCL substantiated the complaint and a referral was made to the Child Protection Hotline. The Emergency Response Command Post Children's Social Worker determined the referral to be "inconclusive". However, the FFA decertified the foster parents and OHCMD placed the home on "Indefinite Hold" and all children in this home were replaced.

Recommendation

The FFA's management shall ensure that:

1. Agency is in full compliance with Title 22 Regulations, free of CCL citations.

Maintenance of Required Documentation/Service Delivery

- The Needs and Services Plan (NSP) Quarterly Report goals for three children were not modified as the goals were duplicated from the previous Quarterly Reports.

During the Exit Conference, the FFA's Assistant Executive Director stated the FFA would provide NSP retraining to staff and that she would contact other FFAs to see what is working for them in the area of the NSPs.

It should be noted that the FFA representative attended the OHCMD NSP Training for providers on January 23, 2012 and was made aware of the NSP requirements.

Recommendation

The FFA's management shall ensure that:

2. NSP Quarterly Report goals are modified.

Personal Rights and Survival/Economic Well-Being

One child did not have a life book or photo album. During the Exit Conference, the FFA's representative stated that the FFA would retrain the certified foster parents on the importance of creating and maintaining life books or photo albums.

Recommendation

The FFA's management shall ensure that:

3. All children are encouraged and assisted in updating a life book or a photo album.

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

The OHCMD's last compliance report dated September 21, 2012, identified 11 recommendations.

Results

Based on OHCMD follow-up, the FFA fully implemented 10 of 11 previous recommendations for which they were to ensure that:

- Children's absences and other incidents are appropriately documented and cross-reported in timely SIRs.
- OHCMD is contacted for historical information regarding prospective certified foster parents prior to certification.
- All required trainings are provided prior to certification.
- The exteriors of the certified foster homes are maintained.
- The common areas of the certified homes are maintained.
- The children's bedrooms are maintained.
- Initial NSPs are comprehensive, including specific and time-limited goals.
- Updated NSPs are comprehensive, including specific and time-limited goals.

- Documented efforts are maintained in assisting children to increase academic performance.

- Children receive the required weekly allowance.

One recommendation was not implemented:

- Children are encouraged and assisted in creating and maintaining photo albums/life books.

Since this recommendation was not implemented, the OHCMD is requesting a new CAP to address what steps the FFA will take differently to ensure contract compliance.

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

A fiscal review of the FFA was posted on July 12, 2012. The A-C identified $13,680 in unallowable costs and $59,434 in unsupported/inadequately supported expenditures. The A-C recommended that Department of Children and Family Services (DCFS) resolve the questioned costs and if appropriate, collect all disallowed amounts. Also noted was that DCFS ensure that the FFA management take the appropriate corrective action to address the recommendations in the A-C's report and monitor to ensure that the corrective actions taken result in permanent changes. The FFA submitted a fiscal CAP and it is monitored by DCFS Fiscal Monitoring Section.

Currently, there is a payment plan in place; however, the FFA is disputing $277.00 of the total amount owed.

DANGERFIELD INSTITUTE FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

4738 11th Avenue, Los Angeles, CA 90043
License Numbers: 197800209

	Contract Compliance Monitoring Review	**Findings: April 2013**
I	**Licensure/Contract Requirements** (7 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Serious Incident Report Documentation and Cross Reporting	2. Full Compliance
	3. Runaway Procedures	3. Full Compliance
	4. Are there CCL Citations/OHCMD Safety Reports	4. Improvement Needed
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training	5. Not Applicable
	6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments	6. Not Applicable
	7. Assessment of Certified Foster Parent (CFP) Prior to Placement of Two (2) or More Children	7. Full Compliance
II	**Certified Foster Homes (CFHs)** (12 Elements)	
	1. Home Study and Safety Inspection Prior to Certification	Full Compliance (ALL)
	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	

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's (CSW's) 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. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 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	Full Compliance (ALL)
VII	**Psychotropic Medication** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Full Compliance (ALL)
VIII	**Personal Rights and Social Emotional Well-Being** (10 Elements) 1. Children Informed of Agency's Policies and Procedures 2. Children Feel Safe 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)

"Finding a Safe Harbor"

NON PROFIT ORGANIZATION
IRS#95-4167526

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May 8, 2013

To: Nestor Figueroa, CSA II, DCFS MANAGER
OUT - OF - HOME CARE MANAGEMENT DIVISION
Via Fax# 626-572-2368

From: LORRIE IRVING, ASSISTANT EXECUTIVE DIRECTOR
WENDY SUER, LCSW ADMININSTRATION
Dangerfield Institute of Urban Problems Foster Family Agency

Re: **CORRECTIVE ACTION PLAN**

The following information is the Corrective Action Plan for Dangerfield Institute of Urban Problems Foster Agency for the "Compliance Monitoring Review Evaluation" conducted on 3/29/2013.

I. License/Contract Requirements

(4) Is the agency free of substantiated Community Care Licensing complaints' reports on safety and physical plant deficiencies since the last review? **(SAFETY)**

PLAN: Since the last review, Dangerfield FFA has had two substantiated allegations by Community Care Licensing resulting in immediate involuntary de-certification of two certified foster parents. Dangerfield FFA Social Workers will attempt to limit the number of substantiated allegations by providing regular Certified Foster Parent trainings, conducting weekly home visits, maintaining open communication with service providers to address a child's immediate needs, maintain routine contact with child's CSW, and regularly assess for any safety issues and/or physical plant deficiencies.

II. Certified Foster Homes

(17) Do the certified foster parents or designated drivers have annual documentation of vehicle maintenance, and if applicable, car seat(s)? **(SAFETY)**

PLAN: Dangerfield Foster Family Agency Management will ensure all Certified Foster Parent(s) and/or designated drivers provide valid copies of California Driver's licenses, auto insurance, annual documentation of vehicle maintenance, and if applicable, car seat(s) on a quarterly basis (with the exception of annual documentation of vehicle maintenance). Management will conduct quarterly reviews of Certified Foster Parents' charts to make sure all documentation is current and maintained.

Dangerfield Foster Family Agency has begun implementing annual mandatory vehicle safety inspections. All Certified Foster Parents have received a memorandum as well as foster parenting training regarding mandatory vehicle safety inspections and the agency's new protocol. Copies of each certified foster parents' vehicle safety inspection will be maintained in their files.

IV. Maintenance of Required Documentation and Service Delivery

(35) Does the FFA Social Worker complete timely, comprehensive quarterly reports? (To county workers by the 10th business day following the end of each quarter from the date that child was placed). **(WELL-BEING)**

PLAN: Dangerfield Foster Family Agency Management will ensure FFA Social Workers complete timely, comprehensive and detailed quarterly reports. This will be achieved by continuing to utilize Dangerfield Foster Family Agency QA form that includes all necessary components needing to be documented. FFA Social Workers will continue to receive in-service training addressing all required elements in accordance with the NSP/Quarterly report template and providing updated, detailed information on the child's status and progress toward meeting his/her identified treatment goals. Goals including modified goals will be updated every quarter accurately reflecting the child's status, specific goals, detailing modifications, describing newly developed services and methods for all modified goals.

IX. Personal needs/survival and economic Well-Being

(64) Does the certified foster parent encourage and assist children to update a life book or photo album? **(PERMANENCY)**

PLAN: Dangerfield Foster Family Agency Management will ensure certified foster parents start a "Life Book" for all new children within 30 days of initial placement for all children already placed in certified foster homes, a "Life Book" will start to be developed effective immediately. Dangerfield Foster Family Agency will encourage all certified foster parents and children to participate in updating these books each month and more often if the child/children desire to do so. A copy of a "Life Book" will be provided to all certified parents and placed children as an example. The purpose of the books will be explained as to provide a pictorial "history" of a child's youth and can include, but not be limited to the following:

1) Pictures' that children may bring with them from earlier years.
2) Current pictures taken at the Foster Home, or out on outings, or at school.
3) Copies of awards and certificates earned.

FFA Social Workers will inquire about "Life Books" on a quarterly basis. FFA Social Worker will document in a child's file if he/she is participating in the development of a "Life Book" or is refusing to engage in this activity.