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

PHILIP L. BROWNING
Director

FESIA A. DAVENPORT
Chief Deputy Director

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

May 29, 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

DAVID AND MARGARET 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 David and Margaret Foster Family Agency (the FFA) in October 2013. The FFA has one licensed office in the First 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 "in partnership with others, will provide therapeutic foster care services to children and families to protect, nurture and advocate on behalf of children and youth who have been abused and/or neglected and are removed from their families".

At the time of the review, the FFA supervised 24 DCFS placed children in 24 certified foster homes. The placed children's average length of placement was five months, and their average age was ten.

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 9 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; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records.

OHCMD noted deficiencies in the areas of Licensure/Contract Requirements, related to a Community Care Licensing (CCL) citation; and Maintenance of Required Documentation and Service Delivery, related to the FFA failing to obtain or document efforts to obtain the Department of Children and Family Service Children Social Worker's authorization to implement the Needs and Service Plans (NSPs), certified foster parents and children not participating in the development of NSPs and Quarterly report were not developed timely.

REVIEW OF REPORT

On November 21, 2013, the DCFS OHCMD Monitor, Thomas Manning, held an Exit Conference with FFA representatives, Charles Rich, Executive Director and Deena Robertson, Foster Family Agency Program Manager. The FFA's representatives: agreed with the review findings and recommendations; and were receptive to implementing systemic changes to improve their compliance with regulatory standards; and agreed to address the noted deficiencies in a CAP.

A copy of this compliance report has been sent to the Auditor-Controller and Community Care Licensing. OHCMD will verify implementation of recommendations and will provide technical assistance during our next visit to the FFA in June 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:KR:tm

Attachments

c: William T Fujioka, Chief Executive Officer
John Naimo, Acting Auditor-Controller
Public Information Office
Audit Committee
Charles Rich, Executive Director, David and Margaret FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

DAVID AND MARGARET FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

1035 Third Street, La Verne, CA 91750
License Numbers: 19192787

	Contract Compliance Monitoring Review	**Findings: October 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 in Accordance with the Contract	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 (WFFH) Training	5. Non-Applicable
	6. FFA Pays Certified Foster Parents (CFP) WFFH Required Supplemental Payments	6. Non-Applicable
	7. FFA Conducts an Assessment of 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 Conducted Prior to Certification	Full Compliance (ALL)
	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 Inspections 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	

III	**Facility and Environment** (7 Elements) 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 Conducted Disaster Drills and Documentation Maintained 7. Money and Clothing Allowance Logs Maintained	Full Compliance (ALL)
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 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 the 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 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	1. Improvement Needed 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	**Education and Workforce Readiness** (5 Elements) 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	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 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 Choices 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	**Personal Needs/Survival and Economic Well-Being** (7 Elements) 1. $50 Clothing Allowance Provided 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	Full Compliance (ALL)

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. 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	Full Compliance (ALL)

DAVID AND MARGARET 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. The compliance report addresses findings noted during the October 2013 review. The purpose of this review was to assess David and Margaret 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 all six children and reviewed their case files to assess the care and services they received. Additionally, five discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, six 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 five certified foster parents to assess the quality of care and supervision provided to the children.

CONTRACTUAL COMPLIANCE

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

Licensure/Contract Requirements

- Community Care Licensing (CCL) cited the FFA for deficiencies and findings during the investigation of a child abuse referral by Orange County Child Protective Services. According to the report, the certified foster father sexually abused a foster child and the certified foster mother failed to report the abuse.

The incident resulted in the arrest of the certified foster father and the children being removed from the foster home. The FFA decertified the foster home. OHCMD placed the home on indefinite hold and the home will no longer be used as a placement of DCFS children. The referral was not investigated by DCFS, as no DCFS children were placed in the home at the time of the incident. No Plan of Correction (POC) was required by CCL as the foster home was decertified by the FFA.

During the Exit Conference OHCMD requested that the FFA provide a Corrective Action Plan (CAP), which included retraining certified foster parents on reporting suspected child abuse. The FFA submitted a CAP and noted that all but four certified foster parents were retrained on reporting suspected child abuse on December 12, 2013. The remaining certified foster parents were retrained by March 30, 2014.

Recommendation

The FFA's management shall ensure:

1. All certified foster parents are retrained on reporting suspected child abuse.

Maintenance of Required Documentation and Service Delivery

- Two children's Needs and Service Plans (NSPs) did not have their Department of Children and Family Services (DCFS) Children's Social Worker (CSW) signatures authorizing implementation of the NSP or proof that the FFA made more than one attempt to obtain the CSW's signatures.

- Two certified foster parents did not participate in the development of the children's NSPs.

- Two age appropriate foster children did not participate in the development of the NSPs.

- Two Initial NSPs and two Updated NSPs were not developed timely.

- Two quarterly reports were not completed timely.

During the Exit Conference the OHCMD monitor went over the problematic NSPs with the FFA's Program Manager. The Program Manager stated the FFA will retrain the FFA social worker staff and certified foster parents on NSP requirements and ensure that all contacts with DCFS CSWs are documented in the children's case files in order to be in compliance. OHCMD received verification that the FFA social work staff and certified foster parents received NSP training on March 28, 2014.

It should be noted that a FFA representative attended OHCMD NSP refresher training for providers on August 1, 2013 and was made aware of the NSP requirements. Some of the NSPs were developed subsequent to the training.

Recommendation

The FFA's management shall ensure:

2. NSPs are sent to the children's respective DCFS CSWs for authorization to implement the NSPs and attempts to obtain the DCFS CSWs signatures are documented and maintained in the children's case flies.

3. NSPs contain documentation that the certified foster parents were offered the opportunity to participate in the development of the children NSPs.

4. NSPs contain documentation that all age appropriate foster children are given the opportunity to participate in the development of their NSPs.

5. NSPs are completed within the required timeframe as per County contract requirements.

6. Updated NSPs are completed within the required timeframe as per County contract requirements.

7. Quarterly Reports are completed in a timely manner and verification is documented and maintained in the children's case files.

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

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

Results

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

- Certified foster homes would not exceed the County Contract requirement of two children per home for the first year of certification.

Results

Based on our follow-up, the FFA did not fully implement two of the previous three recommendations for which they were to ensure:

- FFA social worker staff develops Initial NSPs timely.

- FFA social worker staff ensures that Initial NSPs contain the DCFS CSWs signatures authorizing implementation of the NSPs.

At the Exit Conference, OHCMD went over the problematic NSPs, which included the two recommendations that were not implemented from the prior year with the FFA Program Manager.

The FFA Program Manager expressed a desire to ensure NSPs are developed timely and foster children and certified foster parents are given the opportunity to participate in the development of NSPs. The FFA will also ensure that NSPs are sent to the children's DCFS CSWs for signature authorizing implementation of the NSPs. The FFA Program Manager stated there would be an increased oversight of the development of NSPs and the Community Based Director would now be responsible for monitoring the development of the NSPs. OHCMD will verify the implementation of recommendations and will provide technical assistance during our next visit to the FFA in June 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.

David & Margaret
Youth and Family Services
Foster Care & Adoption Services

1350 Third Street
La Verne, CA 91750
(909) 593-0089, Fax (909)596-7583
www.davidandmargaret.org

February 15, 2014

Mr. Thomas Manning
Out of Home Care Evaluation Unit
Los Angeles Department of Children's Services

Re: *David and Margaret Foster Family Agency Monitoring Review, Findings Received 11-21-13, Corrective Action Plan:* ***In response to the following findings:***
CCL Cited the FFA during the course of the investigation of a complaint of sexual abuse by one of their foster fathers. The allegation was that the certified foster mother did not report the alleged abuse. The allegation of sexual abuse was substantiated against the certified foster father. The FFA has decertified the foster parents.

The FFA Management shall ensure:

1. **The home is decertified.** The agency did follow agency, contractual and child abuse reporting compliance with Orange County Social Services and CCL, both in reporting the complaint to law enforcement, Orange County Social Services and CCL and putting the home immediately on hold. After the investigation was completed, the agency de-certified the home. This certified home had Orange County Social Services children placed and no LA County children were ever placed in the certified home.

2. **All certified foster parents are retrained on reporting suspected child abuse.** Foster parents were retrained on child abuse reporting requirements on 12/12/13. Three foster parents were unable to attend this training. They have been provided with the training materials and FFASW follow up.

Maintenance of Required Documentation and Service Delivery

3. **The NSP's are sent to the children's respective DCFS CSW for their Approval, that attempts to obtain the signatures are documented and placed in the children's file.**
The administrative assistant will send out the completed reports by the due date and receive the CSWs signature by the required due date. The agency will follow up with 3 documented contacts both e-mail and fax if the signature page is not returned within the required time frame and this will be documented in the client file.

4. **The NSP's contain documentation that the certified foster parents were offered the opportunity to participate in the development of the children's NSP.** Foster parents' signatures will be obtained prior to sending out the reports by the FFASW. This process will be monitored by the Community Based Director by the report due dates and e-mail contact the FFASW insuring compliance.

Re: David and Margaret Foster Family Agency Monitoring Review, Findings Received 12-18-13, Corrective Action Plan for review

5 **The NSP's contain documentation that age appropriate foster children were offered the opportunity to participate in their NSPs.** Foster children's signatures will be obtained prior to sending out the reports by the FFASW. This process will be monitored by the Community Based Director by the report due dates and e-mail contact with the FFASW insuring compliance.

6 **The NSPs are completed with the time frames of the County contract requirements**
Monthly update of reports that are due with preparation dates will be provided by the last day of the month by the administrative assistant. This process will be monitored by the Community Based Director by the report due date and e-mail contact by the FFASW insuring compliance.

7 **The updated NSPs are completed with the time frames of the County contract requirements.** Monthly update of reports that are due with preparation dates will be provided by the last day of the month by the administrative assistant. Copies will be given to the FFA social worker, Community Based Director and monitored for compliance.

8 **The Quarterly Reports are completed in a timely manner and proof of mailing is documented and placed in the children's case files.** The process will be discussed the FFA Staff to insure compliance and understanding of the procedure. Staff trainings were accomplished with the FFA Staff on 1/16, 1/30 & 2/13 and the process outlined discussed and solidified.

The following statement is a CAP to address the timliness of the response to the monitoring review findings and submission of the CAP.

- The agency will ensure that a response is given to the CAP within 30 days rather than waiting until staff return from vacations and we had staff input and meetings
- The agency respectfully requests that the timing of when the monitoring review is due not be during the holiday season
- It should be noted that this is the first time that we have been late with our CAP

Respectfully submitted by

Deena Robertson

Deena Robertson
Program Manager
David and Margaret Foster Family Agency
1350 3rd St.
La Verne, Ca. 91750
909-593-0089 x3214 robertstond@davidandmargaret.org