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

PHILIP L. BROWNING
Director

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June 27, 2012

To: Supervisor Zev Yaroslavsky, Chairman
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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 (FFA) in August 2011, at which time they had 31 DCFS placed children in 23 homes.

David and Margaret FFA is located in the Fifth Supervisorial District and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to David and Margaret FFA's program statement, its goal 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." David and Margaret FFA is licensed to serve children ages ranging from birth through 17.

For the purpose of this review, seven children were selected for a review. However, only four of the seven children were interviewed, as three children were too young to be interviewed. The placed children's overall average length of placement was 12 months, and the average age was eight. Seven children's files, two certified foster parents' files, five discharged children's files and five staff files were reviewed for compliance with the Title 22 Regulations and County contract requirements.

Four placed children were prescribed psychotropic medication. We reviewed their case files 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 David and Margaret FFA's compliance with the County contract and State regulations. The visit included a review of the Agency's program statement, administrative internal policies and procedures, seven placed children's case files, two certified foster parents' files and five personnel files. Face to face visits and interviews were conducted with two certified foster parents to assess the quality of care and supervision provided to children and we conducted interviews with four placed children 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, the children interviewed generally reported feeling safe, having been provided with good care and appropriate services, being comfortable in their environment and treated with respect and dignity.

We noted deficiencies related to David and Margaret that they did not obtain the DCFS Children's Social Workers' (CSWs) authorizations or document their efforts to obtain the CSWs' authorizations to implement the Needs and Services Plans (NSP) and other NSP related findings. We also noted that children were not receiving required therapeutic and tutoring services and required initial dental services were not provided. One foster parent did not allow age-appropriate children to select their own clothing, and one certified foster parent did not encourage and assist two children in maintaining and updating Life Books.

In conclusion, David and Margaret FFA was receptive to implementing systematic changes to improve their compliance with regulatory standards. The Administrator agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

NOTABLE FINDINGS

The following are the notable findings of our review:

- The FFA did not obtain DCFS CSW's signatures on one NSP. The Program Manager stated the Agency will document efforts to obtain CSW's signature on the front page of NSPs or by a fax receipt.

- One certified foster parent did not participate in the development of the NSP. The Program Manager stated the Agency will obtain the certified foster parent's signature.

- The FFA did not develop timely NSPs for two of the files reviewed. The Program Manager stated the Agency will be re-trained in using the Specific, Measurable, Attainable, Results Oriented, Time-Limited (SMART) method to develop goals by May 30, 2012.

- The FFA did not develop comprehensive NSPs for two of the files reviewed. Program Manager stated the Agency will be re-trained in SMART method of developing goals by May 30, 2012.

- The FFA did not obtain the recommended therapeutic and tutoring services for one placed child. The FFA Program Manager stated the Agency will obtain all recommended services for placed children.

- The FFA did not obtain dental services for one placed child. The FFA Program Manager stated the Agency will schedule the children for all dental examinations.

- The FFA did not develop timely updated Needs and Services Plans for seven placed children. The Program Manager stated the Agency staff will be re-trained in SMART method of developing goals by May 30, 2012, with the new NSP template by July 30, 2012.

  In addition to re-training their staff, David and Margaret representatives attended the NSP training conducted by OHCMD in January 2012. It is anticipated that the training will result in significant improvement of timely and comprehensive NSPs.

- The FFA's certified foster parents did not allow three age-appropriate children to participate in selecting their own clothing. The Program Manager stated certified foster parents will be re-trained regarding the children's inclusion in selecting clothing.

- One FFA's certified foster parent did not encourage and assist placed children to prepare their Life Books. The Program Manager stated Life Books will be included with children's Health and Education folders, provided at the time of placement to each certified foster parent. In addition, each foster parent will receive training about Life Books by July 30, 2012.

EXIT CONFERENCE

The following are highlights from the Exit Conference held August 15, 2011:

In attendance:

Deena Robertson, FFA Program Manager, David and Margaret FFA and Thomas Manning, Monitor, DCFS OHCMD.

Highlights:

The Foster Family Agency Program Manager was in agreement with our findings and recommendations.

David and Margaret FFA agreed to submit a timely approved written CAP to address each recommendation noted in this compliance report. The CAP is attached.

We will assess for full implementation of the recommendations during our next monitoring review.

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:tm

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Charles Rich, Executive Director, David and Margaret
Jean Chen, Regional Manager, Community Care Licensing

DAVID AND MARGARET FOSTER FAMILY AGENCY
MONITORING REVIEW SUMMARY

1350 Third Street
La Verne, CA 91750
License Number: 19192787

	Contract Compliance Monitoring Review	**Findings: August 2011**
I	**Licensure/Contract Requirements** (6 Elements) 1. Timely Notification for Child's Relocation 2. SIRs Documented and Cross-Reported 3. Runaway Procedures 4. Community Care Licensing Citations, Out-of-Home Care Management Division Reports on Safety and Physical Deficiencies 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA pays Certified Foster Parents Whole Foster Family Home Payments	Full Compliance (ALL)
II	**Certified Foster Homes** (13 Elements) 1. Home Study Prior to Certification 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	Full Compliance (ALL)

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. Needs Improvement 2. Full Compliance 3. Needs Improvement 4. Full Compliance 5. Needs Improvement 6. Needs Improvement 7. Needs Improvement 8. Full Compliance 9. Full Compliance 10. Needs Improvement 11. Full Compliance
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	Full Compliance (ALL)

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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance
VII	**Psychotropic Medications** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Full Compliance (ALL)
VIII	**Personal Rights and Social Emotional Well-Being** (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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Needs Improvement 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** (14 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	Full Compliance (ALL)

DAVID AND MARGARET FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW

1350 Third Street
La Verne, CA 91750
License Number: 191592787

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the August 2011 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review, David and Margaret FFA was in full compliance with eight of 11 sections of our contract compliance review: Licensure/Contract Requirements; Certified Foster Homes; Facility and Environment; Education and Workforce Readiness; Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; Discharged Children; Personnel Records. The following report details the results of review.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of seven children's files and/or documentation from the provider, David and Margaret FFA was in full compliance with four of 11 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

We noted that one Needs and Service Plan (NSP) did not have the DCFS CSW's signature for authorization; one certified foster parent did not participate in four children's NSPs; seven NSPs were not developed timely; one NSP was not comprehensive as it did not contain any measurable goals; two children did not receive the required therapeutic and tutoring services; one child did not receive services (dental examination) that was required; seven updated Needs and Services Plans were not timely. Ms. Robertson stated the Agency has re-trained their staff to ensure Needs and Service Plans are timely and comprehensive.

In addition to re-training their staff, David and Margaret representatives attended the NSP training conducted by OHCMD in January 2012. It is anticipated that the training will result in significant improvement of timely and comprehensive NSPs.

Recommendations:

David and Margaret FFA's management shall ensure that:

1. NSPs are signed and authorized by the County CSW.

2. Certified foster parents participate in development of NSPs.

3. All initial NSPs are completed in a timely manner.

4. All initial NSPs are comprehensive.

5. All children receive required therapeutic services.

6. Updated NSPs will are completed timely.

HEALTH AND MEDICAL NEEDS

Based on our review of seven children's files and/or documentation from the provider, David and Margaret FFA was in full compliance with five of the six elements reviewed in the area of Health and Medical Needs.

We noted that one child had not received their initial dental examination. The Program stated the agency will follow-up on all placed children to ensure foster parents have taken them for their dental examinations.

Recommendation:

David and Margaret FFA's management shall ensure that:

7. All children receive initial dental examinations.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

Based on our review of seven children's files and/or documentation from the provider, David and Margaret FFA was in full compliance with six of the eight elements reviewed in the area of Personal Needs/Survival and Economic Well-Being.

We noted that three age-appropriate children did not participate in selecting their own clothing. The Program Manager stated certified foster parents will be re-trained regarding the children's inclusion in selecting clothing. We also noted that none of the seven children placed were encouraged and assisted in preparing Life Books. The Program Manager stated Life Books will be included in the children's Health and Education folders that are provided at the time of placement to each certified foster parent. In addition, each foster parent will receive training about Life Books by July 30, 2012.

Recommendations:

David and Margaret FFA's management shall ensure that:

8. All children age-appropriate children participate in selecting their own clothing.

9. Certified foster parents encourage and assist with preparing a Life Book of every placed child.

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

Objective

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

Verification

We verified whether the outstanding recommendations from the A-C's last compliance review dated October 10, 2007 were implemented.

Results

The A-C's prior compliance report contained three outstanding recommendations. David and Margaret FFA's management was to ensure that NSPs contained all of the information required by the County contract. In addition, the Agency was to ensure that children who take psychotropic medication had current PMAs for the administration of medication as required by the County contract. Lastly, foster parents' certification files contained all the information required by the County contract and CDSS Title 22 Regulations and that proof of current automobile insurance is maintained for foster parents. Based on our follow-up of these recommendations, David and Margaret FFA has fully implemented two of three recommendations. Further corrective action was requested of David and Margaret FFA to address the remaining recommendations.

Recommendation:

David and Margaret FFA's management shall ensure that:

10. They fully implement the outstanding Recommendation from the A-C's October 10, 2007 report, which is also noted as Recommendation 6 in this report.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of David and Margaret 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

April 18, 2012

Mr. Thomas Manning
Out of Home Care Evaluation Unit
Los Angeles Department of Children's Service
9320 Telstar Ave, Suite 216
El Monte, CA 91205

Re: August 8, 2011 David and Margaret Foster Family Agency Monitoring Review, Findings Received 3-19-12, Corrective Action Plan for review

In response to the following:

IV. Maintenance of Required Documentation and Service Delivery

Although the Needs and Services Plans were submitted within the time frame required there were several areas that were delineated in the monitoring review that needed attention.

28. There was one file that did not have the required CSW signature. Documentation of attempts to obtain the CSW signature will be documented on the front page of the quarterly report or by a fax receipt.

29. Do certified foster parent's participate in the Needs and Service Plan? The foster parent's signature was not obtained in a timely fashion. Foster parent's signatures will be obtained in a timely fashion.

32. Did the treatment team develop timely Needs and Services Plans with the child? It should be noted that the reports were sent in on time but the goals for the clients need to identify measurable and more specific areas related to the individual child. Social work staff will be trained in SMART goals by 5/30/12.

33. Did the treatment team develop comprehensive initial Needs and Service Plans? One initial needs and service plan did not outline comprehensive goals that matched the client's needs. Social work staff will be trained in SMART goals by 5/30/12.

37. Did the treatment team develop timely updated Needs and Service Plans with the child The auditor noted that the many of the goals were not measurable and on two of the NSP reports there were not appropriate goals for the child. Social work staff will be trained in SMART goals by 5/30/12 with the new NSP template for LADCFS by 7/30/12.

IX. Personal Needs/Survival and Economic Well-Being

70. Are the children involved in the selection of their clothing? In the sample size three children stated that they did not participate in their clothing selection. Since these children resided in the same home, the foster parent will be retrained regarding the client's inclusion in age appropriate selection clothing by the foster care social worker by 5/30/12.

74. Does the CFP encourage and help children to update a life book or photo album. One foster parent respondent from the sample size did not have an appropriate memory album for the child. Life books will be included in client files that go out to the home along with foster parents will receive training about life books by 7/30/12.

Respectfully submitted by

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