



PHILIP L. BROWNING
Director

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, CA 90020
(213) 351-5602

May 14, 2012

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

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**ETTIE LEE 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 Ettie Lee Foster Family Agency (FFA) in July 2011, at which time the FFA was supervising a total of 56 DCFS placed children in 25 homes. At the time of the review, the placed children's average length of placement was five months, and the average age was nine.

Ettie Lee Foster Family Agency is located in the 1st Supervisorial District and provides services to Los Angeles County DCFS foster youth. According to Ettie Lee FFA's program statement, its mission is "to serve the needs of foster children and families and to collaborate in the goal of permanent families for foster children; to keep sibling placements together whenever possible; to prepare children to accomplish the County's care plan; and to develop and maintain a collaborative relationship with County placement workers." Ettie Lee FFA is licensed to serve children ranging from birth through 18 years of age.

For the purpose of this review, ten children's files were reviewed and eight children were interviewed in three certified foster homes. Two children were not interviewed due to being pre-verbal. Three certified foster parent files, four discharged children's files

and three staff files were reviewed for compliance with Title 22 Regulations and contract requirements.

At the time of the review eight children were on psychotropic medication. We reviewed their case files to assess timeliness of psychotropic medication authorizations and to confirm that documentation of psychiatric monitoring was being maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess Ettie Lee FFA's compliance with the contract and State Regulations. The visit included a review of the Agency's program statement, administrative internal policies and procedures, ten placed children's case files, eight psychotropic files, three certified foster parent files, four discharged files and three personnel files. Face-to-face visits and interviews were conducted with three certified foster parents to assess the quality of care and supervision provided to children and we conducted interviews with the DCFS 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

Overall, Ettie Lee FFA was providing good care and services to the children and support to the certified foster parents as outlined in its program statement and as evident in the relationships formed.

The deficiencies noted during the monitoring review included a foster parent not having the required hours of on-going training; three foster parent files were missing documentation noting that an evaluation was conducted prior to the foster parent's current certification; the children did not have a Life Book/Photo Album to document their experience in foster care; and one personnel file did not have documentation in noting proof of current CPR and First-Aid training.

Based on our review, the FFA needed more thorough documentation and increased oversight to include routine monitoring of the files by supervisory staff to decrease or eliminate documentation issues found in the files.

NOTABLE FINDINGS

The following are the notable findings of our review:

- One of the three certified foster parent files reviewed did not have the required 15 hours of on-going yearly training.

- Each of the three foster parent files reviewed did not contain an evaluation prior to the foster parents' re-certification.
- The Director indicated that Ettie Lee staff will provide resources for on-going training and foster parent evaluations will be completed prior to each re-certification.
- Each of the ten current children files reviewed did not have a Life Book/Photo Album to document their experience in foster care. The Administrator indicated that the Agency will ensure that each child has his/her personal Life Book/Photo Album as the Agency believes it is important for children to document their life while in foster care.
- One of the three personnel files reviewed did not have proof of current CPR and First-Aid training.

A detailed report of our findings is attached.

EXIT CONFERENCE

In attendance:

Karen Cash, Director of Foster Care & Adoptions, and Elaine Lane, Monitor, DCFS OHCMD.

Highlights:

During the Exit Conference, the Director was in agreement with our findings and recommendations. The Director indicated that the Agency would make corrections to the deficiencies discussed in the exit meeting and provide a plan of oversight to ensure on-going monitoring of the files.

Ettie Lee FFA provided the attached written approved Corrective Action Plan (CAP) to address each recommendation noted in this compliance report.

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

Each Supervisor
May 14, 2012
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If you have any questions, please call me or your staff may contact Aldo Marin, Board Relations Manager at (213) 351-5530.

PLB:RS:KR
EAH:Nf:el

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Clayton Downey, Executive Director, Ettie Lee FFA
Jean Chen, Regional Manager, Community Care Licensing

**ETTIE LEE FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY**

754 E. Arrow Highway
Covina, Ca 91722
License Number: 197804111

	Contract Compliance Monitoring Review	Findings: July 2011
I	<p><u>Licensure/Contract Requirements</u> (6 Elements)</p> <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. Special Incident Reports 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 	<p align="center">Full Compliance (ALL)</p>
II	<p><u>Certified Foster Homes</u> (13 Elements)</p> <ol style="list-style-type: none"> 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. MAPP or Equivalent Training Prior to Certification 7. 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 13. Transportation 	<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. Full Compliance 8. Needs Improvement 9. Needs Improvement 10. Full Compliance 11. Full Compliance 12. Full Compliance 13. Full Compliance

III	<p><u>Facility and Environment</u> (8 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Maintenance of Required Documentation and Service Delivery</u> (11 Elements)</p> <ol style="list-style-type: none"> 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 	Full Compliance (ALL)
V	<p><u>Education and Workforce Readiness</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. Child Enrolled in School Within Three Days 2. Child Attends 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	<p><u>Health and Medical Needs</u> (6 Elements)</p> <ol style="list-style-type: none"> 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	<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> (13 Elements)</p> <ol style="list-style-type: none"> 1. Children Informed of 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	<p><u>Personal Needs/Survival and Economic Well-Being</u> (8 Elements)</p> <ol style="list-style-type: none"> 1. Clothing Allowance 2. Ongoing Clothing Inventories of Adequate Quantity 3. Ongoing 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 	<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. Full Compliance 8. Needs Improvement
X	<p><u>Discharged Children</u> (3 Elements)</p> <ol style="list-style-type: none"> 1. Stabilization of Placement prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Not Applicable
XI	<p><u>Personnel Records</u> (14 Elements)</p> <ol style="list-style-type: none"> 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 	<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. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Needs Improvement 12. Needs Improvement 13. Full Compliance 14. Full Compliance

**ETTIE LEE FOSTER FAMILY AGENCY PROGRAM
CONTRACT COMPLIANCE MONITORING REVIEW**

**754 E. Arrow Highway
Covina, CA 91722
License Number: 197804111**

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

CONTRACTUAL COMPLIANCE

Based on our review of ten children's files, three certified foster parent files, four discharge files and three staff files and/or documentation from the provider, Ettie Lee FFA was in full compliance with eight of the 11 sections of our Contract Compliance Review: Licensure/Contract Requirements; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; and Discharged Children. The following report details the results of our review.

CERTIFIED FOSTER HOMES

Based on a review of three certified foster home files and/or documentation from the provider, Ettie Lee FFA fully complied with 11 of the 13 elements reviewed.

We noted that one certified foster parent did not have the required 15 hours of yearly on-going training needed for re-certification, and none of the three certified foster parent files contained an evaluation of the foster parent prior to re-certification. The Director indicated that Ettie Lee staff will provide resources for on-going training and foster parent evaluations will be completed prior to each re-certification.

Recommendations:

Ettie Lee FFA's management shall ensure that:

1. Foster parents receive home inspection/evaluation prior to re-certification and that the FFA supervisory staff routinely monitor foster parent files to ensure on-going compliance.
2. Foster parents receive 15 hours of yearly on-going training prior to re-certification and that the FFA supervisory staff routinely monitor foster parent files to ensure on-going compliance.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

Based on our review of ten children's files and/or documentation from the provider, Ettie Lee FFA fully complied with seven of eight elements reviewed. We noted that none of the ten children had a personal Life Book/Photo Album. The Administrator indicated that the Agency will ensure that each child has his/her personal Life Book/Photo Album as the Agency believes it's important for children to document their life while in foster care.

Recommendation:

Ettie Lee FFA's management shall ensure that:

3. Staff will encourage and assist children in creating and updating a Life Book/Photo Album.

PERSONNEL RECORDS

Based on our review of three personnel files and/or documentation from the provider, Ettie Lee FFA fully complied with 12 of the 14 elements reviewed.

We noted one employee did not have up-to-date CPR and First-Aid training. The Agency Administrator indicated she would have supervisory staff to routinely monitor the staff files to ensure all required documentation and/or training of Agency employees was up-to-date.

Recommendation:

Ettie Lee FFA's management shall ensure that:

4. All employees have current CPR/First Aid training and that documentation is maintained in the personnel files.

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

The A-C last compliance review was issued on March 4, 2008.

Objective

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

Verification

We verified whether the outstanding recommendations from the A-C's last compliance review dated March 4, 2008 were implemented.

Results

The prior compliance report contained two outstanding recommendations. Ettie Lee FFA's Management was to ensure that safety inspections of foster homes were conducted and documented prior to certification and/or re-certification of foster parents; Needs and Services Plans and Quarterly Reports were to contain all required information. Based on our follow-up, the recommendations were fully implemented.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

From: Karen Cash, LCSW

To: Marita lane

Subject: CAP for 2011 compliance review

I am sending this memo in response to the summary and findings of your 2011 exit summary review. Attached you will find documentation for the deficiencies stated in your letter.

1) [REDACTED] is compliant in her training, and has completed 10 hours at this time. She has registered for a 7 hour training to be held at Ettie Lee on February 11, 2012. She is currently in the process of adopting the 3 foster children in her home.

2) I have attached both a copy of a sample of a Life Book for the Social Workers and Foster Parents to use as they work with their children. I also attach a sample of how to work with children on developing a rapport and what steps to take to work on a Life Book. On Feb 1, 2012, Ettie Lee Social Workers were trained on "The Importance of Life Books" and given a blank Life Book for each of their children.

3) Attached is a copy of [REDACTED] First Aid and CPR certificate.

4) Included in this package of information are copies of three different Agency Evaluations. One Evaluation is completed at the time of the Foster Parent Annual Re-Certification. One is used as a less formal way of knowing how our foster parents feel about Ettie Lee and their experience. And the 3rd is an evaluation to be used with the children on a random basis. These are the guidelines set forth by the Agency.

I hope that this explains the items included and attached to this Memo. Please do not hesitate to contact me with any questions or concerns regarding the CAP. Thank You for all that you do to make our Agency as good as we can be!

Gratefully,



Karen Cash, LCSW
Director of FFA/Adoptions Administrator

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