County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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January 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

EGGLESTON FAMILY SERVICES 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 Eggleston Family Services Foster Family Agency (The FFA) in July 2013. The FFA has two licensed offices, one located in the First Supervisorial District and another in the Second Supervisorial District. Both offices provide services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, its mission is "to provide short-term emergency and longer term therapeutic foster care to children and siblings who cannot immediately return home to their birth families. The program selects, trains, certifies, and supports foster families for care to the children. The aim of the program is to work with all related parties toward reunification or some other appropriate permanency plan."

At the time of the review, the FFA supervised 125 DCFS placed children in 65 certified foster homes. The placed children's average length of placement was 13 months, and their average age was nine.

SUMMARY

During our 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 10 of 11 sections of our program compliance review: Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Psychotropic

Medication; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Personnel Records; and Discharged Children.

OHCMD noted a deficiency in the area of Licensure/Contract Requirements, related to three Community Care Licensing (CCL) citations as a result of deficiencies and findings during CCL's investigation of complaints.

Attached are the details of our review.

REVIEW OF REPORT

On August 15, 2013, the DCFS OHCMD Monitor, Gladys Hidayat, held an Exit Conference with FFA representatives, Clarence Brown, Executive Director and Doris Vega, Program Director. The FFA's representatives: agreed with the review finding and recommendation; 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 CCL.

The FFA provided the attached approved CAP addressing the recommendation noted in this compliance report.

OHCMD will confirm that this recommendation has been implemented during our next monitoring review.

Additionally, with the upcoming implementation of the Contract Monitoring Section, we will be able to focus more on quality assurance for an increased uniform standard and comprehensive measure of overall programmatic efficacy by providing additional training, support, and oversight to the FFAs.

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:gh

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy L. Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Clarence Brown, Executive Director, Eggleston Family Services FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

EGGLESTON FAMILY SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

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Los Angeles, Ca 90008
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Irwindale, Ca 91706
License Number: 197804012

	Contract Compliance Monitoring Review	**Findings: July 2013**
I	**Licensure/Contract Requirements** (7 Elements) 1. Timely Notification for Child's Relocation 2. Serious Incident Report Documentation and Cross Reporting 3. Runaway Procedures 4. Are there CCL Citations/OHCMD Safety Reports 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home (WFFH) Training 6. FFA Pays Certified Foster Parents (CFP) WFFH Required Supplemental Payments 7. Assessment of CFP Prior to Placement of Two (2) or More Children	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance
II	**Certified Foster Homes (CFHs)** (12 Elements) 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 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	Full Compliance (ALL)

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	Full Compliance (ALL)
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 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** (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 Received 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** (2 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)

EGGLESTON FAMILY SERVICES 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 July 2013 review. The purpose of this review was to assess Eggleston Family Services Foster Family Agency (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 purpose of this review, 12 children were selected for the sample. The Out-of-Home Care Management Division (OHCMD) interviewed 11 children, as one child was not interviewed due to the child's young age. The child was observed to be well cared for in a safe and nurturing home environment. OHCMD reviewed all 12 case files to assess the care and services they received. Additionally, 5 discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, three 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 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 area to be out of compliance.

Licensure/Contract Requirements

- Community Care Licensing (CCL) cited the FFA as a result of deficiencies and findings during the investigations of CCL complaints. A CCL complaint dated October 11, 2012 for Neglect/Lack of Supervision was substantiated, due to a certified foster parent's failure to provide adequate supervision of foster children when two placed children ran away from the

certified foster home. Subsequently, CCL placed the home on Probation/License revocation status. The DCFS Emergency Response Children's Social Worker (ER CSW) determined the allegation of General Neglect as "Unfounded" based on the statements made by all parties involved and by the collateral contacts. Further, the ER CSW did not find evidence that the certified foster parent was abusing or neglecting the children, as the children appeared to be well cared for and they denied being abused or neglected by the certified foster parent. In addition, the ER CSW felt that the run away incident appeared to be potentially linked to the biological family. The Out-of-Home Care Investigation Section (OHCIS) concurred with the conclusion made by the ER CSW. However, due to CCL's substantiated finding, the OHCIS placed the home on "Indefinite Hold." The FFA subsequently decertified the home and all children in this home were replaced.

- On November 18, 2012, the FFA was cited by CCL for Personal Right violation in another certified foster home. While dressing a foster child for a visit with the child's relative, the certified foster parent was in a rush and tossed a shoe towards the child and it accidentally hit the child on the mouth. The ER CSW interviewed the involved child whom denied she was hit and did not remember the incident in question. The ER CSW determined the allegation of Physical Abuse as "Unfounded" as no evidence of abuse was found and the incident appeared to be accidental. The OHCIS also concurred with the ER CSW's conclusion. However, a Corrective Action Plan (CAP) was requested of the FFA to retrain the certified foster parent and to ensure that the placed children's personal rights are protected. The FFA provided verification to OHCMD that the Certified Foster Parent had been trained on children's Personal Rights and appropriate discipline and that Proof of Correction (POC) had been submitted to CCL and OHCIS.

- On November 19, 2012, CCL cited the FFA for Personal Rights violation in a third certified foster home; foster children were offered marijuana by the certified foster parent's son. The ER CSW determined the allegation of General Neglect as "Inconclusive" as the certified foster parent reported that she was not aware of the incident. The OHCIS requested a CAP to ensure the children's well being and overall safety. Subsequently, the FFA decertified the home and OHCIS placed the home on "Indefinite Hold" and all children in their home were replaced.

Recommendation

The FFA's management shall ensure that:

1. All FFA Certified Foster Homes comply with Title 22 Regulations and DCFS requirements.

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

The OHCMD's last compliance report dated July 3, 2012, identified four recommendations.

Results

Based on OHCMD's follow-up, the FFA fully implemented 3 of 4 previous recommendations for which they were to ensure that:

- All placed children's updated NSP's are comprehensive and follow CCL and County Contract requirements.
- The FFA staff routinely monitors all school-age children's educational progress and maintains documentation in the children's files.
- All case carrying staff has appropriate caseload ratio.

The FFA did not implement the following previous recommendation for which they were to ensure that:

- All FFA certified homes comply with CCL regulations concerning children's safety/physical plant and other Licensure/Contract Requirements.

The FFA's management shall ensure that:

2. The outstanding recommendation from the 2011 – 2012 monitoring report dated July 7, 2012, which are noted in this report as Recommendation 1, is fully implemented.

At the Exit Conference, the FFA representatives expressed their desire to remain in compliance with all Title 22 Regulations and Contract requirements. To ensure compliance, the FFA social workers will continue conducting unannounced visits to the certified foster homes at least on a bi-monthly basis. The FFA will also assess the certified foster homes regularly to ensure that placed children are receiving needed services. In addition, the FFA trained their certified foster parents on Personal Rights and Child Abuse & Neglect in September 2013 and has provided proof of training to the OHCMD. OHCMD will visit the FFA in May 2014 to provide the FFA with technical assistance and follow-up on the implementation of the recommendations.

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

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

EGGLESTON FAMILY SERVICES

A FOSTER FAMILY AGENCY

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12/03/13

Gladys Hidayat, OHCMD Monitor
DCFS Out of Home Care Management Division
9320 Telstar Avenue, Ste. 216
El Monte, CA 91731

RE: Compliance Review 7/2013
Corrective Action Plan- CFP Training

Dear Ms. Hidayat:

To address the deficiencies noted by OHCMD during the 2013 Compliance Review, Eggleston Family Services completed the corrective action plan of having our Certified Foster Parents undergo 2 hours of training on Personal Rights and 2 hours of training on Child Abuse & Neglect. The trainings were completed by the CAP deadline of 9/30/13. Attached please find a list of all active Certified Foster Parents that received the aforementioned trainings. All training sign-in sheets are on file and can be made available for your review upon your request.

Should you have any questions, please do not hesitate to contact me at (323) 954-1464 or via email at dvega@egglestonfamilyservices.org.

Sincerely,

Doris Vega, MSW
Foster Family Agency Director

EGGLESTON FAMILY SERVICES

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09/15/13

Gladys Hidayat, OHCMD Monitor
DCFS Out of Home Care Management Division
9320 Telstar Avenue, Ste. 216
El Monte, CA 91731

RE: Corrective Action Plan
Compliance Review 7/2013

Dear Ms. Hidayat:

In response to the 2013 Compliance Review, Eggleston Family Services is submitting the following corrective action plan to address the issues found.

LICENSURE/CONTRACT REQUIREMENTS:

During the review, OHCMD noted deficiencies in the area of Licensure/Contract Requirements, related to Community Care Licensing (CCL) citations. Eggleston Family Services FFA received 2 substantiated CCL complaints for Personal Rights violations and 1 substantiated General Neglect allegation.

Eggleston Family Services understands the importance of protecting the personal rights of our youth and ensuring their overall well-being, thus to address the deficiencies noted by OHCMD, our Certified Foster Parents will receive 2 hours of training on Personal Rights and 2 hours of training on Child Abuse & Neglect by 9/30/13.

Further, Eggleston Family Services understands the important role unannounced visits play in monitoring the safety and well-being of our foster youth, thus EFS continues to adhere to its unannounced visitation policy. Foster youths receive one unannounced visit per month for the first 4 months of placement. Thereafter, foster youths that qualify for a reduction of visits from weekly to bi-weekly (2x/month) must have a minimum of one unannounced visit every other month. Eggleston Family Services continues to adhere to the reduction of visits criteria where

both the status of the child and the Certified Foster Home is assessed to make certain that reduced visits would not compromise the safety of the child or the services provided. Reduction of visits are not granted if there were any major incidents, substantiated allegations, plan of corrections, or non-compliance issues in the certified foster home within the prior 6 months. Additionally, to further ensure child safety, no child 3 years of age or younger or non-verbal shall be granted reduced visits. Both the certified foster home and the child must meet satisfactory status for a Foster Care Social Worker to decrease their visits. It is also important to note that during each visit, foster youths are visited in private to provide them with an outlet to express themselves with their social worker. Eggleston Family Services adopted the aforementioned measures to help to ensure the overall safety of all children under its care.

Eggleston Family Services respectfully submits the above Corrective Action Plan to address the issues noted from the compliance review. We recognize that the above Corrective Action Plan will help to improve the services Eggleston Family Services provides to the children while in out-of-home care.

On behalf of Eggleston Family Services, I would like to thank you for the review and feedback provided. Should you have any questions or need further clarification, please do not hesitate to contact me at (323) 954-1464 or via email at dvega@egglestonfamilyservices.org.

Sincerely,

Doris Vega, MSW
Foster Family Agency Director

Cc: Clarence Brown, Executive Director
Cassandra Gibson-Judkins, Assistant Executive Director