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DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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April 30, 2015

To: Supervisor Michael D. Antonovich, Mayor
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Supervisor Sheila Kuehl
Supervisor Don Knabe

From: Philip L. Browning
Director

FAMILIES UNITING FAMILIES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Contract Administration Division (CAD) conducted a review of Families Uniting Families Foster Family Agency (the FFA) in April 2014. The FFA has one site located in the Fourth Supervisorial District and provides services to the County of Los Angeles DCFS foster children. According to the FFA's program statement, its mission is "to help children achieve secure and continuous attachment relationships for social and emotional development throughout their lifespan."

At the time of the review, the FFA supervised 47 DCFS placed children in 14 certified homes. The placed children's overall average length of placement was 11 months and their average age was 14.

SUMMARY

During CAD'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 8 out of the 11 sections of our contract compliance review: Licensure/Contract Requirements; Certified Foster Homes; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; and Discharged Children.

CAD noted deficiencies in the areas of: Facility and Environment, related to a Community Care Licensing Division (CCLD) safety concern regarding the certified foster home's common area/interior stairs that lead to the second floor bedrooms/loft area, the children's bedroom had

broken dressers, not maintaining sufficient and appropriate educational materials and not maintaining appropriate and comprehensive allowance logs; Maintenance of Required Documentation and Service Delivery, related to the FFA not obtaining or documenting efforts to obtain County worker's authorization to implement the Need and Services Plans (NSPs), initial and updated NSPs were not developed timely, and not completing timely, comprehensive, quarterly reports; and Personnel Records, related to one staff that did not sign a criminal background statement in a timely manner.

Attached are the details of our review.

REVIEW OF REPORT

On June 30, 2014, the DCFS CAD Contract Compliance Administrator Rosalind Arrington, along with Children Services Administrator II Sherman Mikle and Out-of-home Care Management Division (OHCMD) Quality Assurance Reviewer Kong Ng, held an Exit Conference with the FFA representatives, James Schrage, Executive Director, Rosalva Gutiérrez and Eva Roman, Program Assistants, and other Agency representatives. The FFA's representatives agreed with the review findings and recommendations, were receptive to implementing systemic changes to improve 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 CCLD.

The FFA provided the attached approved CAP addressing the recommendations noted in this compliance report. CAD will verify that these recommendations have been implemented in 90 days. OHCMD will provide technical assistance prior to the next contract compliance review.

If you have any questions, your staff may contact me or Aldo Marin, Board Relations Manager, at (213) 351-5530.

PLB:EM
LTI:DF:ra

Attachments

c: Sachi A. Hamai, Interim Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Sybil Brand Commission
James Schrage, Executive Director, Families Uniting Families, FFA
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

FAMILIES UNITING FAMILIES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

525 East 7th Street
Long Beach, CA 90813
License Numbers: 197804605

	Contract Compliance Monitoring Review	**Findings: April 2014**
I	**Licensure/Contract Requirements** (7 Elements) 1. Timely Notification for Child's Relocation 2. Timely, Cross-Reported SIRs 3. Runaway Procedures in Accordance with the Contract 4. Are there CCL Citations/OHCMD Safety Reports 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA Pays Certified Foster Parents (CFP) Whole Foster Family Home Payments 7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or More Children	Full Compliance (All)
II	**Certified Foster Homes (CFHs)** (12 elements) 1. Home Study and Safety Inspection 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 Inspection 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 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	1. Full Compliance
	2. Common Areas Maintained	2. Improvement Needed
	3. Children's Bedrooms/Interior Well Maintained	3. Improvement Needed
	4. Sufficient and Appropriate Educational Resources	4. Improvement Needed
	5. Adequate Perishable and Non-Perishable Food	5. Full Compliance
	6. CFP Conducted Disaster Drills Conducted and Documentation Maintained	6. Full Compliance
	7. Money and Clothing Allowance Logs Maintained	7. Improvement Needed
IV	**Maintenance of Required Documentation and Service Delivery** (10 Elements)	
	1. FFA Obtains or Documents Efforts to Obtain County Children's Social Worker's (CSW) Authorization to Implement NSPs	1. Improvement Needed
	2. CFPs Participated in Development of the NSPs	2. Full Compliance
	3. Children Progressing Towards Meeting NSP Goals	3. Full Compliance
	4. FFA Social Workers Develop Timely, Comprehensive Initial NSP with Child's Participation	4. Improvement Needed
	5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with Child's Participation	5. Improvement Needed
	6. Therapeutic Services Received	6. Full Compliance
	7. Recommended Assessments/Evaluations Implemented	7. Full Compliance
	8. County Children Social Workers Monthly Contacts Documented in Child's Case File	8. Full Compliance
	9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports	9. Improvement Needed
	10. FFA Social Workers Conduct Required Visits	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 or Attendance Increased 5. FFA Facilitates Children'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 Correspondence 6. Children Free to Attend or Not Attend Religious Services/Activities 7. Children's Chores Reasonable 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Receive or Refuse Medical, Dental and Psychiatric Care 10. Children Given Opportunities to Participate in Extra-Curricular, Enrichment and Social Activities	Full Compliance (All)

IX	**Personal Needs/Survival and Economic Well-Being** (7 Elements) 1. Clothing Allowance Provided in Accordance with FFA Program Statement 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children Involved in Selection of Their Clothing 4. Provision of Clean Towels and Adequate Ethnic Personal Care Items 5. Minimum Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book or 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, Singed 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	1. Full Compliance 2. Improvement Needed 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance

FAMILIES UNITING FAMILIES
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 April 2014 review. The purpose of this review was to assess Families Uniting Families Foster Family Agency's (the FFA) compliance with its County contract and State regulations and included a review of the FFA's program statement, as well as internal administrative 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 the purpose of this review, six Los Angeles County DCFS placed youth were selected for the sample. The Contracts Administration Division (CAD) interviewed each youth and reviewed their case files to assess the care and services they received. Additionally, four discharged youth's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, one placed child was prescribed psychotropic medication. We reviewed the case file to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

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

CONTRACTUAL COMPLIANCE

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

Facility and Environment

- Common areas were not well maintained

The steepness of the stairs in a Certified Foster Home (CFH) leading to the youth's bedrooms/loft area on the second floor was noted by a contract compliance monitor. CAD conveyed our concern to Community Care Licensing Division (CCLD) by sending photos of the stairs. After CCLD reviewed the photos, they stated that the stairs not having railing on one side to prevent falling was a safety concern. CCLD completed a home visit, which resulted in a railing being added to the

stairs. The FFA was not cited for this safety concern, because it was requested to immediately complete the repair to resolve CCLD's safety concern.

- Children's bedrooms/interior was not well maintained.

The children's bedroom had broken dressers that were not easy to open during the home inspection. The FFA provided a memo from the Foster Care Social Worker (FCSW), confirming the completion of a home compliance check at this CFH on July 1, 2014, and found that all dresser drawers open and close easily and are in good condition. Pictures confirming this were provided to CAD.

- Sufficient educational resources were not maintained.

Two CFHs did not maintain educational resources, such as having a computer in the homes for the children to utilize. CAD confirmed the CFHs provided operational computers available to all children and the FFA will verify this during their monthly home visits. Pictures of the computers for both homes were also provided to CAD.

- Allowance logs were not maintained.

A CFH home did not provide appropriate and comprehensive allowance logs. The certified foster parent stated that they provide a child's monetary allowance once a month, but the logs indicated that the child receives the allowances weekly. The FFA provided documentation stating that on May 1, 2014, the child and foster parent agreed in writing and signed by both parties for the child to receive monthly monetary allowance. The FFA provided the Weekly Allowance and Monthly Clothing Allowance Forms demonstrating that this occurred from May 1st until the child discharged from the CFH on September 9, 2014.

Recommendation

The FFA's management shall ensure that:

1. The CFH's common areas/interior is well maintained and free of safety hazards.

2. The children's bedrooms are well maintained.

3. Sufficient and appropriate educational resources are readily available to children and in good repair.

4. Appropriate allowance logs are maintained.

Maintenance of Required Documentation and Service Delivery

- The FFA did not attain or document efforts to obtain the County Children' s Social Workers (CSW) authorization to implement Needs and Services Plans (NSPs).

Five case files had no documentation of the FFA's efforts to contact the County Children's Social Workers (CSWs) to authorize implementation of the NSPs.

- The FFA did not develop timely, comprehensive initial NSPs with child's participation.

Five initial NSPs reviewed were not timely and/or comprehensive. The plans were not signed by all the treatment team members and the dates were typed in.

- The FFA did not develop timely, comprehensive updated NSPs with child's participation.

Five updated NSPs reviewed were not timely and/or comprehensive. The plans were not signed by all the treatment team members and the dates were typed in.

- FFA Social Workers did not develop timely, comprehensive quarterly reports.

Five case files determined that the FFA social workers did not complete timely, comprehensive quarterly reports.

Recommendation

The FFA's management shall ensure that:

5. The County CSW's authorization is obtained to implement the NSPs and/or maintain documentation of their efforts to secure the CSW's signature.

6. FFA Social Workers develop timely, comprehensive initial NSPS with the child's participation.

7. The FFA Social Workers develop timely, comprehensive updated NSPS with the child's participation.

8. The FFA Social Workers develop timely, comprehensive quarterly reports.

PERSONNEL RECORDS

- One employee did not sign a criminal background statement in a timely manner.

Recommendation

The FFA's management shall ensure that:

9. All employees sign a criminal background statement timely

The employee signed the criminal background statement form on December 29, 2006, which was nine months after she was hired. At the Exit Conference, the FFA representatives stated this was a part-time Social Worker, previously cleared and the staff dated the form late. The FFA confirmed

its Human Resources Department will verify all documentation is completed and signed prior to new employees beginning work.

PRIOR YEAR FOLLOW-UP FROM DCFS OUT-OF-HOME CARE MANAGEMENT DIVISION'S (OHCMD) FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The OHCMD's last compliance report dated November 2, 2013, identified seven recommendations.

Results

Based on CAD's follow-up, the FFA fully implemented 6 of 7 of previous recommendations for which they were to ensure that:

- Agency is in full compliance with Title 22 Regulations, free of CCL citations.
- All certified foster parents are retrained in accordance with Title 22 regulations on properly securing all dangerous items in the home are locked or placed in secure areas inaccessible to the foster children.
- Perishable food is purchased on a regular basis and available to the foster children.
- All certified foster parents are providing regular cooked meals.
- All certified foster parents provide adult supervision as required for all foster children.
- All discharged files contain a completed discharge summary.

The FFA did not implement one recommendation for which they were to ensure that:

- The initial NSPs are signed by the CSW within 30 days or provide documentation of their efforts to secure the signature.

Recommendation

10. The outstanding recommendation from 2012-2013 monitoring report dated November 27, 2013, which is noted in this report as Recommendations 6 is fully implemented.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A current fiscal review of the FFA has not been posted by the Auditor-Controller.

Board of Directors
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Kevin Sandercock, JD, Secretary
Kevin Francis, EA, MBA, Treasurer
Grace Orpilla, MSW, Board Member
Jack Nendel, Board Member
Jim Suarez, Board Member
Dean Chow, Board Member

Families Uniting Families · 525 E. 7th Street · Long Beach · California · 90813

Department of Children and Family Services
Contracts Compliance Unit / Attention: Sherman Mikle, Manager
3530 Wilshire Blvd. 4th Floor
Los Angeles, CA 90010

RE: Families Uniting Families - LA County DCFS Contract Compliance - Corrective Action Plan (2014)

This revised "Corrective Action Plan" (CAP) is being submitted on August 14, 2014. It should be noted that any of the deficiencies cited could be attributed to having the foster care reimbursement rate reduced by 10% on October 1, 2009. Families Uniting Families operated with approximately $100,000 less during each of 2010, 2011, 2012, and 2013. We continue to operate with a reduced rate in 2014.

ITEM #	Deficiencies	Agency Response- See CAP Goal	CAP Goal
21	Are common areas/interior well maintained? (safety)	A railing was added on 7-11-2014 to a staircase in one of the homes due to the request of our current CCL Analyst.	n/a
22	Are children's bedrooms well maintained? (Clean/sanitary, neat, comfortable, adequate lighting, window coverings and storage space, beds, mattresses, furniture, flooring, full complement of clean linens on beds, age-appropriate decorations, and appropriate sleeping arrangements) (Safety)	Foster Care Social Worker went out to certified foster home the day after DCFS informed agency that there was an issue regarding the status of the broken dressers in one of the rooms. FCSW took 5 pictures to demonstrate that the dressers were in working condition.	Beginning August 1, 2014, FUF certified foster families will provide functioning dressers which will be verified and monitored in an on-going fashion by an agency representative.

23	Does the certified foster home maintain sufficient and an appropriate selection of (quantity and quality) reading materials and educational resources and supplies, including computers, which are age-appropriate, readily available to children, and in good repair? (self-sufficiency)	Books have been provided to foster families. All families have been notified over past 18 months that a computer must be available in the home.	Beginning August 1, 2014, FUF certified foster families will provide communal resources, such as reading materials, educational resources & supplies, and a computer will be available to all children which will be verified and monitored in an on-going fashion by an agency representative.
26	Are appropriate and comprehensive monetary and clothing allowance logs maintained? (well-being)	1 of 3 children reported that they received allowance on a monthly basis and not on a weekly basis. The log was documented as weekly and not monthly. However, all of the children noted that they had received their allowances in full. The verification form was just not documented in accordance with policy.	Beginning August 1, 2014, FUF certified foster families will properly maintain allowance logs which will be verified and monitored in an on-going fashion by an agency representative.
27	Did the FFA obtain or document efforts to obtain the County worker's authorization to implement the NSP? (Well-being)	Our agency will now use valuable time to create paperwork to demonstrate that we have made efforts to obtain DCFS CSWs approval. An upside to this appears that the CSWs will have read these reports which has been a notable problem for our agency in its work with DCFS.	Beginning August 1, 2014, FUF agency staff will obtain and document efforts to obtain CSW authorization on each NSP. In matters of obtaining CSW signature, the agency will make 3 attempts to satisfy the contract requirement. An agency representative will verify and monitor these attempts in an on-going fashion.
30	Did the FFA social worker develop timely, comprehensive, initial (NSPs) with the participation of the developmentally age-appropriate child? (well-being)	The agency Foster Care Social Workers did develop excellent initial Needs and Services Plans in all six cases that were reviewed; however, the workers utilized pre-printed dates	Beginning August 1, 2014, FUF Foster Care Social Workers will write date on report and obtain child, foster parent, and birth parent signatures by due date.
31	Did the FFA social worker develop timely, comprehensive, updated (NSPs) with the participation of the developmentally age	The agency Foster Care Social Workers did develop excellent updated Needs and Services Plans.	Beginning August 1, 2014, FUF Foster Care Social Workers will write date on report and obtain child, foster parent, and birth parent signatures by due date.
35	Does the FFA Social worker complete timely, comprehensive, quarterly reports? (to CSW by 10th business days following the end of each quarter from the date the child was placed) (well-being)	The agency Foster Care Social Workers did develop excellent updated Needs and Services Plans in all cases; however, there were issues with the dates and signatures on the reports.	Beginning August 1, 2014, FUF Foster Care Social Workers will write date on report and obtain child, foster parent, and birth parent signatures by due date. In matters of obtaining CSW signature, the agency will make 3 attempts to satisfy the contract requirement.

69	Did appropriate employees sign a criminal background statements in a timely manner?	The staff in question was a part-time social worker who had already been cleared through the criminal clearance system. In fact, the staff in question had a set of cleared fingerprints on file. We were aware of the particular person's criminal background...which was non-existent. The staff just dated the form late.	Beginning August 1, 2014, FUF HR person will ensure that all new staff sign a criminal background statement in a timely manner.

Submitted by,

James M. Schrage, MSW