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November 27, 2013

To: Supervisor Mark Ridley-Thomas, Chairman
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Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

FAMILIES UNITING FAMILIES 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 Families Uniting Families Foster Family Agency (the FFA) in June 2013. The FFA has one licensed office in the Fourth 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 "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 46 DCFS placed children in 15 certified foster homes. The placed children's average length of placement was 4 months, and their average age was 14.

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 6 of 11 sections of our program compliance review: Certified Foster Homes; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Needs/Survival and Economic Well-Being; and Personnel Records.

OHCMD noted deficiencies in the areas of Licensure/Contract Requirements, related to one Community Care Licensing (CCL) citation as a result of deficiencies and findings during CCL Investigations complaint; Facility and Environment, related to a safety hazard in a common area regarding utility knife blades found in the kitchen cabinets and one child stated that adequate perishable food was not readily available; Maintenance of Required Documentation and Service Delivery, related to the FFA failing to obtain the signature of DCFS Children's Social Workers to implement the Initial Needs and Services Plans (NSPs) in a timely manner; Personal Rights and Social/Emotional Well-Being, related to a foster child stating that the foster parent did not provide home cooked meals on a regular basis; and Discharged Children, related to one file not containing a termination report.

Attached are the details for our review.

REVIEW OF REPORT

On August 19, 2013, the DCFS OHCMD Monitor, Thomas Manning, held an Exit Conference with James Schrage, Chief Executive Officer, Rosalva Gutierrez, Program Assistant, Marilyn Mejia-Pena, Supervising Social Worker, and Miriam Zamudion, FFA Social Worker. The FFA's representatives: agreed with the review findings and recommendations; 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 recommendations noted in this compliance report.

OHCMD will confirm that these recommendations have been implemented during our next monitoring review.

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:tm

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy L. Watanabe, Auditor-Controller
Public Information Office
Audit Committee
James Schrage, Executive Director, Families Uniting Families FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

FAMILIES UNITING FAMILIES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

525 East 7th Street
Long Beach, CA 90803
License Number: 197804605

	Contract Compliance Monitoring Review	Findings: June 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. Not Applicable
	6. FFA Pays Certified Foster Parents (CFP) WFFH Required Supplemental Payments	6. Not 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	1. Full Compliance
	2. Common Areas/Interior Well Maintained	2. Improvement Needed
	3. Children's Bedrooms/Interior Well Maintained	3. Full Compliance
	4. Sufficient and Appropriate Educational Resources	4. Full Compliance
	5. Adequate Perishable and Non-Perishable Food	5. Improvement Needed
	6. CFP Conducted Disaster Drills and Documentation Maintained	6. Full Compliance
	7. Money and Clothing Allowance Logs Maintained	7. Full Compliance
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	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. Full Compliance
	5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with Child's Participation	5. Full Compliance
	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. Full Compliance
	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	Full Compliance (ALL)
	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	

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 Received Medical, Dental and Psychiatric Care 10. Children Given Opportunities to Participate in Extra-Curricular Activities, Enrichment and Social Activities	1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance
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)	 1. Improvement Needed 2. Full Compliance 3. Full Compliance
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 to Exceed Total of 15 Children	Full Compliance (ALL)

FAMILIES UNITING FAMILIES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2012-2013

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. The compliance report addresses findings noted during the June 2013 review. The purpose of this review was to assess the Families Uniting Families Foster Family Agency (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, seven children were selected for the sample. The Out-of-Home Care Management Division (OHCMD) interviewed seven 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, seven 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 for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with two certified foster parents to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

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

Licensure/Contract Requirement

- Community Care Licensing (CCL) cited the FFA for a Personal Rights Violation as a result of a deficiencies and findings during the investigation of CCL complaints. According to the

complaint report substantiated by CCL on October 25, 2012, the foster home had an inadequate food supply of perishable and non-perishable foods, and the certified foster mother stated that she does not buy snacks. In addition, children placed in the home had to purchase food with their own money. The FFA submitted a Plan of Correction (POC) that included the retraining of personal rights to the certified foster mother, which was approved by CCL. A referral was made to the Child Protection Hotline and cross reported to OHCMD. The Emergency Response Command Post Children's Social Worker determined the referral to be "inconclusive." CCL substantiated their complaint based Title 22 violations of the children's Personal Rights while DCFS could not substantiate the allegation of general neglect given the referral child had awoled; therefore, was not available to be interviewed. However, on February 13, 2013 the Out-of-Home Care Investigations (OHCIS) received the Corrective Action Plan (CAP) requested on January 30, 2013 with regard to their investigation. The CAP, which required the FFA to ensure that the children receive the variety and amount of food as mandated in Title 22 regulations, was submitted and approved as written.

Recommendation

The FFA's management shall ensure that:

1. Agency is in full compliance with Title 22 Regulations, free of CCL citations.

Facility and Environment

- One large packet of utility knife razors was found unsecured in the kitchen cabinet during the home inspection.

- One child stated there was not much perishable food purchased and available on a regular basis.

During the Exit Conference, the FFA's Chief Executive Officer stated they would continue quarterly home inspections to address this safety finding. He also stated that he did not agree with the finding of lack of perishable food not being available.

Recommendation

The FFA's management shall ensure that:

2. 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.

3. Perishable food is purchased on a regular basis and available to the foster children.

Maintenance of Required Documentation and Service Delivery

- The FFA did not obtain the Department of Children and Family Services (DCFS) Children's Social Worker's (CSW) signature authorizing implementation of the Initial Needs and Services Plan (NSP) within 30 days.

During the Exit Conference, the FFA's Chief Executive Officer stated Initial NSPs would be faxed to DCFS CSW in a timely manner and efforts made to gather the signatures will be documented.

Recommendation

The FFA's management shall ensure that:

4. All Initial NSPs are signed by the DCFS CSW within 30 days or provide documentation of their efforts to secure the signature.

Personal Rights and Social/Emotional Well-Being

- One child stated they were not provided regular cooked meals.
- One child stated they were not supervised by an adult caretaker.

During the Exit Conference, the FFA's Chief Executive Officer stated he did not agree with the findings. He also stated that the FFA Social Workers visited the home in question and there was adequate perishable food, the foster parent reported providing cooked meals, and the tutor had provided supervision for the children.

Recommendation

The FFA's management shall ensure that:

5. All certified foster parents are providing regular cooked meals.

6. All certified foster parents provide adult supervision as required for all foster children.

Discharged Children

- One termination file did not contain a discharge summary.

During the Exit Conference, the FFA's Chief Executive Officer stated they would ensure that discharge summary reports are completed timely.

Recommendation

The FFA's management shall ensure that:

7. All discharged files contain a completed discharge summary.

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

The OHCMD's last compliance report dated March 30, 2012 identified one recommendation.

Results

Based on our follow-up, the FFA fully implemented the previous recommendation for which they were to ensure that:

- All children receive dental examinations within 30 days of initial placement.

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.

Families Uniting Families

Corrective Action Plan for FFA Program for August 19, 2013 report

	Deficiencies	Agency Response/Action	CAP Goal
1.	**Facility and Environment** **Item #21:** "Razor blade unsecured"	Razor blade was removed by DCFS OHCEU monitor. The facility was subsequently checked and secured. Proof of safety check completed by Miriam Zamudio.	1.1 Safety home check assessments will continue to be made by Foster Care Social Workers and/or agency representatives on a quarterly basis to ensure that certified foster homes are maintained in accordance with safe facility/environmental conditions.
2.	**Item #24:** "One home did not have regular cooked meals. Foster children had to prepare their own sandwiches for the evening meal."	FM reports that dinner is provided each night and is cooked 5 of 7 evenings. The youth are not stopped from preparing or eating other foods.	2.1 This item is being contested as regularly cooked meals were reportedly being provided by foster parents.
3.	**Maintenance of Required Documentation and Service Delivery** **Item #27:** "No County CSW signature on Initial NSPs."		3.1 Initial CSW signatures will be solicited by agency staff representative (at this time, Eva Roman) by the 30th day of placement as evidenced by FAX report and/or notes regarding attempts made.
4.	**Item #50: "Do children report the certified foster parent/FFA's efforts to provide nutritious palatable meals and snacks? (Well Being)**		3.1 CFP/FCSW/FFA have no control over what the children report; however, Certified Foster Parents/FCSW/FFA will continue to attempt to ensure the provision of nutritious palatable meals and snacks on a daily basis.

4.	**Discharged Children** **Item #65:** "One file (Valdez, Francisco) did not contain discharge report."	Missing discharge report was completed by FCSW Norvell.	4.1 FCSWs will complete discharge summary within seven (7) days upon minor's release from the FFA.
5.	**Lack of supervision** "one minor stated that there were times when no adult was in the home when they received services."		5.1 Certified Foster Parents will ensure that all children who require supervision by an adult will have the proper supervision provided. 5.2 FCSW will ensure that all certified foster parents are made aware of the protocol by September 23.
6.	Reporting AWOL to CAHL		6.1 FCSW and Certified Foster Parents will receive a memo and be updated on the importance of contacting CAHL when AWOL situation occurs for any minor under the age of 18 years old. 6.2 Supervising Social worker will meet with FCSWs by September 23 6.3 FCSW will ensure that all certified foster parents are made aware of the protocol by September 30.

James M. Schrage, MSW

August 23, 2013