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

PHILIP L. BROWNING
Director

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June 9, 2015

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

From: Philip L. Browning
Director

FAMILIES FOR CHILDREN INC. FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a review of Families for Children Foster Family Agency (the FFA) in March 2014. The FFA has one licensed office in the Second Supervisorial District and provides services to DCFS foster children and youth. According to the FFA's program statement, its stated mission is "to place children in homes that are safe, clean, and stable and where the child feels nurtured and accepted; and to ensure that all emancipation age children obtain the appropriate information about programs and opportunities after foster care."

At the time of review, the FFA supervised 54 DCFS placed children in 31 Certified Foster Homes. The placed children's overall average length of placement was 15 months and their average age was 7.

SUMMARY

During CAD's review, the FFA was in full compliance with 9 of the 11 sections of our contract compliance review: Licensure/Contractual Requirements; Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records.

CAD noted deficiencies in the areas of: Education and Workforce Readiness, related to not having improved academic performance/attendance; and Personal Needs/Survival and Economic Well-Being, related to one child not having freedom to choose her own clothing.

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 (CFPs) 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.

On August 26, 2014, CAD conducted a follow up site visit to assess the FFA's progress regarding noted deficiencies and findings. During the follow up visit, three children's case files were assessed, including academic tutorial records, school attendance reports, test scores and child clothing logs. Additionally, CFP records were assessed for appropriate training regarding child Personal Needs/Survival and Economic Well-Being. CAD verified that the FFA had fully implemented the recommendations.

Attached are the details of our review.

REVIEW OF REPORT

On April 17, 2014, Tony Curry, DCFS CAD Contract Compliance Administrator, held an Exit Conference with FFA representative Dr. Terilyn Henderson, Program Administrator. DCFS staff included Eboni Alexander, Children's Services Administrator I. The FFA representative was in agreement with the review findings and recommendations, was 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 Community Care Licensing.

The FFA provided the attached approved CAP addressing the recommendations noted in this compliance report. The Out-of-Home Care Administration Division (OHCMD) will provide on-going 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:AB:tc

Attachments

c: Sachi A. Hamai, Interim Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Andrew Henderson, Executive Director, Families for Children, Inc.
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

FAMILIES FOR CHILDREN INC. FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

2500 W. Manchester Blvd.
Inglewood, CA 90303
License Number: 198203070

	Contract Compliance Monitoring Review	**Findings: March 2014**
I	**Licensure/Contract Requirements** (7 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Timely, Cross-Reported SIRs	2. Full Compliance
	3. Runaway Procedures in Accordance with the Contract	3. Full Compliance
	4. Are there CCL Citations/OHCMD Safety Reports	4. Full Compliance
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training	5. Not Applicable
	6. FFA Pays Certified Foster Parents (CFP) Whole Foster Family Home 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 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, 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 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 NSPs 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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance
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 Choice 7. Children 's Chores Reasonable 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse or Receive 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 or Photo Album	1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance
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, 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)

FAMILIES FOR CHILDREN INC. 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 addressed findings noted during the March 2014 review. The purpose of this review was to assess Families for Children Foster Family Agency's 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, ten placed children were selected. The Contracts Administration Division (CAD) interviewed eight children; two children were not interviewed due to their young ages. During the home visits, the children were observed to be comfortable in the Certified Foster Homes (CFHs) and the Certified Foster Parents (CFPs) were observed to be attuned to the needs of the children. CAD reviewed all ten case files to assess the care and services they received. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, three children currently placed were prescribed psychotropic medication. CAD reviewed their case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

CAD reviewed five CFP files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with five CFPs to assess quality of care and supervision provided to the children.

CONTRACTUAL COMPLIANCE

CAD found the following areas out of compliance:

Education and Workforce Readiness

- Children's academic performance or attendance did not increase.

Three children's case files reviewed did not determine that improvement in their academic performance was made or that attendance was increased since placement at the FFA.

During the Exit Conference, the FFA representative stated that they currently participate in the DCFS in-home tutoring program for their placed children and that the FFA would ensure that children are receiving any additional needed tutorial services to increase academic performance.

During the follow-up visit on August 26, 2014, CAD reviewed case file NSPs and verified additional tutoring assistance available for children and noted efforts taken by the FFA to aid children in achieving improved grade levels and attendance.

Recommendation:

The FFA's management shall ensure that:

1. Children's school attendance and academic performance increases.

Personal Needs/Survival and Economic Well-Being

- Children were not involved in the selection of their clothing.

One child reported not being allowed the opportunity to choose her own clothing. The child stated that although she was allowed to pick some clothes for herself, the CFP would more often buy clothes that only the CFP thought were nice for the child.

During the Exit Conference, the FFA representative stated the CFP would be instructed to take the child along when purchasing her clothing and to guide the child in making appropriate decisions with respect to clothing needs.

During the follow-up visit on August 26, 2014, CAD reviewed child's clothing logs, along with the CFP file and verified that the CFP was re-trained by the FFA social worker regarding child's Personal Needs/Survival and Economic Well-Being.

Recommendation:

The FFA's management shall ensure that:

2. Children are involved in the selection of their clothing.

PRIOR YEAR FOLLOW-UP FROM DCFS OHCMD's FFA CONTRACT COMPLIANCE MONITORING REVIEW

The OHCMD's last compliance report dated August 2, 2013, identified two recommendations.

Based on CAD's follow-up, the FFA fully implemented both prior recommendations for which they were to ensure that:

- All required vehicle maintenance documentation is maintained in the CFPs files and in accordance with the County contract and the FFA's program statement.

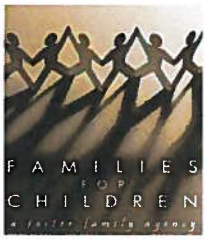
- All children are treated with respect and dignity.

At the Exit Conference, the FFA representative expressed the desire to remain in compliance with all Title 22 Regulations and Contract requirements. The FFA representative stated that the FFA will implement procedures to strive towards full compliance. A follow-up visit was conducted on August 26, 2014 by CAD and the FFA had fully implemented 2 of 2 recommendations. The FFA was prepared to re-enroll in the DCFS in-home after school tutoring program for its placed children and the FFA had provided training to CFPs regarding personal needs of children. OHCMD will provide on-going technical assistance prior to the next contract compliance review.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

A Foster/Adoption/Mental Health Services Agency



May 13, 2014

Department of Children and Family Services

Attention: Anthony Curry

RE: FFA monitoring Review Field Exit Summary

Hello Mr. Curry:

Per our exit review yesterday, this response includes all areas of the summary. Thank you again for your very professional demeanor and attitude during our initial and exit interviews. The partnership relationship with the Department is appreciated by our agency.

I. LICENSURE/CONTRACT REQUIREMENTS:

#5 and #6.

Per FFA contract provision XXXV. 3.3, while it is a priority for DCFS to place children with their teen parents whenever possible while their teen parents are in foster care, Families for Children does not currently have any recruited certified resource homes that take teen females. For this reason, Whole Foster Family Home (WFFH) training is not provided in monthly trainings. This area of need is reviewed in our 18-hour pre-certification parent trainings, however since we are a small agency, WFFH is not in our current program statement.

II. CERTIFIED FOSTER HOMES:

#9.
Three of the five certified homes reviewed ([redacted] were part of the transfer from Zenith FFA that closed its doors on 2/28/2011. Nestor Figueroa at the Department of Children and Family Services worked directly with Tira Logan, LPA Manager, at Community Care Licensing at that time to immediately facilitate the transfer of all of the Zenith FFA parents to Families for Children by March 1, 2011. Since Mr. Figueroa (DCFS) and Ms. Logan (CCL) directly facilitated the transfer, there was no directive to obtain additional historical information prior to the certifications.

#12. The three Zenith FFA homes were transferred to Families for Children with their current health screenings/TB clearances, and updates were not required for or after the transfer. Families for Children has currently implemented a two-year update for negative TB or clear chest x-ray clearances for all certified resource homes.

#13.

2500 West Manchester Bl. Inglewood CA 90305

The three Zenith FFA homes transferred with their current MAPP training certificates. These certificates were in the parent files and are attached hereto.

II. #18

Joshua Brinson was cleared to move into Diana Gordon's home at the end of August 2013, after the agency received his clear physical exam and negative TB test verification. Mr. Brinson came into the agency in May to complete: (1) criminal record statement and picked up an FFC live scan form. His initial full live scan fingerprints cleared on May 30, 2013, (attached & copy of CCL web app clearances given to auditors the day of the file review) per the State Community Care Licensing Website, which identifies all three clearances as a "Y" and "Y". During the review, Mr. Brinson's DOJ hard copy was in Diane Gordon's parent file along with his health screening, clear TB verification, and criminal record statement. My case management staff failed to request the hard copies of the FBI and CACI from CCL, however it is my understanding from our LPA, LaSherrie Tilford that web application clearance is full clearance of applicants or other adults in the home until the FFA physically holds the hard copies.

Sharon Fiesta Payne- My case management staff did inform me this morning that I had them review the difference in Ms. Payne's clearance (first and middle name) after receiving her DOJ clearance reflecting Fiesta Payne. Her social security number and date of birth as reflected on her criminal record statement was confirmed by CCL and her driver's license reflects both names (attached).

III. FACILITY AND ENVIRONMENT

#25

All parent files reviewed were in compliance with conducted disaster drills at least every 6 months or whenever a minor is placed, and the original drill maintained in their agency parent file. In the future, Families for Children will ensure that a copy is also maintained in the parent's in-home file.

V. EDUCATION AND WORKFORCE READINESS

#37

Per the exit interview, two minors were not enrolled in school within three days of placement due to (1) being placed in the summer months, and (2) the other being placed during the winter Holiday break. Neither minor could be enrolled at these times. All other minors are enrolled within the 3-day requirement.

#40

As a focus, most school age children prior to January 2014 in our agency were enrolled in on-site after school tutoring even though their academic performance did not increase. Currently Families for Children is participating in the DCFS in-home tutors offered in January 2014 for all placed children age 5 and up who are not achieving grades of C or better. The tutors will cease in June 2014, and our agency will re-submit tutorial requests again in the Fall. We anticipate an increase in academic performance through this new DCFS program.

VIII. PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING

#57

Families for Children has trained all parents to provide opportunities for placed children to participate in age-appropriate extra-curricular, enrichment, and social activities. As mentioned in the exit interview, one of the four minors in the Blades home indicated that she is not participating in any extra-curricular activity. It should be noted that currently [redacted] who are also in the home are taking violin lessons, and [redacted] is participating in cheerleading after school [redacted] has also had the opportunity participate in an activity of her choice but to date has not voiced a desire in any activity. The agency social worker has been instructed to ascertain the minor's area of interest to enable the certified parent to enroll her in a program of her choice.

IX. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

#60

In speaking with the certified foster parent, it was mentioned that minor [redacted] does not utilize reasonable skills in choosing appropriate clothing for school and other activities due to her emotional history and Psychotropic Medication necessity. The certified parent has been instructed to transport the minor with her to all purchases of her clothing and to instruct and guide the minor in making appropriate decisions as to what she should choose with respect to clothing needs.

XI. PERSONNEL RECORDS

#68

As mentioned in the initial and exit interview, the transfer of Zenith FFA homes in March 2011 by the Department of Children and Family Services, and Community Care Licensing was an unusual event, in that the closing of Zenith FFA and the acquisition of all of their homes and staff were facilitated by both departments within a three to four week period.

Families for Children acquired 21 homes from Zenith FFA and was not required to complete SAFE home studies for any of the homes, even within the now required 90-day timeline. Families for Children also agreed to hire seven of their current employees, which also included acquiring their seven-year Administrator at the time, Deadra Handy, MPA. Ms. Handy was initially hired on March 1, 2011 as Administrator of Families for Children, and Dr. Henderson was re-tasked as the Clinical Program Director in charge of training and supervising the agency social workers.

Ms. Handy represented herself as an experienced Administrator, knowledgeable of Community Care Licensing regulations and the Department of Children and Family Services FFA contract. After working as the FFC Administrator for 90 days, it became clear that in fact Ms. Handy had very poor FFA Administrative skills. This was indicated by her failure to follow-up to acquire fingerprint associations of the Zenith staff to Families for Children, or the necessary live scan associations for the Zenith certified parents, their spouses and other adults in the home. At the end of the 90-day probationary period, Ms. Handy was replaced by Dr. Henderson as Administrator on June 1, 2011. Dr. Henderson immediately acted to correct all transfer deficiencies including personnel file compliance, certified parent compliance, and other identified deficiencies regarding the transfer of Zenith to Families for Children. This is the reason that associations of the Zenith parents and staff reflect a delay.

#74

[redacted] – was terminated on February 28, 2014 (email attached). However, after checking his personnel file, please find attached the items that were indicated not to be present in his personnel file

during the review but were actually present in the file: (1) Current First Aid and CPR verification; (2) Initial and on-going social work training (copies from the separate training log that was given to auditors during the review); and (3) Initial orientation training and required CCL one-hour child abuse reporting review required of all staff, and (4) written declarations for part-time contract social worker's collective caseloads not to exceed 15 children.
All contract and part-time agency social workers have this declaration in their personnel files.

Please let me know if there is any additional information needed. Thank you in advance.

Sincerely,

Terilyn Henderson, Ph.D.
Terilyn Henderson, Ph.D.
Administrator