County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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August 2, 2013

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

From: Philip L. Browning
Director

FAMILIES FOR CHILDREN 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 for Children Foster Family Agency (The FFA) in February 2013. The FFA has one licensed office in the Second 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 "1. To place children in homes that are safe, clean, stable and where the child feels nurtured and accepted. 2. To acknowledge the diversity of the population of Los Angeles County. 3. To assist in providing appropriate resource referrals for clients and their families. 4. To provide counseling services to children placed through DCFS and their families. 5. To provide clinicians sensitive to the diverse needs of various ethnic groups. 6. To ensure that all emancipation age children obtain the appropriate information about programs and opportunities after foster care."

At the time of the review, the FFA supervised 58 DCFS placed children in 32 certified foster homes. The placed children's average length of placement was 10 months, and their average age was seven.

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 nine of 11 sections of our program compliance review: Licensure/Contract Requirements; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records.

OHCMD noted a deficiency in the areas of Certified Foster Homes, related to documentation of annual vehicle maintenance not being in file and Personal Rights and Social Well-Being, related to one child interviewed having reported not being treated with respect and dignity by a certified foster parent.

Of noteworthy mention, two youths placed with the FFA graduated from high school in June 2013. Both have been accepted to a four year college and participated in the DCFS "Celebration" for graduating high school seniors.

Attached are the details of our review.

REVIEW OF REPORT

On April 2, 2013, the DCFS OHCMD Monitor, Greta Walters, held an Exit Conference with FFA representative, Dr. Terilyn Henderson, Administrator. The FFA's representative: agreed with the review findings and recommendations; was 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 Community Care Licensing.

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:gfw

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Andrew Henderson, Executive Director, Families for Children FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

FAMILIES FOR CHILDREN 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 February 2013 review. The purpose of this review was to assess the Families for Children Foster Family Agency's (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 purposes of this review, ten children were selected for the sample. The Out-of-Home Care Management Division (OHCMD) interviewed eight children and 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 and the certified parents were observed to be attuned to the needs of the children. OHCMD 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, four placed children were prescribed psychotropic medication. OHCMD 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 two areas to be out of compliance.

Certified Foster Homes

- The certified foster parents' files reviewed did not have documentation of vehicle maintenance prior to certification and/or for re-certification. During the Exit Conference, the FFA's Administrator stated that the FFA would inform the certified foster parents of the vehicle maintenance requirement and will complete vehicle inspection checks prior to certification and recertification.

Recommendation

The FFA's management shall ensure that:

1. All required vehicle maintenance documentation is maintained in the certified foster parents' files and in accordance with the County contract and the FFA's Program Statement.

Personal Rights and Social/Emotional Well-Being

- One child stated that the certified foster parent used profanity with the child and sibling. The matter was reported to the Department of Children and Family Services (DCFS) Child Protection Hotline. The matter was investigated by an Emergency Response (ER) Children's Social Worker (CSW) and the disposition of the investigation was "Unfounded" for emotional abuse. According to the Investigation Narrative completed by the ER CSW, the children denied any form of physical, sexual, emotional abuse or neglect. The matter was also referred to the Out-of-Home Care Investigation Section and the results are pending. During the Exit Conference, the FFA's representative stated that the FFA would provide retraining in the area of Personal Rights to the certified foster parents and would bring the individual certified foster parent in for a conference.

Recommendation

The FFA's management shall ensure that:

2. All children are treated with respect and dignity.

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

The OHCMD's last compliance report dated July 25, 2012, identified one recommendation.

Results

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

- Updated NSPs are comprehensive and include all elements.

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 FOR CHILDREN FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

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

	Contract Compliance Monitoring Review	**Findings: February 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	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 Whole Foster Family Home Payments	6. Not Applicable
	7. Assessment of Certified Foster Parent (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 Prior to Certification	1. Full Compliance
	2. Contact with References/Including Check with OHCMD	2. Full Compliance
	3. Timely DOJ, FBI, CACI	3. Full Compliance
	4. Timely, Completed, Signed Criminal Background Statement	4. Full Compliance
	5. Health Screening & TB Test Prior to Certification	5. Full Compliance
	6. Required Training Prior to Certification	6. Full Compliance
	7. Certificate of Approval on File/Including Capacity	7. Full Compliance
	8. Safety Inspection Every Six Months or Per Approved Program Statement	8. Full Compliance
	9. Completed Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates	9. Full Compliance
	10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers	10. Improvement Needed
	11. Other Adults in the Home: Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance	11. Full Compliance
	12. FFA Assists CFPs with Transportation Needs	12. Full Compliance

III	**Facility and Environment** (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	Full Compliance (ALL)
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. Department of Children and Family Services (DCFS) Children's Social Worker's (CSW's) Authorization to Implement NSPs 2. NSPs Implemented and Discussed with Foster Parents 3. Children Progressing Towards Meeting NSP Goals 4. Develop Timely, Comprehensive Initial NSP with Child's Participation 5. Develop Timely, Comprehensive Updated NSPs with Child's Participation 6. Therapeutic Services Received 7. Recommended Assessments/Evaluations Implemented 8. DCFS CSWs Monthly Contacts Documented in Child's Case File 9. 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 Children's Educational Goals Met 3. Children's Academic Performance and/or Attendance Increased 4. Current Report Cards Maintained 5. FFA Facilitates Child's Participation in YDS/Equivalent/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 3. CFPs' Efforts to Provide 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 7. Reasonable Chores 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse 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. Full Compliance 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. Clothing Allowance in Accordance with FFA Program Statement ($50 Minimum if After November 1, 2012) 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children's Involvement in Selection of Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 5. Minimum Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book	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. DOJ, FBI, CACI Submitted Timely 2. Timely, Completed, Signed Criminal Background Statement 3. Education/Experience Requirements 4. Employee Health Screening/TB Timely 5. Valid CDL and Auto Insurance 6. Signed Copies of FFA Policies and Procedures 7. Staff Completed All Required Training and Documentation Maintained 8. FFA Social Workers Have Appropriate Caseload Ratio 9. Written Declarations for Contract FFA Social Workers That Caseloads Not Exceed Total of 15 Children	Full Compliance (ALL)

A Foster/Adoption/Mental Health Services Agency

May 2, 2013

Greta F. Walters
Children's Administrator I
Department of Children and Family Services
Out-of-Home Management Division
Foster Family Agency Performance Management
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

RE: Audit Findings & Corrective Action Plan (CAP

Subject: (1) Annual Vehicle Inspection Reports for Certified Resource Parents
(2) Respect and Dignity Training for Theardna Emile and all Certified Parents

Dear Ms. Walters:

Per your request and as a result of the February 2013 Audit Findings:

1. Families for Children implemented an Annual Vehicle Inspection for all parents, disbursed the forms to all parents at the February 20, 2013 monthly parent training, and received the inspections from all parents as of April 20th, 2013. The annual vehicle inspection requirement is now included in the agency orientations, MAPP training, required prior to certification and is requested 30 days prior to any certified parent's annual re-certification and required for re-certification with the agency. The responsibility for monitoring the annual vehicle inspection forms will be under the supervision of the Administrator, who currently reviews and signs all requirements for annual re-certifications (e.g., required annual training hours, and listing of all persons who are currently associated with the home).
2. The agency reviewed and re-trained all parents in the March 20, 2013 parent meeting regarding Respect & Dignity of Placed Children, Personal Rights, as well as Prudent Parent Standard decision-making. The agency will monitor that all parents comply with the above topics through our Month Reports, where the agency social workers currently meet privately with all children on their caseload to ascertain their satisfaction living in the home as well as any issues and/or concerns that the children may have. The addition of specifically discussing respect and dignity with the children has been added to the monthly report for on-going compliance. This monthly report is currently reviewed and initialed each month by the supervising social worker that will be responsible for noting the minor's responses. Any issue regarding this subject is now required to be brought to the

Continued from page 1 of 2:

immediate attention of the Administrator or Assistant Administrator. Both will address any issues with the Certified Parent(s).

Families for Children appreciates the opportunity to provide services to abused and neglected children through the Department of Children and Families Services, and will adhere to providing the highest level of service in our certified homes.

Thank you in advance. Should you need to speak with me directly, please feel free to call my direct number listed below.

Respectfully,

Terilyn Jones Henderson, Ph.D.
Administrator
Clinical Program Director
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Inglewood CA 90305
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C: file