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DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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July 13, 2012

To: Supervisor Zev Yaroslavsky, Chairman
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From: Philip L. Browning
Director

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

The Los Angeles County Department of Children and Family Services (DCFS), Out-of-Home Care Management Division (OHCMD) conducted a review of Families for Children, Inc., Foster Family Agency (FFA) in December 2011, at which time the agency (Families for Children) had 76 DCFS placed children in 42 certified homes. The overall average length of placement was 17 months, and the average age was six.

Families for Children, Inc., FFA is located in the Second Supervisorial District and provides services to Los Angeles County DCFS foster youth. According to Families for Children's, program statement, its goal 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." Families for Children is licensed to serve children ages birth through 17.

For the purpose of this review, 10 children were selected for the review. Nine children were interviewed, as one child was non-verbal. All 10 sampled children's case files were reviewed. Four certified foster parents' files were reviewed; four discharged children's files were reviewed; and five staff files were reviewed for compliance with the Title 22 Regulations and the County contract requirements.

Five placed children were prescribed psychotropic medication. We reviewed their files to assess timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm that documentation of psychiatric monitoring was maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess Families for Children's compliance with the County contract and State regulations. The visit included a review of the agency's program statement, administrative internal policies and procedures, ten placed children's case files, four certified foster parent files, and five personnel files. All certified foster homes were visited and the foster parents were interviewed, and nine of the placed children were interviewed to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

During our review, children interviewed generally reported feeling safe and having been provided with good care and appropriate services; being comfortable in their environment and treated with respect and dignity.

The deficiency noted during the monitoring review was in the area of documentation issues in the Needs and Services Plans (NSP). The agency social workers needed to document the monthly contacts with the DCFS Children's Social Workers (CSWs) as required by the County contract.

Based on our review, the aforementioned deficiency revealed the need for more thorough documentation. Overall, Families for Children was providing good care and services as outlined in its program statement. The foster parents interviewed stated that they were provided with support, which was evident in the relationships formed between the FFA staff, foster parents and placed children and among the staff at the agency.

In conclusion, Families for Children was receptive to implementing some systemic changes to improve their compliance with regulations and the contract terms. The

Executive Director agreed to address the noted deficiency in a Corrective Action Plan (CAP).

NOTABLE FINDINGS

The following is the notable finding of our review:

The updated NSPs for four children were not comprehensive; they did not contain monthly contacts with DCFS CSWs. We did note that monthly contacts were documented in the agency social workers' case notes. The Administrator stated that training has been provided to ensure that monthly contacts with the DCFS CSWs are included in the all of the NSPs.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held February 6, 2012.

In attendance:

Andrew Henderson, Executive Director, Dr. Terilyn Henderson, Program Administrator, Families for Children, Inc., FFA and Greta F. Walters, Monitor, DCFS OHCMD.

Highlights:

The Executive Director and Program Administrator stated that they agreed with the finding and that the agency would make corrections to improve its compliance with regulations and the County contract.

Families for Children, Inc., FFA submitted a timely approved written CAP, which addressed the recommendation noted in this compliance report. The approved CAP is attached.

We will assess for full implementation of the recommendation during our next monitoring review.

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

PLB:RS:KR
EAH: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, Inc., FFA
Jean Chen, Regional Manager, Community Care Licensing

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

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

	Contract Compliance Monitoring Review	**Findings: December 2011**
I	**Licensure/Contract Requirements** (6 Elements) 1. Timely Notification for Child's Relocation 2. SIRs Documented and Cross-Reported 3. Runaway Procedures 4. Community Care Licensing Citations, Out-of Home Care Management Division Reports on Safety and Physical Deficiencies 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA pays Certified Foster Parents Whole Foster Family Home Payments	Full Compliance (ALL)
II	**Certified Foster Homes** (13 Elements) 1. Home Study Prior to Certification 2. Contact with References/Including Check with OHCMD 3. Safety Inspection Prior to Certification 4. Timely DOJ, FBI, CACI 5. Health Screening Prior to Certification 6. Required Training Prior to Certification 7. Current Certificate of Approval on File Including Capacity 8. Home Inspection/Evaluations for Re-certification 9. Completed Training Hours for Re-certification 10. CPR/First-Aid/Water Safety Certificates 11. CDL/Auto Insurance 12. Other Adults: DOJ/FBI/CACI/Other Required Docs 13. Transportation	Full Compliance (ALL)

III	**Facility and Environment** (8 Elements) 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food 7. Disaster Drills Conducted 8. Allowance Logs	Full Compliance (ALL)
IV	**Maintenance of Required Documentation and Service Delivery** (11 Elements) 1. DCFS CSW Authorization to Implement NSPs 2. Children's Participation in the Development of NSPs 3. NSPs Implemented and Discussed with Foster Parents 4. Children's Progress Towards Meeting Goals 5. Timely Developed Initial NSPs with Child 6. Timely Comprehensive Initial NSPs with Child 7. Therapeutic Services Received 8. Recommended Assessments/Evaluations Implemented 9. DCFS CSWs Monthly Contacts Documented 10. Timely Developed Updated NSPs with Child 11. Timely Comprehensive Updated NSPs with Child	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Needs Improvement
V	**Education and Workforce Readiness** (7 Elements) 1. Children Enrolled in School Within Three Days 2. Children Attending School as Required 3. Agency Facilitates Child's Educational Goals 4. Child's Academic and/or Attendance Increase 5. Current IEPs Maintained 6. Current Report Cards Maintained 7. Agency Facilitates Child's Participation in YDS/Equivalent/Vocational Program	Full Compliance (ALL)

VI	**Health and Medical Needs** (6 Elements) 1. Initial Medical Examinations Conducted 2. Initial Medical Examinations Timely 3. Follow-up Medical Examinations Timely 4. Initial Dental Examinations Conducted 5. Initial Dental Examinations Timely 6. Follow-up Dental Examinations 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** (13 Elements) 1. Children Informed of Foster Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Foster Parents Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Allowed Private Visits, Calls and Correspondence 7. Children Free to Attend Religious Services/Activities 8. Reasonable Chores 9. Children Informed About Psychotropic Medication 10. Children Aware of Right to Refuse Psychotropic Medication 11. Children Informed About Voluntary Refusal of Medical and Dental Care 12. Children Participation in At-Home and School Activities 13. Children Participation in Extra-Curricular Activities	Full Compliance (ALL)

IX	**Personal Needs/Survival and Economic Well-being** (8 Elements) 1. Clothing Allowance 2. On-going Clothing Inventories of Adequate Quantity 3. On-going Clothing Inventories of Adequate Quality 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book	Full Compliance (ALL)
X	**Discharged Children** (3 Elements) 1. Stabilization of Placement prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School	1. Full Compliance 2. Full Compliance 3. Not Applicable
XI	**Personnel Records** (14 Elements) 1. DOJ Timely Submitted 2. FBI Timely Submitted (After January 1, 2008) 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Education/Experience Requirement 6. Employee Health Screening Timely 7. Valid Driver's License 8. Signed Copies of FFA Policies and Procedures 9. Initial Training Documentation 10. One-Hour Training of Child Abuse Reporting 11. CPR Training Documentation 12. First-Aid Training Documentation 13. On-going Training Documentation 14. Social Workers Appropriate Case Ratio	Full Compliance (ALL)

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

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

The following report is based on a "point in time" of the monitoring visit. This compliance report addresses findings noted during the December 2011 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of 10 children's files, four certified parent files, four discharged children's files and five staff files and/or documentation from the provider, Families for Children, Inc., was in full compliance with 10 of 11 sections of our contract compliance review: Licensure/Contract Requirements; Certified Foster Homes; Facility and Environment; Education 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. The following report details the results of our review:

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of 10 children's case files and/or documentation from the provider, Families for Children, Inc., FFA was in full compliance with 10 of 11 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

It was noted that the updated NSPs for four children were not comprehensive as they did not contain monthly contacts with DCFS CSWs. We did note the monthly contacts were documented in the agency social workers' case notes. The Administrator stated that training has been provided to ensure that monthly contacts with the DCFS CSWs are included in the all of the NSPs.

Recommendation:

Families for Children, Inc., FFA's management shall ensure that:

1. Updated NSPs are comprehensive and include all elements.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S CONTRACT REVIEW REPORT

Objective

Determine the status of the recommendations reported in the A-C's prior monitoring report.

Verification

We verified whether the outstanding recommendations from the last A-C's contract review report issued June 20, 2011, were implemented.

Results

The A-C's prior monitoring report contained six outstanding findings. Specifically, Families for Children, Inc., FFA was to ensure staff adequately monitored foster homes to ensure they comply with the County contract and CDSS Title 22 Regulations; that foster parents adequately secured cleaning supplies and other items that could pose a safety hazard to children; that NSPs are prepared timely, including goals that are time limited and specific to the child, and indicate the reason the child is in placement; children are visited weekly during their first three months of placement; that Termination Reports were sent to the DCFS social worker timely; and that children taking psychotropic medications had a current court authorization for the medication.

The A-C completed a follow-up in September 2010. During that review it was found that Families for Children, Inc., FFA had fully implemented all outstanding recommendations from the A-C's June 2009 review. The A-C's June 20, 2011 report contained findings from their June 2009 visit and September 2010 follow-up.

Based on our follow-up on the A-C's June 20, 2011 report, Families for Children, Inc., FFA remains in compliance with their recommendations.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Families for Children, Inc., FFA has not been posted by the A-C.

Families For Children Inc.

2500 W. Manchester Blvd.
Inglewood, CA 90305

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Email: info@familiesforchildren.org
www.familiesforchildren.org

March 15, 2012

County of Los Angeles
Department of Children and Family Services
Out of Home Care Management Division

Attention: Greta Walters, CSA I

RE: CAP – Agency social worker contact with County social workers

Dear Ms. Walters:

This is our written corrective action plan regarding the audit finding on agency social worker contact with County social workers.

Families for Children was in partial compliance with this finding evidenced by documentation on file of a separate Month End Report on every child which includes the monthly status of the minor's weight, monthly adjustment, allowance received, clothing purchased for the month, the documented date verification of the contractually required monthly telephone call to the CSW to report the minor's status, as well as other information.

During the audit it was noted on the NSP/Qs that 2 of the agency ASW's did not include monthly telephone contact with county social workers.

POC:

The agency completely re-trained all social workers (including contract workers) on March 07, 2012 on the requirement to document the exact dates of contact on the Needs and Service Plan/Quarterly with the CSW during the quarter. The actual dates will be included on all Needs and Service Plan/Quarterly reports.

Families for Children would like to thank the Department of Children and Family Services for the auditor's professionalism and continued working partnership with our commitment to provide quality services to abused and neglected children.

Sincerely,

Andrew Henderson, MS
Executive Director