County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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August 13, 2015

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

From: Philip L. Browning
Director

FLORENCE CRITTENTON SERVICES OF ORANGE COUNTY DBA CRITTENTON SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a contract compliance review of Florence Crittenton Services of Orange County dba Crittenton Services Foster Family Agency (the FFA) in April 2014. The FFA has one licensed office located in Orange County and one located in Riverside County. Both offices provide services to County of Los Angeles DCFS placed children, as well as children from other counties. According to the FFA's program statement, its mission is "to provide trained foster parents who can offer a nurturing and protecting environment to children of both sexes from birth to 17 years of age."

At the time of review, the FFA supervised five DCFS placed children in four Certified Foster Homes (CFHs). The placed children's average length of placement was nine months, and their average age was seven.

SUMMARY

During CAD's review, the interviewed children generally reported feeling safe in the FFA's CFHs; 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 that 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 areas of our contract compliance review: Licensure/Contract Requirements; 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 Certified Foster Homes, related to one CFP's adult son having a bedroom in the home and spending weekends in the home and not completing the criminal clearance, background check and health screening; Facility and Environment, related to the exterior and/or, common areas, and children's bedrooms not being well maintained, and not maintaining documentation of disaster drills; Maintenance of Required Documentation and Service Delivery, related to the FFA not obtaining the County Social Worker's authorization to implement one child's Needs and Services Plan (NSP); Education and Workforce Readiness, related to one child not being enrolled in school within three school days of placement; and Personnel, related to two FFA's employees not completing all required training and not maintaining written declarations for its part-time contracted social workers' caseloads not to exceed a total of 15 children.

Attached are the details of our review.

REVIEW OF REPORT

On June 19, 2014, DCFS CAD staff Christopher Jarosz, Maria Rosas, and Sherman Mikle held an exit conference with the FFA's representatives: Ana Eykel, Vice-President of Foster Care and Adoption; Colleen Velasco, Program Director of Foster Care; and Juventino Valdez, Program Director. The FFA representatives were in agreement with the review findings and recommendations, were receptive to implementing systemic changes to improve compliance with regulatory standards, and 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. On June 17, 2015 and June 22, 2015, CAD completed follow-up visits to verify implementation of the CAP. CAD will continue to verify that these recommendations have been implemented during the next contract compliance review.

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

PLB:EM
LTI:pk

Attachments

c: Sachi A. Hamai, Interim Chief Executive Officer
John Naimo, Auditor-Controller
Jerry E. Powers, Chief Probation Officer
Public Information Office
Audit Committee
Joyce Capelle, President and Chief Executive Officer, Florence Crittenton Services of Orange County
Leonora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

FLORENCE CRITTENTON SERVICES OF ORANGE COUNTY DBA
CRITTENTON SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

801 E. Chapman Avenue
Fullerton, CA 92831
License Number: 306099612

13800 Heacock Street
Moreno Valley, CA 92553
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	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 Conducted 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, 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	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. Improvement Needed 12. Full Compliance

III	**Facility and Environment** (7 Elements)	
	1. Exterior/Grounds Well Maintained	1. Improvement Needed
	2. Common Areas/Interior Well Maintained	2. Improvement Needed
	3. Children's Bedrooms/Interior Well Maintained	3. Improvement Needed
	4. Sufficient and Appropriate Educational Resources	4. Full Compliance
	5. Adequate Perishable and Non-Perishable Food	5. Full Compliance
	6. CFP Conducted Disaster Drills and Documentation Maintained	6. Improvement Needed
	7. Money and Clothing Allowance Logs Maintained	7. Full Compliance
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 NSPs 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's 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	**Educational and Workforce Readiness** (5 Elements)	
	1. Children Enrolled in School Within Three School Days	1. Improvement Needed
	2. Children Attend School as Required and FFA Facilitates in Meeting Children's Educational Goals	2. Full Compliance
	3. Current Children's Report Cards/Progress Reports Maintained	3. Full Compliance
	4. Children's Academic Performance and/or Attendance Increased	4. Full Compliance
	5. FFA Facilitates Child's Participation in YDS or Equivalent Services and Vocational Programs	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 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. CFP's 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 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. On-going 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	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, and 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 a Total of 15 Children	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed 8. Full Compliance 9. Improvement Needed

FLORENCE CRITTENTON SERVICES OF ORANGE COUNTY DBA
CRITTENTON SERVICES 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 April 2014 review. The purpose of this review was to assess Florence Crittenton Services of Orange County dba Crittenton Services 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, five children were selected for the sample. The Contracts Administration Division (CAD) interviewed one child, as three children were too young to be interviewed and one child declined to be interviewed. All five case files were reviewed to assess the care and services they received. Additionally, three discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, none of the placed children were prescribed psychotropic medication.

CAD reviewed four Certified Foster Parent (CFP) files and all staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with five CFPs to assess the quality of care and supervision provided to the children.

CONTRACTUAL COMPLIANCE

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

Certified Foster Homes

- Criminal Clearances and Health Screening/California Driver's License (CDL), Cardio Pulmonary Resuscitation (CPR), Department of Justice (DOJ), Federal Bureau of Investigation (FBI), Child Abuse Central Index (CACI), and auto insurance for other adults in the home were not completed.

In Certified Foster Home (CFH) #2, the CFP had a bedroom for the adult son, who spent weekends in the home. The room was furnished with personal furniture.

The FFA did not ensure that all adults that sleep in a CFH or that spend a significant amount of time visiting the CFH, complete the live scan, criminal clearances and health screenings and maintain copies of this adult son's CDL and auto insurance in the FFA's file. Shortly after this compliance review site visit occurred, the placed children were replaced with a relative and this CFH voluntarily decertified.

Recommendation:

The FFA management shall ensure that:

1. Criminal clearances, health screenings, and the CDL, CPR/DOJ/FBI/CACI clearances and auto insurance are obtained, reviewed and maintained for all adults in the home.

Facility and Environment

- Exterior/Grounds were not well maintained.

The CFH #2 had exposed electrical wiring on the rear patio wall, two open trenches adjacent to the swimming pool, and exposed rebar in a hole in the concrete pool deck. During a follow-up visit on May 6, 2014, CAD instructed the CFP and the FFA's representative who was also at the CFH during the follow-up visit, to lock the pool area and not to allow the children to enter the pool area until all repairs were made. This home was subsequently decertified by the FFA.

During the Exit Conference, the FFA representatives stated that the FFA will conduct monthly home inspections, as well as unannounced visits to the CFHs at least one time per month. This CFH was decertified shortly after the CAD compliance review and the children were replaced into a relative's home. DCFS Emergency Response (ER) closed the referral on July 14, 2014, as the children were replaced.

- Common areas were not well maintained.

The CFH #2 had no working smoke detectors in the common areas. Also, the CFPs transported the children in an unsafe vehicle. The vehicle's tires were in poor condition and the CFPs allowed one child to ride in the vehicle without using a car seat, although the child's age required that he use a car seat. The CFPs stated that the child did not fit comfortably in the car seat; therefore, they allowed him to ride in the vehicle without using the car seat. CAD instructed the CFPs not to transport the children in the vehicle until the tires had been replaced and that they must always use required car seats.

CAD verified during a follow-up visit to the CFH on May 6, 2014, that all the smoke detectors had been replaced and were working, all of the vehicle's tires had been replaced, and car seats were used to transport children. As previously stated, this home was subsequently decertified.

During the Exit Conference, the FFA representatives stated that their FFA social workers would be trained to randomly check smoke detectors in the CFHs to ensure functionality.

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

The CFH #2 did not have any working smoke detectors, which included the children's bedrooms. The FFA and the CFP installed working smoke detectors by the date of CAD's follow-up visit to this home, four days after the initial site review. This home was subsequently decertified.

- Disaster drill documentation was not maintained.

The CFH #2 did not maintain documentation indicating that they had conducted disaster drills.

During the Exit Conference, the FFA representatives stated that the CFP had conducted a disaster drill and the drill had been documented on a disaster drill log, which was at the FFA's administrative office at the time of the contract compliance review. The FFA representatives stated that a copy of the disaster drill log had been subsequently provided to the CFP.

On June 22, 2015, CAD conducted a follow-up visit that included visiting two CFHs. CAD found that exterior/grounds and common areas/interior were well maintained, but they did not maintain current documentation of disaster drills.

Recommendations:

The FFA management shall ensure that:

2. Exterior/grounds are well maintained.

3. Common areas/interior are well maintained.

4. Children's bedrooms/interior are well maintained.

5. Disaster drills are conducted and documentation is maintained.

Maintenance of Required Documentation and Service Delivery

- The FFA did not obtain or document efforts to obtain County Children's Social Worker's (CSW) authorization to implement Needs and Services Plan (NSP).

In one of five cases reviewed, the FFA did not obtain the CSW's signature authorizing implementation of the NSP and there was insufficient documentation of efforts by the FFA to obtain the signature.

During the Exit Conference, the FFA representatives stated that the FFA's social workers would be trained to document at least three attempts to obtain the CSW's signature.

On June 17, 2015, CAD completed a follow-up visit and found that in one of four cases reviewed, the FFA did not obtain the CSW's signature authorizing implementation of the NSP and did not document any efforts by the FFA to obtain the signature.

Recommendation:

The FFA management shall ensure that:

6. Efforts to obtain CSW's authorization to implement NSPs is documented.

Education and Workforce Readiness

- A Child was not enrolled in school within three school days.

One child was not enrolled in school within three school days. According to the FFA representatives, the child was placed without medical records and they were not able to enroll the child in school without a medical examination. The FFA representative stated that the child was enrolled in school immediately after the medical examination had been completed.

During the Exit Conference, the FFA representatives stated that their FFA social workers would be trained to clearly document any barriers to school enrollment.

On June 17, 2015, CAD completed a follow-up visit and verified that the FFA is enrolling school age children within three school days.

Recommendation:

The FFA management shall ensure that:

7. Children are enrolled in school within three school days.

Personnel Records

- FFA employees did not complete all required training.

Two FFA employees did not have current first aid and cardiopulmonary resuscitation (CPR) certifications. Subsequent to the contract compliance review, the two employees received first aid and CPR training and certifications on May 1, 2014.

During the Exit Conference, the FFA representatives stated that staff would receive the required training and that certifications are current. Additionally, the FFA's training department is updating their tracking tool to provide supervisors easier access to employees' training records and expiration dates.

- FFA did not maintain written declarations for part-time contracted FFA social workers caseloads not to exceed a total of 15 children.

The FFA representatives could not produce the written declarations for any of their part-time contracted social workers, at the time of the review. The FFA subsequently obtained signed written declarations from their part-time contracted social workers.

During the Exit Conference, the FFA representatives stated that the written declarations will be included in the FFA's new hire packet and will be filed in the employees' personnel files.

On June 17, 2015, CAD completed a follow-up visit and reviewed five personnel files. All five personnel files included documentation showing all employees had completed all required training. There were written signed declarations for the part-time contracted social workers stating that their caseloads would not exceed a total of 15 children.

Recommendations:

The FFA management shall ensure that:

8. Employees complete all required training and documentation is maintained.

9. Written declarations for part-time contracted social workers' caseloads not to exceed 15 children are maintained.

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

The OHCMD's last compliance report, dated September 12, 2013, identified seven recommendations.

Results

Based on the results of this review, it appears that the FFA successfully implemented 6 of 7 recommendations, for which they were to ensure that:

- All SIRs are cross reported to the OHCMD monitor and documentation is maintained.
- All certified foster homes are in compliance with Title 22 Regulations and documentation is maintained in the certified foster parent's files.
- Certified foster parent's home studies are conducted prior to certification of the home and that documentation is maintained in the foster parent files.
- Prior to certification of a foster home, the FFA will submit an inquiry to OHCMD for historical abuse/neglect information and documentation will be maintained in the certified foster parent files.
- All certified foster parents have timely health screenings and TB tests as required by Title 22 regulations and that documentation is maintained in the certified foster parent files.
- The FFA social worker conducts the required visits with placed DCFS children in accordance with the contract.

The FFA did not implement 1 of 7 recommendations, for which they were to ensure that:

- All children's initial NSPs are sent timely to the placed DCFS children's case-carrying CSWs and documentation is maintained in the files.

Recommendation:

The FFA management shall ensure that:

10. The outstanding recommendation from the 2012-2013 monitoring report dated September 12, 2013, which is noted in this report as recommendation 6 is fully implemented.

Follow-up visits were conducted by CAD on June 17, 2015 and June 22, 2015, and the FFA implemented six of ten recommendations noted in this report. CAD will continue to assess implementation of the recommendations during the next compliance monitoring review. The OHCMD will provide on-going technical assistance prior to the next review.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

The most recent fiscal review of the FFA was posted by the Auditor-Controller (A-C) on April 5, 2011. This report identified $80,875 in questioned costs. At this time, there is no balance due to DCFS for the questioned cost in the A-C's report. The FFA owes $256 in Group Home overpayments and $966 in FFA overpayments, these payments are made in accordance with the invoice due dates.

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July 18, 2014

Sherman Mikle, Children Services Administrator II
County of Los Angeles
Department of Children and Family Services
Contracts Administration Division
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

Dear Mr. Mikle:

CORRECTIVE ACTION PLAN FOR CRITTENTON SERVICES FOR CHILDREN AND FAMILIES, FOSTER FAMILY AGENCY, FOLLOWING MONITORING REVIEW

Please accept our corrective action plan in response to the nine (9) findings identified on the FFA Monitoring Review Field Exit Summary (Exit Summary). The Exit Summary and findings were discussed in the debriefing on 6/19/14 in the Crittenton FFA office in Fullerton. The following is taken directly from the numbering on the Exit Summary provided to the FFA on 6/19/2014.

 # 20. Are the exterior and the grounds of the certified foster home well maintained?

La Mirada Home: The findings listed included two ditches within the gated pool area, exposed rebar in the pool deck, and exposed wiring near the pool pump.

Following the home inspection by DCFS on 5/2/14, and notification of the concerns to Crittenton FFA on 5/6/14, the assigned Crittenton Foster Care Social Worker (FCSW) went out to the home on 5/6/14 to observe the reported "ditches," rebar, and exposed wiring. According to the FCSW, the ditches were more like tire tracks that had been made in the grass (weeds) when the ground was wet. The area was secure behind the pool fence and the children were only allowed behind the fence with adult supervision. Also, the FCSW had found that the rebar and exposed wires had been repaired.

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In the future, Crittenton FFA will continue to inspect the home for safety concerns during the initial and final home inspections prior to certification. Also, FCSW's conduct monthly home inspections, and unannounced visits at least one time per month. In the event that a certified foster home decides to foster younger children (under 3-years-old), the FCSW or designee will complete an additional inspection to check for safety concerns for younger children.

 # 21. Are common areas/interior well maintained? (...no safety hazards)

La Mirada Home: The findings included little tread on all 4 tires of the main vehicle used to transport the children, including one tire that the tread was delaminating. Also, the findings reported that a "functioning car seat was not available for the 5-year-old, because he was reportedly too large to fit into the existing car seat." The 2 smoke detectors were not operating at the time of the inspection. In addition, the report found that the "foster parent's ~30-year-old son has a bedroom in the home. He reportedly only sleeps in the home on occasion, but possibly on many weekends."

As part of the FFA's certification process, the certified foster parents had obtained a vehicle inspection by a certified mechanic/trained professional that documented that the tires in question were in good condition (see attached). The inspection was dated 11/30/13. The inspection by DCFS was completed on 5/2/14. It is highly unlikely that the tread had worn in such a short amount of time. Nonetheless, the foster parents replaced all four tires over the weekend following the visit on Friday evening.

The car seat (actually more appropriately identified as a booster seat, in this case) in question was within the manufacture's weight specifications for the child placed in the home. (See the attached medical exam documenting the child's weight, the photo of the booster seat taken in the foster parent's vehicle, and the specifications for the same make/model of booster seat). Often, DCFS children who are not accustomed to using an appropriate car seat or booster seat tend to complain that they are uncomfortable at first. In time, they learn to adjust to the safety devices in the foster parent's vehicle.

The smoke detectors were reported inoperable at the time of the inspection. Foster parents completely replaced the smoke detectors over the weekend,

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immediately following the inspection. Following this incident, FCSW have been trained to randomly check the smoke detectors in their assigned foster homes to ensure functionality. The Agency has provided each FCSW with a dowel (long stick) to assist them in reaching the smoke detector button to verify that the detector is operating properly.

The DCFS inspectors also reported that one of the bedrooms in the home contained furniture (bed, dresser, etc.) belonging to their adult son. According to CCL regulations, the adult son had not been required to submit his fingerprints to CCL or to DCFS OHCMD because he did not reside in the home for more than 30 days at one time, and was not present in the home on a regular basis.

Please note: the FFA was not notified of the above mentioned safety concerns until over 72 hours after the concerns had been discovered. The children were left in the home without evidence that the identified safety concerns had been corrected. This fact is extremely concerning to the FFA who holds the license. When the FFA is informed of such instances, the normal procedure in such an instance would be to send an FCSW out to the home immediately to ensure that the safety concerns were corrected prior to leaving the certified home.

 # 25. Has the certified foster parent conducted disaster drills at least every 6 months and maintained completed disaster drill logs.

La Mirada Home: The findings stated that, "The logs in the agency-provided binder were mostly blank."

The foster home in La Mirada was certified on 1/10/14. The two (2) DCFS children who were placed in the home during the inspection were placed on 2/5/14. The FCSW had observed the foster parent conduct the disaster drill with the boys during the day of intake and the drill was documented on the appropriate disaster drill log. See attached copy of the drill. The completed form was filed in the office foster parent binder. Unfortunately, the copy of the drill had not made it back out to the foster home binder at the time of the inspection. A copy of the Disaster Drill Log is included in the packet of intake paperwork that each FCSW takes out to the foster home on the date of each placement.

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 # 27. Did the FFA obtain or document efforts to obtain the County worker's authorization to implement the NSP?

Lake Elsinore Home: Findings reported that 2 CSW signatures were missing from an 18-month-old child in placement.

FCSW will document at least three (3) attempts to obtain CSW signatures on Needs and Service Plans/Quarterly Reports. FCSW's can utilize FAX and encrypted e-mail as means to transmit the report to the CSW. On the third attempt, the FCSW will carbon-copy (cc) the CSW's supervisor.

 # 37. Was the child enrolled in school within 3 school days after placement or did the FFA document efforts?

La Mirada Home: Findings reported that a child was not enrolled in school within 3 days due to the need for vaccinations.

The child in question was 5-years-old (going on 6) and had never been enrolled in school by his biological mother. Upon placement, there were no medical records available to enroll him in school. The FCSW attempted to obtain a medical appointment with the HUB clinic, but the soonest available appointment was on 2/20/14. The child was enrolled immediately following the medical exam and immunizations. In the future, FCSW's will more clearly document barriers to enrollment and will report concerns to the CSW.

 # 74 Have appropriate employees received the all required training?

Finding: Two FFA employees were out of compliance with their CPR and First Aid training documentation.

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Both employees in question completed their CPR/First Aid trainings immediately following the monitoring review. FFA employees received training on 5/1/14 (see attached CPR certifications of both employees). Then, the Program Director reviewed during weekly staff meeting that it is ultimately the employee's responsibility to keep track of their training expiration dates, as it is a requirement for their employment/position. In addition, the Crittenton Training Department is currently in the process of updating their online tracking tool to enable supervisors to have easier access to employee's training records and expiration dates.

#76. Does the FFA maintain written declarations for part-time contract social workers' collective caseloads not to exceed 15 children?

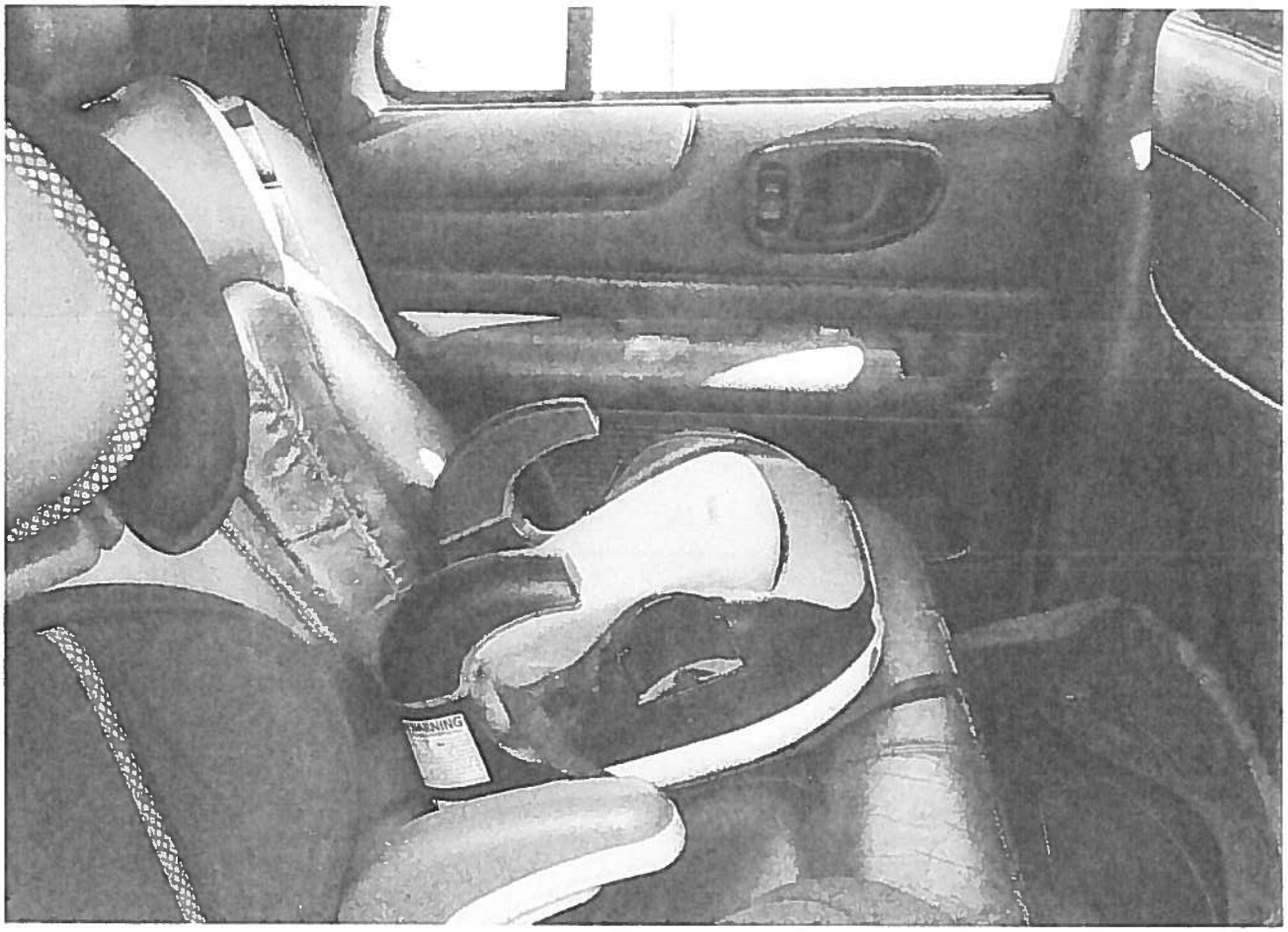
Finding: no signed declarations were found in the personnel records.

Although this writer attests that declarations were signed by all Crittenton FCSWs in 2012 and in 2013, including on-call FCSW staff, the signed documents could not be located. The attached document was created following the monitoring review and each FCSW was asked to sign, if they honestly recalled being informed. From this point forward, the declaration for FCSW's caseloads to not exceed 15 children/non-minor dependents will be included in the FFA's new hire packet and will be filed in the employee's personnel file.

Thank you for you continued collaboration. Please do not hesitate to contact me with any additional questions or concerns.

Colleen Velasco MSW
Colleen Velasco, MSW
Program Director of Foster Care

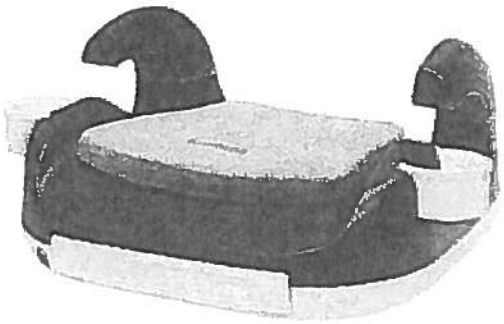
Denise Cunningham
Denise Cunningham for Ana Eykel
Senior Vice-President Vice-President of Foster Care


WARNING

WARNING

harmony

Transit Deluxe Booster



- Model number 0304010.
- 2013 IIHS Best Bet Booster.
- Exceeds US FMVSS 213 standards.
- Fits children 30 - 110 lbs.
- Extended weight range.
- Lower body side impact protection gives your child maximum protection in a side impact collision.
- Slide-out storage drawer.
- Extra large seat size.
- Seat saver design.
- Ultra-plush seat pad with premium fabrics for superior comfort.
- Visually pronounced belt guides promote correct installment of the seat belt.
- Belt path design prevents child from sliding under the lap belt on impact.
- Premium seat pad is removable for machine washing.
- 2 removable cup holders.
- Shoulder belt guide included.
- 1-year warranty.

Width	Depth	Height	Base Width
16.5"	15"	8.75"	11"
41.91cm	38.1cm	22.23cm	27.94cm

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