County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
Director

FESIA A. DAVENPORT
Chief Deputy Director

Board of Supervisors
GLORIA MOLINA
First District
MARK RIDLEY-THOMAS
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

April 22, 2014

To: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

FOSTER FAMILY NETWORK 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 Foster Family Network Foster Family Agency (the FFA) in January 2014. The FFA has one licensed office in the Fourth Supervisorial District and provides services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, its mission is to offer "long/short-term foster care and placement for children working toward family reunification and permanency."

At the time of the review, the FFA supervised 57 DCFS placed children in 31 certified foster homes. The placed children's average length of placement was 24 months and their average age was 14.

SUMMARY

During OHCMD's review, the interviewed children generally reported: feeling safe at the FFA; having been provided with good care and appropriate services; being comfortable in their environment; and treated with respect and dignity. The certified foster parents reported they were supported by the FFA staff in their efforts to provide care, supervision and service delivery to the children placed in their homes.

The FFA was in full compliance with 10 of 11 sections of our contract compliance review: Licensure/Contract Requirement; 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.

OHCMD noted a deficiency in the area of Maintenance of Required Documentation and Service Delivery, related to the FFA not obtaining signatures on the Needs and Services Plan (NSP) in a timely manner.

Attached are the details of our review.

REVIEW OF REPORT

On February 5, 2014, the DCFS OHCMD Monitor, Thomas Manning held an Exit Conference with FFA representatives: Monica A. Quinones, Deputy Executive Officer/Chief Operations Officer and Sandra Nash, Southern Regional Administrator. The FFA's representatives: agreed with the review findings and recommendations; were receptive to implementing systemic changes to improve their compliance with regulatory standards; and agreed to address the noted deficiency 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 recommendation noted in the compliance report. OHCMD will verify that this recommendation has been implemented and provide technical assistance during our next visit in to the FFA in September 2014. An addendum to the report will be submitted 30 days after the completion of the review to address CAP implementation.

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

PLB:EM:KR
RDS:KR:tm

Attachments

c: William T Fujioka, Chief Executive Officer
John Naimo, Acting Auditor-Controller
Public Information Office
Audit Committee
Kathy Hughes, President/Chief Executive Officer, Foster Family Network FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

FOSTER FAMILY NETWORK FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

4220 Wehrele Court, Long Beach, CA 90804
License Number: 197806368

	Contract Compliance Monitoring Review	**Findings: January 2014**
I	**Licensure/Contract Requirements** (7 Elements) 1. Timely Notification for Child's Relocation 2. Serious Incident Report Documentation and Cross Reporting 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 (WFFH) Training 6. FFA Pays Certified Foster Parents (CFP) WFFH Required Supplemental 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 Inspections Completed At Least Every Six Months or Per Approved Program Statement 9. Completed Annual Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates 10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers, if Applicable Car Seat(s) 11. Criminal Clearances and Health Screening/CDL/CPR/DOJ/FBI/CACI/Auto Insurance for Other Adults in the Home 12. FFA Assists CFPs in Providing Transportation Needs	Full Compliance (ALL)

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 NSP 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	1. Improvement Needed 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
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	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 in the CFP Home 3. CFPs' Efforts to Provide Nutritious Meals and Snacks 4. CFPs Treat Children with Respect and Dignity 5. Children Allowed Private Visits, Calls and to Receive Correspondence 6. Children Free to Attend or Not Attend Religious Services/Activities of Their Choices 7. Children's Chores Reasonable 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse or 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	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, 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)

FOSTER FAMILY NETWORK 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. The compliance report addresses findings noted during the January 2014 review. The purpose of this review was to assess Foster Family Network Foster Family Agency's (the FFA's) compliance with the County contract and State regulations and included a review of the FFA's program statement, as well as administrative internal policies and procedures. The monitoring review covered the following 11 areas:

- Licensure/Contract Requirements,
- Certified Foster Homes,
- Facility and Environment,
- Maintenance of Required Documentation and Service Delivery,
- Educational and Workforce Readiness,
- Health and Medical Needs,
- Psychotropic Medication,
- Personal Rights and Social Emotional Well-Being,
- Personal Needs/Survival and Economic Well-Being,
- Discharged Children, and
- Personnel Records.

For purposes of this review, seven children were selected for the sample. The Out-of-Home Care Management Division (OHCMD) interviewed all seven children. OHCMD reviewed all seven case files to assess the care and services they received. Additionally, five discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, no placed children were prescribed psychotropic medication.

OHCMD reviewed three certified foster parent files and five staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with three certified foster parents to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

OHCMD found the following area to be out of compliance.

Maintenance of Required Documentation/Service Delivery

- The FFA was late in obtaining the signatures from the certified foster parent, foster child, and Department of Children and Family Services Children's Social Worker on one NSP.

During the course of the compliance review, the OHCMD monitor met with the FFA's Southern Regional Administrator and went over the problematic NSP. The FFA's Southern Regional Administrator stated that the FFA would provide retraining to the FFA social work staff and that the FFA would continue efforts in training to reach full compliance. The FFA submitted

documentation that a NSP in-service had been provided to staff responsible for developing the NSPs on March 5, 2014.

The FFA provided the attached approved CAP addressing the recommendation noted in this compliance report. OHCMD will verify that this recommendation has been implemented and provide technical assistance during our next visit to the FFA in September 2014. An addendum to the report will be submitted 30 days after the completion of the review to address CAP implementation.

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

The OHCMD's last compliance report dated July 30, 2013, identified 14 recommendations.

Results

Based on OHCMD's follow-up, the FFA fully implemented all 14 of the previous recommendation for which they were to ensure that:

- All certified foster homes' grounds are well maintained and free of safety hazards.
- All certified foster homes' interiors have adequate furniture and certified foster homes' children's bedrooms are well maintained with no broken furniture.
- All certified foster homes maintain educational resources including computers with internet access if minors are age-appropriate.
- All certified foster homes shall have fresh fruits available.
- All certified foster parents conduct disaster drills and use of window bar releases if applicable along with documentation.
- All certified foster parents maintain allowance and clothing allowance logs.
- All children's progress towards meeting the NSP goals is documented.
- All foster parents are provided with a copy of the NSPs.
- All certified foster parents have copies of the foster children's educational records.
- All certified foster parents shall facilitate age-appropriate children in YDS equivalent services.
- All certified foster parents are trained to treat children with respect and dignity.
- All certified foster parents document and keep copies of clothing expenditure and receipts.

- All certified foster parents perform clothing inventory and document quantity and quality of minors' clothing.

- All certified foster parents assist all foster children with their life books.

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.

Foster Family Network/ Adoption Services

a division of ChildNet Youth and Family Services, Inc.

Board of Directors

Mike Deaderick, *Chairman*
Louis Cassani, Vice *Chairman*
Randy Wilson, *Secretary*
Gordon Lentzner, *Treasurer*

Robert Alperin
Robert W. Armstrong
Jim Choura
Stephen E. Gordon
Braden J. Phillips
Phil Ramsdale
Tim Richmond
Don Trojan

Honorary Directors
Beatrice Hart
Linda & Eugene Lassers
Joyce Murchison

President/ Chief Executive Officer
Kathy Hughes, M.A., M.F.T.

Deputy Executive Officer/ Chief Financial Officer
Allan Greenberg, M.B.A., C.P.A.

Deputy Executive Officer/ Chief Operations Officer
Monica A. Quiñones, M.A., M.F.T.

Sorthern Regional Director
Sandra Nash, M.S., LMFT

4223 E. Anaheim St.
P.O. Box 4550
Long Beach, CA 90804-0550

(562) 492-9527
(800) 945-KIDS
FAX (562) 492-6760
www.childnet.net

March 5, 2014

Department of Children and Family Services
Attn: Thomas Manning
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

Re: CAP Response to DCFS Review

The following Corrective Action Plan (CAP) is in response to DCFS review conducted at ChildNet Foster Family Network on 1/16/2014.

Finding #1: Needs and Services Plan (NSP) signature dates were late for foster child Rain Czekus. Foster Family Network (FFN) Director, Sandra Nash, LMFT provided training to staff on 1/27/14. This training was on the NSP. It focused on the required timelines, including but not limited to the due dates for all parties signatures.

A follow up training was conducted on 3/5/14 to reiterate the NSP requirements as it relates to timelines for the due dates of the document and signatures.

I have attached the staff's signatures for both of the above noted trainings.

If you have any questions, please call me at 562-492-9527 or email me at snash@childnet.net.

Sincerely,

Sandra Nash, LMFT
FFN Southern Regional Director
ChildNet Youth and Family Services, Inc.