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DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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(213) 351-5602

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August 7, 2013

To: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
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 2013. 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 73 DCFS placed children in 50 certified foster homes. The placed children's average length of placement was 15 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 6 of 11 sections of our program compliance review: Licensure/Contract Requirements; Certified Foster Homes; Health and Medical Needs; Psychotropic Medication; Discharged Children and Personnel Records.

OHCMD noted deficiencies in the area of Facility and Environment related one certified home's exterior grounds and children's bedroom not being maintained, the home did not have sufficient educational resources or an adequate supply of perishable food, and the home did not maintain logs regarding disaster drills or allowance logs.

OHCMD noted three findings in the area Maintenance of Required Documentation and Service Delivery with regard to the Needs and Services Plan (NSP).

Findings in the Education and Workforce Readiness area included one certified foster parent not having any educational records of two children and one youth had not received youth development services.

OHCMD also noted that in the area of Personal Rights and Social/Emotional Well-Being, one child reported his certified foster parent yelled at him.

In the area of Personal Needs/Survival and Economic Well-Being, one certified foster parent did not have records for OHCMD to verify appropriate clothing expenditures and inventory, and three certified foster parents did not encourage and assist children with their life books.

It should also be noted that all of the deficiencies, with the exception of Life Books, were found in one of the four foster homes visited. The FFA has retrained this certified foster parent and provided her with the missing documents for each placed child. The three remaining homes met all contractual standards.

Attached are the details of our review.

REVIEW OF REPORT

On February 7, 2013, the DCFS OHCMD Monitor, Thomas Manning, held an Exit Conference with the FFA representatives, Ms. Kathy Hughes, President/CEO, Monica A. Quenones, Deputy Executive Officer/Chief Operations Officer, and Cherrie Gibbs, Southern Regional Administrator. The FFA 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 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:tm

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, 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
FISCAL YEAR 2012-2013

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the January 2013 review. The purpose of this review was to assess Foster Family Network FFA (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, 11 children were selected for the sample. OHCMD interviewed eight children. Of the three remaining children that were not interviewed, two were non-verbal. One child started to cry at the start of the interview and said she did not want to be interviewed. We reviewed each child's case files to assess the care and services they received. Additionally, five discharged children's files were also reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, five placed children were prescribed psychotropic medication. We reviewed their case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

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

CONTRACTUAL COMPLIANCE

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

Facility and Environment

- One certified foster home visited had old paint cans in the rear yard; two smoke detectors did not work in the children's bedrooms; the home did not have fresh fruits; children were using a broken dresser in one bedroom; there was no documentation of disaster drills, clothing and monetary allowance logs were not being kept; no internet connection for children to use computer for school work; and the home had safety bars on bedroom windows, but the children did not know how to work the bars' release locks. These findings were immediately brought to the FFA's attention after the visit and subsequently corrective action was taken the following day. Additionally, during the Exit Conference, the FFA Administrator provided pictures of newly installed smoke detectors, a receipt for a new dresser, and a picture showing paint cans were removed from the rear yard. The FFA Administrator stated that the foster parent and staff members will include training in the operation of the windows' bar releases in disaster drills.

Recommendation

The FFA's management shall ensure that:

1. All certified foster homes' grounds are well maintained and free of safety hazards.

2. All certified foster homes' interiors have adequate furniture and certified foster homes' children's bedrooms are well maintained with no broken furniture.

3. All certified foster homes maintain educational resources including computers with internet access if minors are age-appropriate.

4. All certified foster homes shall have fresh fruits available.

5. All certified foster parents conduct disaster drills and use of window bar releases if applicable along with documentation.

6. All certified foster parents maintain allowance and clothing allowance logs.

Maintenance of Required Documentation and Service Delivery

- OHCMD noted that in one foster home, the foster parent did not have a copy of the Needs and Service Plans (NSPs) and Updated NSPs. We were unable to assess whether the children were progressing toward meeting NSP goals. The FFA Administrator reported they provided the foster parent with a copy of each child's NSP and stated efforts made to implement treatment goals will be documented in the case files. The foster parent was provided with copies of the children's' educational records and provided additional training on documenting services.

The FFA's management stated in the attached Corrective Action Plan (CAP) that:

- The FFA Administrator reported they provided the foster parent with a copy of each child's NSP.
- The FFA stated efforts are being made to implement treatment goals and document in the case files.
- The FFA will monitor all NSPs to ensure they are updated timely.
- The FFA Administrator stated all FFA social workers have been reminded to monitor maintenance of life books, and to remind foster parents to assist children with their life books.

The FFA has hired a master's level Quality Assurance staff person to review their files and monitor their CAPs.

Recommendation

The FFA's management shall ensure that:

7. All children's progress towards meeting the NSP goals is documented.
8. All foster parents are provided with a copy of the NSPs.

The FFA representative attended the OHCMD NSP Training for providers on January 23, 2012 and is aware of the NSP requirements.

Education and Workforce Readiness

- OHCMD found one certified foster parent did not have the educational records for two foster children. Additionally one certified foster parent did not encourage one age appropriate foster child to participate in Youth Development Services (YDS). The FFA Administrator stated that copies of educational documents have been provided to the certified foster parent. Additionally, a request was made to the Children's Social Worker (CSW) for YDS services for the one foster child.

Recommendation

The FFA's management shall ensure that:

9. All certified foster parents have copies of the foster children's educational records.
10. All certified foster parents shall facilitate age-appropriate children in YDS equivalent services.

Personal Rights and Social/Emotional Well-Being

- One foster child reported being yelled at by his certified foster parent. The FFA Administrator stated the certified foster parent has received refresher training on personal rights of foster children. The FFA Administrator provided the training documentation.

Recommendation

The FFA's management shall ensure that:

11. All certified foster parents are trained to treat children with respect and dignity.

Personal Needs/Survival and Economic Well-Being

- One certified foster parent's files revealed that the certified foster parent did not maintain a log of the children's clothing allowances and clothing inventory. However, the FFA's files contained copies of these documents and the FFA Administrator was able to subsequently provide them to the certified foster parent for their files. In three of the foster homes, certified foster parents did not encourage and assist children with life books. The FFA Administrator stated all social workers have been reminded to monitor maintenance of life books, and to remind foster parents to assist children with their life books.

Recommendation

The FFA's management shall ensure that:

12. All certified foster parents document and keep copies of clothing expenditure and receipts.

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

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

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

The OHCMD's last compliance report dated August 15, 2012 identified 10 recommendations. Based on OHCMD's follow-up, the FFA fully implemented six of the 10 previous recommendations for which they were to ensure that:

- Eliminate Community Care Licensing citations for physical deficiencies.
- Age-appropriate children participate in development of NSPs.

- Timely comprehensive initial NSPs are discussed with children.
- Initial medical examinations are timely.
- Initial dental examinations are timely.
- Timely psychiatric evaluation reviews are conducted.

Based on OHCMD's follow-up, the FFA did not fully implement four of 10 previous recommendations for which they were to ensure that:

- NSPs are implemented and discussed with foster parents.
- Children's progress towards meeting goals are documented.
- Timely comprehensive updated NSPs are discussed with children.
- Children are encouraged and assisted in updating their life books/photo albums.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of the FFA has not been posted by the A-C.

FOSTER FAMILY NETWORK FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

900 E. Wardlow Road
Long Beach, CA 90708
License Numbers: 197804066

	Contract Compliance Monitoring Review	**Findings: January 2013**
I	**Licensure/Contract Requirements** (7 Elements) 1. Timely Notification for Child's Relocation 2. Serious Incident Report Documentation and Cross Reporting 3. Runaway Procedures 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 Whole Foster Family Home Payments 7. Assessment of Certified Foster Parent (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 Prior to Certification 2. Contact with References/Including Check with OHCMD 3. Timely DOJ, FBI, CACI 4. Timely, Completed, Signed Criminal Background Statement 5. Health Screening & TB Test Prior to Certification 6. Required Training Prior to Certification 7. Certificate of Approval on File/Including Capacity 8. Safety Inspection Every Six Months or Per Approved Program Statement 9. Completed 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 11. Other Adults in the Home: Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance 12. FFA Assists CFPs with Transportation Needs	Full Compliance (ALL)
III	**Facility and Environment** (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained	1. Improvement Needed 2. Full Compliance 3. Improvement Needed

	4. Sufficient Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	4. Improvement Needed 5. Improvement Needed 6. Improvement Needed 7. Improvement Needed
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. Department of Children and Family Services (DCFS) Children's Social Worker's (CSW) Authorization to Implement NSPs 2. NSPs Implemented and Discussed with CFPs 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 CSW's Monthly Contacts Documented in Child's Case File 9. Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	1. Full Compliance 2. Improvement Needed 3. Improvement Needed 4. Full Compliance 5. Improvement Needed 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 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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Improvement Needed
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	1. Full Compliance
	2. Children Feel Safe	2. Full Compliance
	3. CFPs' Efforts to Provide Meals and Snacks	3. Full Compliance
	4. CFPs Treat Children with Respect and Dignity	4. Improvement Needed
	5. Children Allowed Private Visits, Calls and to Receive Correspondence	5. Full Compliance
	6. Children Free to Attend or Not Attend Religious Services/Activities	6. Full Compliance
	7. Reasonable Chores	7. Full Compliance
	8. Children Informed About Their Medication and Right to Refuse Medication	8. Full Compliance
	9. Children Aware of Right to Refuse Medical, Dental and Psychiatric Care	9. Full Compliance
	10. Children Given Opportunities to Participate in Extra-Curricular Activities, Enrichment and Social Activities	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)	1. Improvement Needed
	2. Ongoing Clothing Inventories of Adequate Quantity and Quality	2. Improvement Needed
	3. Children's Involvement in Selection of Clothing	3. Full Compliance
	4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs	4. Full Compliance
	5. Minimum Monetary Allowances	5. Full Compliance
	6. Management of Allowance/Earnings	6. Full Compliance
	7. Encouragement/Assistance with Life Book	7. Improvement Needed
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)

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2/14/13

Department of Children & Family Services
Out of Home Care Management Division
9320 Telstar Avenue, Room 216
El Monte, CA 91731

Attn: Thomas Manning, FFA Monitor

Dear Mr. Manning:

This letter is for the purpose of responding to the request for a Corrective Action Plan related to the items noted during your January 2013 review of our FFA program operations. Please see our response below to items noted in the Monitoring Review Field Exit Summary report.

Section I. Licensure/Contract Requirements
No findings; no corrective action required.

Section II. Certified Foster Homes
No findings; no corrective action required.

Section III. Facility and Environment
Response: In one certified home, the following items were noted: discarded paint cans in the yard (item 20); two smoke detectors not working (item 21); broken dresser drawers (item 22); no internet connection (item 23); documentation of disaster drills (item 25) and documentation of clothing/monetary allowance (item 26) not present. Proof of paint can removal and installation of smoke detectors was provided to the monitor on 2/7/13. Proof of dresser repairs is ***enclosed***. Copies of documents from agency files were provided to the foster parent. The foster parent has been asked to pay for internet service. The foster parent and staff members will include operation of window bar releases in disaster drills.

Section IV. Maintenance of Required Documentation and Service Delivery
Response: In the same certified home referenced above, copies of the children's Needs and Services Plans were not present (item 29 & 31). A copy of each child's NSP from the agency file has been provided to the foster parent. Efforts made to implement treatment goals will be documented in the case file.

Section V. Education and Workforce Readiness
Response: In the same certified homed referenced above, school records were not present (item 40), and requests of the CSW to refer one youth to YDS/ILP services were not documented (item 41). Copies of school records from the agency files have been provided to the foster parent, and agency social workers will document requests sent to the CSW for YDS/ILP referrals/services.

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Section VI. Health and Medical Needs
No findings; no corrective action required.

Section VII. Psychotropic Medication
No findings; no corrective action required.

Section VIII. Personal Rights and Social/Emotional Well-Being
Response: In the same certified home referenced above, a foster child reported being yelled at by his foster mother for school misbehavior (item 51). The foster parent has received refresher training on the personal rights of foster children; proof of training is ***enclosed***.

Section IX. Personal Needs/Survival and Economic Well-Being
Response: In the same certified home referenced above, it was noted that documentation of clothing allowance and clothing inventory (items 58 & 59) was not present. Copies of these documents from agency files have been provided to the foster parent. It was noted in some foster homes that life books were not maintained (item 64). Agency social workers have been reminded to monitor maintenance of life books, and to remind foster parents to assist children with their life books.

Section X. Discharged Children
No findings; no corrective action required.

Section XI. Personnel Records
No findings; no corrective action required.

Respectfully Submitted,

Cherrie Gibbs, M.S., M.F.T.
Southern Regional Director

Foster Family Network/ Adoption Services

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Transportation Affidavit

I, APRIL COLLINS, certified foster parent for Foster Family Network, understand that APRIL PARKER is not allowed to transport any foster child in my care ***at any time***. This person is my adult daughter and she currently resides in my home.

This affidavit is being issued because this person is only an additional adult resident of the foster home and does not provide transportation for foster children.

RATIONALE: The agency has determined that this agreement is appropriate in this circumstance because this person is unable and/or not obligated to transport foster children.

I understand that if I ever allow the person named above to transport foster children, the agency may elect to immediately decertify my home.

Agency Enforcement: The agency social worker will regularly interview foster children about who transports them. If there are no verbal children in the home, the person named in this affidavit will be regularly reminded that they are not allowed to transport foster children.

April Collins
(Foster Parent Printed Name)

April Collins
(Foster Parent Signature)

2-9-13
Date

April Parker
(Other Adult Resident Printed Name)

April Parker
(Other Adult Resident Signature)

2-8-13
Date