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DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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March 29, 2013

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

From: Philip L. Browning
Director

FUTURO INFANTIL HISPANO 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 Futuro Infantil Hispano Foster Family Agency (Futuro FFA) in May 2012, at which time the agency had 291 DCFS placed children in 134 homes.

Futuro FFA has two offices: one located in the First Supervisorial District and one in San Bernardino County. Both offices provide services to DCFS foster youth. According to Futuro FFA's program statement, they are "a treatment foster family agency providing therapeutic services to children who the agency has placed in its certified foster family homes." The program statement further states that the "primary purpose of the foster family agency is to achieve the placement agency's overall goals of safety, permanency and well-being." Futuro FFA is licensed to serve children ranging from birth through 17.

For the purpose of this review, 14 children were selected for the review. All 14 sampled children's case files were reviewed. However, 11 children were interviewed as two children were too young to be interviewed, and one 19-year old youth refused to be interviewed. The placed children's overall average length of placement was four months and the average age was seven. Four certified foster parents' files were reviewed; five discharged children's files were reviewed; and five staff files were reviewed for compliance with the Title 22 Regulations and County contract requirements.

Six placed children were prescribed psychotropic medication. We reviewed their case 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 Futuro FFA's compliance with the County contract requirements and State regulations. The visit included a review of the agency's program statement, administrative internal policies and procedures, 14 placed children's case files, four certified foster parent files and five personnel files. Four certified foster homes were visited and the foster parents were interviewed to assess the quality of care and supervision provided to children; and 11 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 the review, most of the children interviewed reported feeling safe, being provided with good care and appropriate services; being comfortable in their environment and treated with respect and dignity. However, three children reported not being comfortable in the home and not receiving services in their foster homes. These children stated that their foster parents yelled at them. They also stated that they did not receive their allowances and they were not allowed to participate in activities outside the home.

The deficiencies noted during the monitoring review were related to substantiated CCL citations on safety and physical plant deficiencies. We noted several findings related to criminal clearances of foster parents, such as some forms being incomplete and Child Abuse Clearance Index (CACI) forms were missing from foster parent files; foster parent training, children's Needs and Service Plans (NSPs), their personal rights and other required service deliverables were lacking.

Based on our review, the aforementioned deficiencies revealed the need for more training for staff and management and thorough documentation. Additionally, routine monitoring of files by supervisory staff would appear to eliminate the documentation issues identified.

The Administrator and the Assistant Administrator appeared to have a different interpretation of the contract. For example, when this monitor showed the FFA administrators that a criminal statement form was not completed by the prospective foster parent as required, they chose to focus on the point that the form was signed. They completely overlooked the larger safety issue as to whether this individual had checked a box of whether or not he had a criminal history. Futuro FFA subsequently provided a corrected form and the criminal clearance for the foster parent.

Futuro FFA was serving foster youth age 18 and older. Some placed youth were beyond the scope of the agency's program statement, which covers youth up to age 17. When asked

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about their compliance with Assembly Bill (AB 12), which is the voluntary program that covers non-minor dependents 18 years and older, Futuro FFA stated they would provide services for these non-dependent foster youth and get exceptions from CCL. However, the agency did not have exceptions for the non-minor dependents in their care and CCL informed the agency that they were out of compliance with Title 22 Regulations. Since our review, the CCL Evaluator has confirmed that Futuro FFA has submitted an approved amended program statement to CCL to serve AB 12 non-minor dependents.

In conclusion, the agency representatives were informed by the monitor that the Corrective Action Plan (CAP) would apply to every certified foster parent (to ensure deficiencies are corrected in all homes) and all of their files. The Administrator agreed to address the noted deficiencies in a CAP.

NOTABLE FINDINGS

The following were the notable findings of our review:

- We noted seven deficiencies reported by CCL and OHCMD for safety and physical plant deficiencies. Futuro FFA representative stated that the Executive Director, FFA Administrator and Assistant Administrator would review CCL regulations, DCFS contract and policies monthly. The agency representatives also stated they would retrain their staff on the regulations and the contract.

- Of the four certified foster parent files reviewed, three files did not contain CACI forms. Additionally, one certified foster parent's Criminal Record Statement form was not filled out completely. Futuro FFA representative stated that the Recruitment staff will ensure all the required documents are completely filled out and maintained the case files.

- Of the four certified foster parent files reviewed, one certified foster parent did not have a current CPR certificate on file at the time of the review. Subsequent to our review, a copy of a current CPR certificate was provided.

- Of the 14 children's case files reviewed, four placed foster children were not progressing toward meeting their NSPs case goals. Futuro FFA representatives stated that their social workers will document services provided to assist children and improvements toward reaching their goals.

- Futuro FFA did not develop timely initial NSPs for two children. Futuro FFA representative stated that Futuro FFA will ensure the initial NSPs are timely by submitting them to the appropriate supervisor prior to the due date.

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- Futuro FFA did not develop timely updated NSPs for three children. Futuro FFA representative stated that Futuro will ensure timely updated NSPs by having Futuro FFA Children's Social Workers (FCSW) submit them to their supervisor for review prior to the due date. The Futuro FFA representative stated that supervisors will be responsible to ensure FCSWs acquire foster children's current report/progress cards in a timely manner.

- Of the 14 children case files reviewed, three placed foster children's academic performances did not improve. Futuro FFA representatives stated that FFA social worker supervisors will be responsible for monitoring FCSWs efforts in assisting certified foster parents with working with foster children and their teachers to track their performance.

- Of the 14 children case files reviewed, two placed foster children's files did not contain current progress reports. Futuro FFA representative stated that supervisors will be responsible for ensuring FCSWs acquire the current progress reports.

- Of the 11 foster children interviewed, two reported not being treated with respect and dignity. Futuro FFA representatives stated that the Administrator will be responsible for ensuring that in-service training is provided on Personal Rights.

- Of the four foster homes visited, the rewards and discipline system was not in place in one home. Futuro FFA representative stated that the Administrator will be responsible for in-service training to certified foster parents on Personal Rights to have an appropriate discipline/reward program in place.

- Of the four foster homes visited, one home did not allow foster children to make and receive private phone calls.

- Of the four foster homes visited, foster parents in one home did not participate in activities at home or in the community.

- Of the four foster homes visited, one foster home did not allow one foster child to participate in social activities. Futuro FFA representative stated that the Administrator will be responsible for in-service training to all certified foster parents to address Personal Rights findings of private phone calls, participating in home and community activities, and allowing foster children to participate in social activities.

- Of the 14 foster children files reviewed, three did not have receipts indicating that the foster parents had provided the clothing allowance according to the agency program

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statement. Futuro FFA representative stated that the supervisors will ensure proper documentation and receipts have been provided by certified foster parents monthly.

- Of the 11 foster children interviewed, one age-appropriate child reported not being allowed to participate in selecting his/her own clothing. Futuro FFA representative stated that FCSWs will ensure children are involved in selecting their clothing and supervisors will be responsible for monitoring compliance by reviewing documentation by FCSWs.

- Of the 11 foster children interviewed, two reported not receiving their monetary allowance. Futuro FFA representative stated that FCSWs will ensure children are provided their allowance and document compliance on their contact notes. Supervisors will be responsible for monitoring for compliance.

- Of the 11 foster children interviewed, two were not allowed to manage their own money. Futuro FFA representative stated that FCSWs will ensure foster children are managing their allowances. Supervisors will be responsible for monitoring compliance through the review and approval of FCSWs documentation.

- Of the 14 children's files reviewed, none of the children had assistance from the foster parents to create and maintain Life Books/Photo Albums. Futuro FFA representative stated that FCSWs will ensure certified foster parents assist foster children with Life Books/Photo Albums. Supervisors will be responsible for monitoring for compliance through the review and approval of FCSWs documentation.

The Futuro FFA Administrator disagreed with most of the findings, often challenging the monitor during the review process. However, after much explanation of the contract requirements and Title 22 Regulations, they agreed to provide a CAP to address each recommendation.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held June 20, 2012.

In attendance:

Oma Velasco, Executive Director, Lily Olan-Gonzalez, FFA Administrator, Teri Amirkhan, Assistant FFA Administrator, Thomas Manning, Monitor, DCFS OHCMD.

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Highlights:

Futuro FFA Administrator stated that she was not in agreement with our findings and recommendations; moreover, she stated that the process had changed for the Exit Summary and objected to not being given the entire completed OHCMD monitoring instrument despite the monitor's explanation that it is not proper protocol. Futuro FFA was told that a completed monitoring instrument can not be released to providers as it contains confidential information. Mrs. Olan-Gonzalez did not want to proceed with the Exit Conference stating that "they could not make corrections to findings if they were not provided the entire document." This monitor again attempted to explain to Futuro's Administrators that the interviews include information provided by foster children and certified foster parents and are confidential. Mrs. Oma Velasco decided that the agency would proceed with the Exit Conference. This monitor informed the agency that he would review the findings and provide a corrected document if changes are made to the Exit Summary page. Ms. Velasco agreed and stated that they would follow through and provide a CAP once they received the final Exit Summary page from the monitor.

Futuro FFA submitted an approved written CAP and addressed each recommendation noted in this compliance report. The approved CAP is attached.

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

PLB:RRS:KR
EAH:NF:tm

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Oma Velasco, Executive Director, Futuro Infantil Hispano FFA
Rosalie Gutierrez, Regional Manager, Community Care Licensing

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FUTURO INFANTIL HISPANO FFA FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW - SUMMARY

2227 E. Garvey Ave. North
Covina, CA 991791
License Number: 197802497

1131 West Sixth Street
Ontario, CA 91762
License Number: 337804341

	Contract Compliance Monitoring Review	Findings: May 2012
I	**Licensure/Contract Requirements** (6 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. SIRs Documented and Cross-Reported	2. Full Compliance
	3. Runaway Procedures	3. Full Compliance
	4. Community Care Licensing Citations, Out-of-Home Care Management Division Reports on Safety and Physical Deficiencies	4. Needs Improvement
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training	5. Not Applicable
	6. FFA pays Certified Foster parents Whole Foster Family Home Payments	6. Not Applicable
II	**Certified Foster Homes** (13 Elements)	
	1. Home Study Prior to Certification	1. Full Compliance
	2. Contact with References/Including Check with OHCMD	2. Full Compliance
	3. Safety Inspection Prior to Certification	3. Full Compliance
	4. Timely DOJ, FBI, CACI	4. Needs Improvement
	5. Health Screening Prior to Certification	5. Full Compliance
	6. Required Training Prior to Certification	6. Full Compliance
	7. Current Certificate of Approval on File Including Capacity	7. Full Compliance
	8. Home Inspection/Evaluations for Re-certification	8. Full Compliance
	9. Completed Training Hours for Re-certification	9. Full Compliance
	10. CPR/First Aid/Water Safety Certificates	10. Needs Improvement
	11. CDL/Auto Insurance	11. Full Compliance
	12. Other Adults: DOJ/FBI/CACI/Other Required Docs	12. Full Compliance
	13. Transportation	13. Full Compliance

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. Needs Improvement 5. Needs Improvement 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Needs Improvement 11. Full Compliance
V	**Education and Workforce Readiness** (7 Elements) 1. Child Enrolled in School Within Three Days 2. Child Attended 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 Children's Participation in YDS/ Equivalent/Vocational Programs	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Needs Improvement 5. Full Compliance 6. Needs Improvement 7. Full Compliance

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 and Social Emotional Well-Being** (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, School, Community Activities 13. Children Participation in Extra-Curricular Activities	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Needs Improvement 5. Needs Improvement 6. Needs Improvement 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Needs Improvement 13. Needs Improvement

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/Photo Album	1. Needs Improvement 2. Full Compliance 3. Full Compliance 4. Needs Improvement 5. Full Compliance 6. Needs Improvement 7. Needs Improvement 8. Needs Improvement
X	**Discharged Children** (3 Elements) 1. Stabilization of Placement Prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School	Full Compliance (ALL)
XI	**Personnel Records** (15 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)

FUTURO INFANTIL HISPANO FFA FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW

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The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the May 2012 monitoring review.

CONTRACTUAL COMPLIANCE

Based on the results of the compliance review, Futuro FFA was in full compliance with five of 11 sections of our contract compliance review: Facility and Environment; Health and Medical Needs; Psychotropic Medication; Discharged Children; and Personnel Records. The following report details the results of our review.

LICENSURE/CONTRACT REQUIREMENTS

Based on our review of four certified foster parents' case files and/or documentation from the provider, Futuro FFA was in full compliance with five of six elements reviewed in the area of Licensure/Contract Requirements. In addition, Futuro FFA is not in compliance with the AB 12 program that provides services to non-minor dependents. AB 12 is a voluntary program that was offered to all FFAs and Futuro FFA chose not to add AB 12 to their program statement. However, Futuro FFA was serving non-minor dependents without amending their program statement, which restricted the agency to serving children between the ages of 0-17. Additionally, CCL has formally informed Futuro FFA that the agency will not be granted age waivers. Subsequent to our review, Futuro FFA submitted to CCL an addendum to change their program statement, which now includes AB 12 non-minor dependents.

We noted that CCL had cited several Futuro FFA foster homes as a result of deficiencies and findings during CCL investigations.

On June 25, 2012, CCL met with Futuro FFA's CEO, Administrator, Assistant Administrator, and DCFS Monitor at the CCL Facility in Monterey Park to discuss three concerns. CCL expressed concern over the "percentage of complaints relating to the number of certified homes the agency has." The second area of concern was the "amount and various types of exceptions requested by the agency." Lastly, CCL informed Futuro FFA that they would have to submit a revised program statement since they were in fact serving AB 12 non-minor dependants.

On June 23, 2011, CCL cited a Futuro FFA certified foster mother for transporting foster children without being in a seat belt. The child was transported while seated on the floor of their car. Futuro submitted a Plan of Corrections (POC) with proof of training to

the certified foster parents on safety regulations and transportation safety on July 12, 2011. Futuro FFA decertified this home on December 12, 2011, as non-voluntary due to CCL violations.

On August 10, 2011, CCL cited a Futuro FFA certified foster mother for physical abuse/corporal punishment of foster children. Futuro FFA decertified the home as non-voluntary on November 11, 2011, for CCL violation of regulations.

On August 10, 2011, CCL cited a Futuro certified foster mother for improper storage of medication and cleaning solutions. CCL also observed the certified foster mother using a ten year-old foster child to supervise two foster children under the age of five while she bathed the other two. Futuro FFA complied with CCL's POC to provide the certified foster parent with one-hour of additional training on storage of medication and one-hour of training on storage of cleaning solutions, required her to hire an adult helper, and reduced the capacity of her home. The plan was verified on August 11, 2011. The case carrying CSW of the foster children in the home was notified and reported no concerns regarding the level of care provided by this foster parent.

On September 13, 2011, CCL cited a Futuro FFA certified foster mother for a dirty home that was also infested with insects (roaches and bedbugs). The foster children had insect bites on their faces. The POC required additional training for the certified foster parent to maintain her home up to health and safety standards. The POC was verified on December 8, 2011. Futuro FFA decertified this home on January 17, 2012, as non-voluntary due to CCL violations.

On September 8, 2011, CCL cited a Futuro FFA certified foster mother for yelling at the foster child. The POC required additional training for the certified foster mother on Title 22 Personal Rights. The POC was verified on October 20, 2011. On November 20, 2012, Futuro FFA decertified this home as non-voluntary due to CCL violations.

On September 9, 2011, CCL cited a Futuro FFA certified foster mother for failing to report an incident, which threatened the physical or emotional health and safety of a child in the home. The POC required additional training for the certified foster mother. The POC was verified on September 30, 2011. On November 7, 2012, Futuro FFA reassessed the home and reduced the capacity of the home to one child.

On October 28, 2011, CCL cited a Futuro FFA certified foster mother's home for physical plant violations. One foster child's bedroom was used as a general passageway to other rooms. The POC required the agency to submit a request for an exception to allow the foster child to share another bedroom in the home. The POC was verified on December 12, 2011, as one child was removed from the agency and the room would no longer be used as a bedroom. As of December 12, 2011, Futuro FFA has reduced the capacity of this home.

Recommendation:

Futuro FFA's management shall ensure that:

1. The agency is in full compliance with Title 22 Regulations, including submitting an amended program statement, which shall include the AB 12 program. This amended program statement will allow Futuro FFA to provide services to the non-minor dependents.

CERTIFIED FOSTER HOMES

Based on our review of four certified foster parents' case files and/or documentation from the provider, Futuro FFA fully complied with 11 of 13 elements reviewed in the area of Certified Foster Homes.

We noted that three certified foster parents' files did not contain CACI forms and one certified foster parent's Criminal Record Statement was not completely filled out; one certified foster parent did not have a current CPR certificate on file at the time of the review.

Recommendations:

Futuro FFA's management shall ensure that:

2. All criminal clearance forms are filled out completely and all certified foster parents' applications contain all the necessary criminal clearance documentation prior to certification.

3. All certified foster parents have current CPR certification and the documentation placed in their files.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICES DELIVERY

Based on our review of 14 foster children's files and/or documentation from the provider, Futuro FFA fully complied with eight of 11 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

We noted that the NSPs did not contain foster children's progress towards meeting the stated goals, were not developed timely, and were not comprehensive. Also, the updated NSPs were not timely. Futuro FFA's representatives responded that their social workers will document their FCSWs contact on the NSPs. The OHCMD Monitor provided additional NSP training at the FFA's request in February 2012.

Recommendations:

Futuro FFA's management shall ensure that:

4. All placed foster children are progressing toward meeting their NSP goals.

5. All initial NSPs are completed timely.

6. All updated NSPs are timely.

EDUCATION AND WORKFORCE READINESS

Based on our review of 14 foster children's files and/or documentation from the provider, Futuro FFA fully complied with five of seven elements reviewed in the area of Education and Workforce Readiness.

We noted that three foster children's academic performance had not improved; that one foster child's Individual Educational Plan (IEP) was not current; and that two foster children's files did not contain current copies of progress reports or report cards. Futuro FFA representative stated that they will continue to monitor every foster child's educational progress and use all their resources to improve their academic performance as well as monitor all IEPs for follow-up. Futuro FFA representative stated that they will get copies of all progress reports and report cards for each foster child's file.

Recommendations:

Futuro FFA's management shall ensure that:

7. The services provided increase the foster child's academic performance.

8. All foster children's files contain current copies of progress reports or report cards and IEPs.

PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING

Based on our review of 14 foster children's files and/or documentation from the provider, Futuro FFA fully complied with eight of 13 elements reviewed in the area of Personal Rights and Social/Emotional Well-Being.

We noted that of the 11 foster children interviewed, two reported not being treated with respect and dignity. Futuro FFA's representative stated that they will retrain all certified foster parents on children's personal rights to ensure all placed foster children are treated with dignity and respect.

The rewards and discipline system was not in place in one home of the four homes visited.

Of the four certified foster parents visited, one did not allow foster children to make and receive private phone calls.

Of the four foster homes visited, certified foster parents in one home did not participate in activities at home or in the community.

Of the four foster homes visited, one foster home did not allow one foster child to participate in social activities.

Futuro FFA representative stated that they will retrain all their staff and certified foster parents on foster children's rights to ensure all of the above findings are addressed.

Recommendations:

Futuro FFA's management shall ensure that:

9. All placed foster children are treated with respect and dignity.

10. All certified foster homes adhere to the agency's rewards and discipline policy.

11. All certified foster homes allow placed foster children to make and receive private phone calls.

12. All certified foster parents participate in activities in the home and community with all placed foster children.

13. All certified foster parents allow placed children to participate in age appropriate social activities.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

Based on our review of 14 foster children's files and/or documentation from the provider, Futuro FFA fully complied with three of eight elements reviewed in the area of Personal Needs/Survival and Economic Well-Being.

We noted that 11 of 14 foster children's files did not contain documentation to show monthly clothing funds were dispersed; Futuro FFA's representative stated their FCSWs will ensure clothing allowance amounts are provided in accordance with the agency's program statement and that the agency will maintain the receipts.

One age-appropriate foster child did not participate in selecting their clothing; Futuro FFA's representative stated that "FCSWs will also ensure foster children are involved in

the selection of their clothing through certified foster parents exercising reasonable and prudent parent standards."

Two foster children did not receive their allowances; Futuro FFA's representative stated that "FCSWs will ensure foster children are provided an allowance in accordance with the agency's program statement."

Two foster children were not allowed to manage their allowances; Futuro FFA's representative stated that "FCSW's will ensure foster children are managing their allowances."

Fourteen foster children were not encouraged and/or assisted in maintaining a Life Book/Photo Album. Futuro FFA's representative stated that "FCSWs will ensure certified foster parents assist children with Life Books/Photo Albums and/or assist foster parents as needed and document compliance on file."

Recommendations:

Futuro FFA's management shall ensure that they monitor for compliance:

14. All certified foster parents keep receipts documenting clothing funds were spent according to the agency's policy.

15. All certified foster parents allow age-appropriate foster children to participate in selecting their clothing.

16. All placed foster children receive their minimum monetary allowance.

17. All placed foster children who received a monetary allowance are allowed to manage their allowances.

18. All certified foster parents encouraged/assist all foster placed children in maintaining a Life Book/Photo Album.

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

Objective

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

Verification

We verified whether the outstanding recommendations from the last A-C's contract report issued May 12, 2011, were implemented.

Results

The A-C's prior monitoring report contained nine outstanding recommendations. Futuro FFA was to ensure that staff adequately monitor foster homes to ensure that they comply with the County contract requirements and California Department of Social Services (CDSS) Title 22 regulations, certified foster parents adequately secure items that could pose a potential safety hazard to foster children, foster homes have disaster plans and emergency contact numbers readily available, NSPs have all the required information including goals that are measurable, specific and time-limited, quarterly reports include details of progress the foster children made towards their goals, and Special Incident Reports are sent to DCFS using the I-Track System, ensure that social workers and supervisors do not have more cases than allowed by CDSS Title 22 regulations, hire additional social workers and supervisors if the number of cases exceeds the maximum number allowed, Futuro management ensure that staff working on the County contract possess the education required by CDSS Title 22 regulations. Based on our follow-up of these recommendations and the samples reviewed, Futuro FFA fully implemented eight of the nine recommendations in the May 2011 A-C report. Further corrective action was requested to address the one remaining finding.

Recommendation:

Futuro FFA's management shall ensure that:

1. Staff adequately monitors foster homes to ensure they comply with the County contract requirements and CDSS Title 22 regulations.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

FUTURO INFANTIL HISPANO
Foster Family Agency

August 23, 2012

DCFS OHCMD
Attn.: Néstor Figueroa, CSA II-DCFS FFA Manager
9320 Telstar Avenue, Ste. # 206
El Monte, CA 91731

RE: CORRECTED 2011 C.A.P. FOR MONITORING REVIEW

Dear Mr. Figueroa:

Enclosed is the corrected C.A.P. addressing the findings of the 2011 Monitoring Review Exit Summary Report that Mr. Manning indicated yesterday afternoon in an email to me that it is due by tomorrow, 8/24/12.

If you have any questions or need more information, please feel free to contact me at 626-945-7579. We look forward to hearing back from you on whether the following C.A.P. is approved so we can proceed to implement it as stipulated.

Sincerely,

Lily Olán Gonzalez, MSW
Administrator

Enclosures

2227 E. Garvey Ave. North • West Covina, CA 91791 • Phone 626.339.1824 • Fax 626.915.4148

Futuro Infantil Hispano Foster Family Agency

Corrective Action Plan (C.A.P.)

Futuro Infantil Hispano Monitoring Review: Follow-up to Exit Review

I. Licensure/Contract Requirements

#4. Citations and OHCMD reports on safety

CAP: The substantiated complaint reports from CCL as well as DCFS referrals and CAPs are reviewed and will continue to be reviewed as the agency gets these with all the documentation provided to the agency on substantiated CCL and DCFS complaints and referrals. All DCFS requests for CAPs are done on substantiated and unsubstantiated referrals as requested and once approved these are implemented. The findings on all CAPs submitted for substantiated and unsubstantiated referrals have been approved and have all been implemented as indicated on each.

II. Certified Foster Homes

#10. Criminal records and clearances

CAP: Agency will ensure all original documents are completed and focus on the safety issues in the matter and that all documents are dated and signed. In addition, agency will also make sure documentation is on file at the time of monitoring by inquiring and assisting monitor to find said documents on file.

#11. Health screening

CAP: Agency will ensure that all health screening documents will have TB test information on it instead of just attached to the health screening form.

#16. CPR and water safety certificates

CAP: Agency will ensure that FP is reminded in writing when their CPR or 1st Aid card expires and enter proof of said reminder into FP file. This will ensure and reinforce renewal compliance is continuous.

IV. Maintenance of Required Documentation and Service Delivery

#31. Lack of progress

CAP: Agency will ensure that where there is a lack of progress noted that the agency will obtain proper documentation of service(s) being provided and that improvement is documented.

#32. No timely initial NSPs

CAP: Agency will ensure that initial NSPs are timely by having FCSWs submit it to their supervisor for review prior to the due date.

#35. Recommended assessments not implemented

CAP: Agency will ensure that recommended assessments are implemented if and when approved by DCFS and that SIRs are done by our agency as required even when other mandated reporters are not doing it.

#37. Lack of timely updated NSPs

CAP: Agency will ensure timely updated NSPs by having FCSWs submit it to their supervisor for review prior to the due date.

V. Education and Workforce Readiness

#42. Child's academic performance did not increase.

CAP: Agency will ensure that all efforts made to help academic performance increase are documented and on file in a timely fashion.

#44. No current copies of child's report/progress cards

CAP: Our agency will acquire a child's report/progress cards and/or document all reasonable efforts to obtain it on file. Our agency will document its timely request of the documents from the foster parent and/or school. The report/progress cards will be in the files at the time of a monitoring review as required.

VIII. Personal Rights and Social/Emotional Well-Being

#57. CFP to treat children with respect and dignity

CAP: Our agency will provide in-service training to CFPs visited by monitor as well as agency CFPs on Personal Rights that emphasizes to treat children with respect and dignity.

#58. CFP to have appropriate reward discipline program

CAP: Our agency will provide in-service training to CFPs visited by monitor as well as agency CFPs on Personal Rights that emphasizes having appropriate reward discipline program.

#59. Children allowed private visits, phone calls

CAP: Our agency will provide in-service training to CFPs visited by monitor as well as agency CFPs on Personal Rights that emphasizes children are allowed private visits, phone calls.

#65. Children are participating in home and community activities

CAP: Our agency will provide in-service training to CFPs visited by monitor as well as agency CFPs on Personal Rights that emphasizes children participate in home and community activities.

#66. Child is participating in activities.

CAP: Our agency will provide in-service training to CFPs visited by monitor as well as agency CFPs on Personal Rights that emphasizes children participate in activities.

IX. Personal Needs/Survival and Economic Well-Being

#67. Clothing allowance

CAP: Our agency will ensure the receipts to document purchase of clothing after the initial clothing order is in the files of every child.

#70. Children selecting clothing

CAP: Our agency will ensure children are involved in the selection of their clothing by the CFP exercising reasonable and prudent parent standards that allow the foster children placed to participate in the selection of their clothing. Children selecting clothing will be documented on file.

#72. Children provided an allowance

CAP: Our agency will ensure children are provided an allowance in accordance with the agency program statement guideline to FPs on allowance and document said compliance. FCSWs will ensure and document that said allowance is in fact being provided.

#73. Children managing their allowance

CAP: Our agency will ensure children are managing their allowance, if applicable as noted in the FYPR and document it on file.

#74. Lifebook

CAP: Our agency will ensure CFPs provide foster children with assistance on a lifebook and document it on files.