County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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August 20, 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

**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 (the FFA) in February 2013. The FFA has one licensed office in the First Supervisorial District and one office in San Bernardino County. The FFA provides services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, "The primary purpose of the foster family agency is to achieve the placement agency's overall goals of safety, permanency and well-being. The primary goals of the FFA program are: to ensure children are provided with a safe and healthful living environment; a continuity of care, nurturance and services that will meet their individualized problems, needs and situation; to work with their families to achieve reunification; or to achieve other designated legal permanency plans such as adoption, legal guardianship or a permanent planned living arrangement for children when family reunification is not possible."

At the time of the review, the FFA supervised 293 DCFS placed children in 120 certified foster homes. The placed children's average length of placement was six 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 8 of 11 sections of our program compliance review: Licensure/Contract Requirements; Certified Foster Homes; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records.

OHCMD noted deficiencies in the areas of Facility and Environment, related to allowance logs not being completed in accordance with the County contract; Maintenance of Required Documentation and Service Delivery, related to not providing foster parents with complete copies of the entire Needs and Services Plan (NSP) for placed children and in one home, the certified foster parent's files did not contain a current copy of the NSP; and Personal Needs/Survival and Economic Well-Being, related to certified foster parents not purchasing needed clothing for the foster children at the time of placement, as required.

Of noteworthy mention, in one home the bilingual certified foster parents are in the process of adopting all five foster children placed in their home. All four of the school-aged children, three of which were English speakers only, are now fluent in Spanish along with being able to read and write in Spanish as well. The youngest child has speech problems and the certified foster parents secured two resources to ensure the child's progress. This family reflects the best of foster care by not allowing race, culture, or language to stand in the way of providing a loving adoptive home to children in need.

Also of noteworthy mention, the FFA reduced the number of findings significantly from 18 on their last compliance review to three findings on this compliance review.

Attached are the details of our review.

## REVIEW OF REPORT

On April 4, 2013, the DCFS OHCMD Monitor, Thomas Manning, and his manager, Nestor Figueroa, held an Exit Summary with the FFA's representatives, Oma Velasco-Rodriquez, Executive Director, Lily Olan-Gonzalez, Administrator, Teri Amirkhan, MA, Deputy Administrator, and Jose E. Tejeda, FFA Board member. 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 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
Oma Velasco-Rodriquez, Executive Director, Futuro Infantil Hispano FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

# FUTURO INFANTIL HISPANO FOSTER FAMILY AGENCY
# PRELIMINARY 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 February 2013 review. The purpose of this review was to assess Futuro Infantil Hispano Foster Family Agency (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, 14 children were selected for the sample. Out-of-Home Care Management Division (OHCMD) interviewed 11 of the 14 children. Two children were not interviewed as they were too young and one child had reunified with her parents prior to our home visit. We reviewed all 14 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, seven 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 three certified foster parent files and five staff files were reviewed for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with all three certified foster parents to assess the quality of care and supervision provided to children.

## CONTRACTUAL COMPLIANCE

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

**Facility and Environment**

- The FFA Social Workers and certified foster parents were not completing allowance logs in accordance with the County contract and the previous Corrective Action Plan (CAP) submitted by the FFA to ensure all foster children were in fact receiving their allowances. The FFA representatives indicated that the FFA will ensure that appropriate comprehensive monetary allowance logs are properly completed and maintained in the children files, and that supervisors will be responsible for review of the allowance logs on a monthly basis.

**Recommendation**

The FFA's management shall ensure that:

1. All FFA Social Workers and certified foster parents are retrained to ensure children are receiving their allowances.

**Maintenance of Required Documentation and Service Delivery**

- Three certified foster parents' files did not contain complete copies of the Needs and Services Plan (NSP) for placed children. The FFA representative indicated that the FFA will ensure that certified foster parents files contain the entire NSPs and to prevent future findings in this area. The FFA supervisors will be responsible for conducting compliance checks on a quarterly basis.

It should be noted that a representative from the FFA attended OHCMD NSP training for providers on January 23, 2012 and was made aware of the NSP requirements. Additionally, the reviewed NSPs were developed subsequent to the training.

**Recommendation**

The FFA's management shall ensure that:

2. All certified foster parents are provided with a complete copy of the entire current NSP for their files.

**Personal Needs/Survival and Economic Well-Being**

- Three certified foster parents were not purchasing clothing at the time of the initial placement. The certified foster parents' files revealed that clothing for the children was purchased after they received the clothing allowance payment from the FFA which was several weeks after date of placement. In addition, when clothing was purchased certified foster parents were not documenting the purchases on the clothing allowance logs in the children's files or providing receipts to the FFA. The FFA indicated that they would ensure that clothing allowance payments are provided timely, receipts are obtained and clothing

allowance logs are completed properly. To prevent future findings in this area the supervisor will be responsible for reviewing and approving of clothing allowance logs.

**Recommendation**

The FFA's management shall ensure that:

3. All certified foster parents are retrained in accordance with the County contract and clothing allowance in accordance with program statement.

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

OHCMD'S last compliance report dated January 16, 2013, identified 18 recommendations.

**Results**

Based on our follow-up, the FFA fully implemented 16 of the previous 18 recommendations for which they were to ensure that:

- 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 the FFA to provide services to the non-minor dependants.
- All criminal clearance forms are filled out completely and all certified foster parents' applications contain all the necessary criminal clearance documentation prior to certification.
- All certified foster parents have current CPR certification and the documentation placed in their files.
- All placed foster children are progressing toward meeting their NSP goals.
- All initial NSPs are completed timely.
- All updated NSPs are timely.
- The services the FFA obtain and provide increase the foster child's academic performance.
- All foster children's files contain current copies of progress reports or report cards and IEPs.
- All placed foster children are treated with respect and dignity.

- All certified foster parents adhere to the FFA's rewards and discipline policy.
- All certified foster parents allow placed foster children to make and receive private phone calls.
- All certified foster parents participate in activities in the home and community with all placed foster children.
- All certified foster parents allow placed children to participate in age appropriate social activities.
- All certified foster parents allow age-appropriate placed foster children to participate in selecting their clothing.
- All placed foster children who received a monetary allowance are allowed to manage their allowances.
- All certified foster parents encouraged/assist all foster placed children in maintaining a Life Book/Photo Album.

The FFA has submitted an approved corrective action plan to differently address the two findings that were not implemented:

- All certified foster parents keep receipts documenting clothing funds were spent according to the FFA's policy.
- All placed foster children receive their minimum monetary allowance.

**MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER**

A fiscal review of the FFA has not been posted by the Auditor Controller.

**FUTURO INFANTIL HISPANO FOSTER FAMILY AGENCY**
**PRELIMINARY CONTRACT PROGRAM 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: February 2013** |
|---|---|---|
| I. | **Licensure/Contract Requirements** (7 Elements)<br><br>1. Timely Notification for Child's Relocation<br>2. Serious Incident Report Documentation and Cross Reporting<br>3. Runaway Procedures<br>4. Are there CCL Citations/OHCMD Safety Reports<br>5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training<br>6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments<br>7. Assessment of Certified Foster Parent (CFP) Prior to Placement of Two (2) or More Children | 1. Full Compliance<br>2. Full Compliance<br>3. Full Compliance<br>4. Full Compliance<br>5. N/A<br>6. N/A<br>7. Full Compliance |
| II | **Certified Foster Homes (CFHs)** (12 Elements)<br><br>1. Home Study and Safety Inspection Prior to Certification<br>2. Contact with References/Including Check with OHCMD<br>3. Timely DOJ, FBI, CACI<br>4. Timely, Completed, Signed Criminal Background Statement<br>5. Health Screening & TB Test Prior to Certification<br>6. Required Training Prior to Certification<br>7. Certificate of Approval on File/Including Capacity<br>8. Safety Inspection Every Six Months or Per Approved Program Statement<br>9. Completed Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates<br>10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers<br>11. Other Adults in the Home: Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance<br>12. FFA Assists CFPs with Transportation Needs | Full Compliance (ALL) |

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|---|---|---|
| III | **Facility and Environment** (7 Elements)<br><br>1. Exterior/Grounds Well Maintained<br>2. Common Areas Maintained<br>3. Children's Bedrooms/Interior Maintained<br>4. Sufficient Educational Resources<br>5. Adequate Perishable and Non-Perishable Food<br>6. Disaster Drills Conducted and Documentation Maintained<br>7. Allowance Logs Maintained | 1. Full Compliance<br>2. Full Compliance<br>3. Full Compliance<br>4. Full Compliance<br>5. Full Compliance<br>6. Full Compliance<br><br>7. Improvement Needed |
| IV | **Maintenance of Required Documentation/Service Delivery** (10 Elements)<br><br>1. Department of Children and Family Services (DCFS) Children's Social (CSW) Worker's Authorization to Implement NSPs<br>2. NSPs Implemented and Discussed with CFPs<br>3. Children Progressing Towards Meeting NSP Goals<br>4. Develop Timely, Comprehensive Initial NSP with Child's Participation<br>5. Develop Timely, Comprehensive Updated NSPs with Child's Participation<br>6. Therapeutic Services Received<br>7. Recommended Assessments/Evaluations Implemented<br>8. DCFS CSWs Monthly Contacts Documented in Child's Case File<br>9. Develop Timely, Comprehensive Quarterly Reports<br>10. FFA Social Workers Conduct Required Visits | 1. Full Compliance<br><br>2. Improvement Needed<br>3. Full Compliance<br>4. Full Compliance<br><br>5. Full Compliance<br><br>6. Full Compliance<br>7. Full Compliance<br><br>8. Full Compliance<br><br>9. Full Compliance<br>10. Full Compliance |
| V | **Education and Workforce Readiness** (5 Elements)<br><br>1. Children Enrolled in School within Three School Days<br>2. Children Attend School as Required and FFA Facilitates Children's Educational Goals Met<br>3. Children's Academic Performance and/or Attendance Increased<br>4. Current Report Cards Maintained<br>5. FFA Facilitates Child's Participation in YDS/Equivalent/Vocational Programs | Full Compliance (ALL) |
| VI | **Health and Medical Needs** (4 Elements)<br><br>1. Initial Medical Exams Conducted Timely<br>2. Follow-up Medical Exams Conducted Timely<br>3. Initial Dental Exams Conducted Timely<br>4. Follow-Up Dental Exams Conducted Timely | Full Compliance (ALL) |

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| VII | **Psychotropic Medications** (2 Elements)<br><br>1. Current Court Authorization for Administration of Psychotropic Medication<br>2. Current Psychiatric Evaluation Review | Full Compliance (ALL) |
| VIII | **Personal Rights and Social Emotional Well-Being** (10 Elements)<br><br>1. Children Informed of Agency's Policies and Procedures<br>2. Children Feel Safe<br>3. CFPs' Efforts to Provide Meals and Snacks<br>4. CFPs Treat Children with Respect and Dignity<br>5. Children Allowed Private Visits, Calls and to Receive Correspondence<br>6. Children Free to Attend or Not Attend Religious Services/Activities<br>7. Reasonable Chores<br>8. Children Informed About Their Medication and Right to Refuse Medication<br>9. Children Aware of Right to Refuse Medical, Dental and Psychiatric Care<br>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)<br><br>1. Clothing Allowance in Accordance with FFA Program Statement ($50 Minimum if After November 1, 2012)<br>2. Ongoing Clothing Inventories of Adequate Quantity and Quality<br>3. Children's Involvement in Selection of Clothing<br>4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs<br>5. Minimum Monetary Allowances<br>6. Management of Allowance/Earnings<br>7. Encouragement/Assistance with Life Book | 1. Improvement Needed<br>2. Improvement Needed<br>3. Full Compliance<br>4. Full Compliance<br>5. Full Compliance<br>6. Full Compliance<br>7. Full Compliance |
| X | **Discharged Children** (3 Elements)<br><br>1. Completed Discharge Summary<br>2. Attempts to Stabilize Children's Placement<br>3. Child Completed High School (if applicable) | Full Compliance (ALL) |

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| XI | **Personnel Records** ( 9 Elements)<br><br>1. DOJ, FBI, CACI Submitted Timely<br>2. Timely, Completed, Signed Criminal Background Statement<br>3. Education/Experience Requirements<br>4. Employee Health Screening/TB Timely<br>5. Valid CDL and Auto Insurance<br>6. Signed Copies of FFA Policies and Procedures<br>7. Staff Completed All Required Training and Documentation Maintained<br>8. FFA Social Workers Have Appropriate Caseload Ratio<br>9. Written Declarations for Contract FFA Social Workers That Caseloads Not Exceed Total of 15 Children | Full Compliance (ALL) |

**FUTURO INFANTIL HISPANO**
Foster Family Agency

April 24, 2013

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

**RE: C.A.P. Addendum**

Dear Mr. Figueroa:

Our agency provided you with a CAP dated 4/15/13 not 4/5/13 as Thomas Manning indicates in his email (copy attached). Enclosed is the addendum requested.

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 whether the enclosed addendum is approved so we can proceed to implement it as stipulated.

Sincerely,

Lily Olán Gonzalez, MSW
Administrator

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

# F. I.H. Monitoring Review CAP Addendum

## III. Facility and Environment

#26. Allowance and Clothing logs

a. FCSWs will ensure that appropriate comprehensive monetary allowance logs are properly completed and maintained in the children files on a weekly basis to prevent future violation in this area. Supervisors will be responsible for ensuring that the CAP is fully implemented by their review of the allowance logs on a monthly basis effective the first month after this CAP is approved and continue every month thereafter.

b. FCSWs will ensure that appropriate clothing allowance logs are properly completed and maintained in the children files on a monthly basis to prevent future violation in this area. Supervisors will be responsible for ensuring that the CAP is fully implemented through their review of the clothing allowance logs on a monthly basis. Supervisors will monitor compliance through the review and approval of FCSW's clothing logs effective the first month after this CAP is approved and continue every month thereafter.

## IV. Maintenance of Required Documentation and Service Delivery

#28. Needs and Services Plans

FCSWs will ensure that foster home records contain the whole Needs and Service Plans report on a quarterly basis to prevent future violation in this area. Supervisors will be responsible for ensuring that the CAP is fully implemented through a completion of a quality assurance inspection effective the first month after this CAP is approved and continue every month thereafter.

## IX. Personal Needs/Survival and Economic Well-Being

#58. Clothing Allowance

FCSWs will ensure clothing allowance amount ($50 minimum after 11/1/2012) is provided and receipts are obtained to properly complete the clothing allowance logs in children files on a monthly basis to prevent future violation in this area. Supervisors will be responsible for ensuring that the CAP is fully implemented by monitoring compliance on a monthly basis in their review and approval of FCSW's clothing allowance logs effective the first month after this CAP is approved and continue every month thereafter.

**FUTURO INFANTIL HISPANO**
Foster Family Agency

April 15, 2013

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

**RE: Compliance Review C.A.P.**

Dear Mr. Figueroa:

Enclosed is the C.A.P. requested by Thomas Manning on his 4/10/13 email.

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 whether the enclosed C.A.P. is approved so we can proceed to implement it as stipulated.

Sincerely,

Lily Olán Gonzalez, MSW
Administrator

1131 West Sixth Street, Suite #110 • Ontario, CA 91762 • Phone 909.460.1138 • Fax 909.460.0438

# F. I.H. Monitoring Review CAP Addendum

## III. Facility and Environment

#26. Allowance and Clothing logs

a. FCSWs will ensure that appropriate comprehensive monetary allowance logs are properly completed and maintained in the children files on a weekly basis to prevent future violation in this area. Supervisors will be responsible for ensuring that the CAP is fully implemented by their review of the allowance logs on a monthly basis effective the first month after this CAP is approved and continue every month thereafter.

b. FCSWs will ensure that appropriate clothing allowance logs are properly completed and maintained in the children files on a monthly basis to prevent future violation in this area. Supervisors will be responsible for ensuring that the CAP is fully implemented through their review of the clothing allowance logs on a monthly basis. Supervisors will monitor compliance through the review and approval of FCSW's clothing logs effective the first month after this CAP is approved and continue every month thereafter.

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FCSWs will ensure clothing allowance amount ($50 minimum after 11/1/2012) is provided and receipts are obtained to properly complete the clothing allowance logs in children files on a monthly basis to prevent future violation in this area. Supervisors will be responsible for ensuring that the CAP is fully implemented by monitoring compliance on a monthly basis in their review and approval of FCSW's clothing allowance logs effective the first month after this CAP is approved and continue every month thereafter.

# F. I.H. Monitoring Review CAP To Exit Summary on Compliance Review

## III. Facility and Environment

#26. Allowance and Clothing logs

a. FCSWs will ensure that appropriate comprehensive monetary allowance logs are maintained in the children files. FCSWs will be present when the allowance is given whenever possible and confirm allowance provided to foster child on allowance log. Supervisors will monitor compliance through the review and approval of FCSW's allowance logs effective once the agency receives written approval for this CAP.

b. FCSWs will ensure that appropriate clothing allowance logs are maintained in the children files. FCSWs will collect complete documents to properly complete the clothing allowance logs and return copies to the foster parent. Supervisors will monitor compliance through the review and approval of FCSW's clothing logs effective once the agency receives written approval for this CAP.

## IV. Maintenance of Required Documentation and Service Delivery

#28. Needs and Services Plans

FCSWs will ensure that foster home records contain the whole Needs and Service Plans report. Supervisors will ensure compliance through quality assurance inspection and report effective once the agency receives written approval for this CAP.

## IX. Personal Needs/Survival and Economic Well-Being

#58. Clothing Allowance

FCSWs will ensure clothing allowance amount ($50 minimum after 11/1/2012) is provided and properly documented on clothing allowance logs in children files. Supervisors will monitor compliance through the review and approval of FCSW's clothing allowance logs effective once the agency receives written approval for this CAP.