PHILIP L. BROWNING
Director

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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July 31, 2015

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

From: Philip L. Browning
Director

HAMBURGER HOME DBA AVIVA FAMILY AND CHILDREN SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a contract compliance review of Hamburger Home dba Aviva Family and Children Services Foster Family Agency (the FFA) in June 2014. The FFA has one licensed site in the Third Supervisorial District and provides services to the County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, its mission is "to provide specialized, supportive foster care homes in Los Angeles County, and thereby maximize the children's potential for optimal growth and development."

At the time of the review, the FFA supervised 37 DCFS placed children in 26 Certified Foster Homes. The placed children's average length of placement was four months and their average age was five.

SUMMARY

During CAD'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 being 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 applicable sections of our review: Licensure/Contract Requirements; Certified Foster Homes; Education and Workforce Readiness; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records. The section of Psychotropic Medications was not applicable since there were no children prescribed psychotropic medication at the time of our review.

CAD noted deficiencies in the areas of: Facility and Environment, related to exterior/grounds and common areas not being maintained, and sufficient and appropriate educational resources were not provided; and Maintenance of Required Documentation and Service Delivery, related to the FFA not obtaining or documenting efforts to obtain County Children Social Worker's (CSW) authorization to implement Needs and Services Plans (NSPs).

Attached are the details of our review.

REVIEW OF REPORT

On August 20, 2014, Ted Howard and Leticia Foster, DCFS CAD, held an Exit Conference with the FFA Representatives: Karina Soquette, Director of Foster Care/Adoptions/Intensive Treatment Foster Care (ITFC) and Kim Farnham, Director of Quality Improvement. 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).

On September 23, 2014 and September 24, 2014, CAD conducted follow up visits to ensure the FFA's implementation of its CAP. During the visits, four children were interviewed to assess the on-going overall safety of the children in the FFA. All interviewed children reported feeling safe and no concerns were reported.

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.

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

PLB:EM
LTI:th

Attachments

c: Sachi A. Hamai, Interim Chief Executive Officer
John Naimo, Auditor-Controller
Jerry E. Powers, Chief Probation Officer
Public Information Office
Audit Committee
Regina Bette, President and CEO, Hamburger Home dba Aviva Family and Children Services
Lajuannah Hills, Regional Manager, Community Care Licensing Division
Lenora Scott, Regional Manager, Community Care Licensing Division

HAMBURGER HOME DBA AVIVA FAMILY AND CHILDREN SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

7120 Franklin Avenue
Los Angeles, CA 90046
License: 197804303

	Contract Compliance Monitoring Review	**Findings: June 2014**
I	**Licensure/Contract Requirements** (7 Elements) 1. Timely Notification for Child's Relocation 2. Timely, Cross-Reported SIRs 3. Runaway Procedures in Accordance with the Contract 4. Are there CCL Citations/OHCMD Safety Reports 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home (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 were Maintained 3. Children's Bedrooms/Interior Well Maintained 4. Sufficient and Appropriate Educational Resources 5. Adequate Perishable and Non-Perishable Foods 6. CFP Conducted Disaster Drills and Documentation Maintained 7. Money and Clothing Allowance Logs Maintained	1. Improvement Needed 2. Improvement Needed 3. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance
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 NSPs 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 Choice 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. On-going Clothing Inventories of Adequate Quantity and Quality 3. Children's Involvement in Selection of Their Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 5. Minimum Weekly Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book/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)

HAMBURGER HOME DBA AVIVA FAMILY AND CHILDREN SERVICES
FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2013-2014

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. The compliance report addresses findings noted during the June 2014 review. The purpose of this review was to assess Hamburger Home dba Aviva Family and Children Services 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, six children were selected. The Contracts Administration Division (CAD) interviewed five children to assess the care and services they received. One child was mildly autistic and unable to understand and respond to the questions. The Certified Foster Parent (CFP) was interviewed and CAD observed the child in the Certified Foster Home (CFH) to be clean, appropriately dressed, and well cared for in a nurturing home environment. The child appeared to be healthy and free of any signs of abuse or neglect. CAD reviewed all six children's case files to assess the level of care and services they received. Additionally, discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, no children were prescribed psychotropic medication.

CAD reviewed six CFP files and five staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with the CFPs to assess the quality of care and supervision provided to the children.

CONTRACTUAL COMPLIANCE

CAD found the following areas out of compliance:

Facility and Environment

- Exterior grounds were not well maintained.

One CFH had several cans of paint stored against the back fence. A window grate and an old toilet were also stored behind the garage.

On September 24, 2014, CAD conducted a follow-up visit to ensure that all rubbish and safety hazards were removed. The CFH was found to be in compliance at the time of the follow-up visit.

- Common areas/interior not well maintained.

One CFH had a box of knives that were stored on top of the refrigerator without a lock on the box, scissors in drawers, which were easily accessible to children, and a child's medications were stored in a locked box but the key to that box was easily accessible to everyone in the home.

- Sufficient and appropriate educational resources not available.

The children at one CFH stated that they did not have regular access to a home computer.

At the Exit Conference, the FFA was informed that children need access to a computer and the FFA representatives acknowledged this requirement and said they will comply.

On September 24, 2014, CAD conducted follow-up visits to ensure proper storage of all knives, scissors and medications, that the common areas were being maintained, and that children were being provided access to computers. The FFA was found to be in compliance.

Recommendations:

The FFA's management shall ensure that:

1. Exterior and grounds are well maintained.

2. Common areas interior are well maintained.

3. Sufficient and appropriate educational resources are provided.

Maintenance of Required Documentation/Service Delivery

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

One reviewed NSP did not contain the CSW's authorization to implement the NSP. Additionally, there was no documentation regarding attempts by the FFA to gather this signature from the CSW.

On September 23, 2014, CAD conducted a follow-up visit to ensure the FFA's implementation of its new protocol regarding proper follow up with CSWs and the FFA obtaining and/or documenting their efforts to obtain the CSW's authorization to implement NSPs. During this visit, CAD reviewed two additional NSPs and found that they were in compliance with the required guidelines.

Recommendation:

The FFA's management shall ensure that:

4. FFA obtains or documents efforts to obtain County CSW authorization to implement the NSPs.

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

The OHCMD's last compliance report dated August 7, 2013, identified three recommendations.

Results

Based on CAD's follow-up, the FFA fully implemented all 3 previous recommendations for which they were to ensure that:

- Prior to certification of a home, the FFA will submit an inquiry to OHCMD for historical abuse/neglect information, and the documentation of such is included in the CFP's file.

- All CFPs will have timely health screenings and tuberculosis (TB) tests as required by Title 22 regulations, and that this documentation is maintained in the foster parent's file.

- All CFPs or any other adults in the home have a timely health screenings and TB tests as required by Title 22 regulations not more than one year old in the FFA's files.

The FFA representative expressed their desire to remain in compliance with Title 22 regulations and Contract requirements. On September 23, 2014 and September 24, 2014, CAD conducted follow-up visits to ensure the FFA was following up on the new protocol. It was noted that all safety hazards were removed, that common areas were being maintained and that children were being provided access to computers. The CFHs were found to be in compliance at the time of the follow-up visits. CAD also noted that the FFA implemented its new protocol and reviewed two additional NSPs and found that they were in compliance with the CSW signature requirements. CAD will continue to assess implementation of the recommendations. The OHCMD will provide on-going technical assistance prior to the next review.

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.

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Incorporated as Hamburger Home

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President & CEO
Regina Bette, LMFT

aviva
Helping Children & Their Families

September 19, 2014

Ted Howard, CSA I
Department of Children and Family Services
Contract Administration Division
3530 Wilshire Blvd. 4th Floor #079
Los Angeles, CA 90010

Re: Foster Family Agency (FFA) Review

Dear Mr. Howard:

Aviva Family and Children's Services annual FFA Review by DCFS has been completed. Below is the Corrective Action Plan for noted areas on the review.

1. In regards to the monitoring review worksheet section IV, Question 27: Aviva will ensure that all NSP's have the CSW's signature on the initial/quarterly reports. If the Foster Care Social Worker (FCSW) can not get a signature from the CSW there will be 3 documented attempts made to the CSW, and put in the child's file. The Aviva FCSW's were also re-trained on documenting their attempts to stabilize a placement before a 7-day is given. (see sign-in sheet attached)
2. In regards to the monitoring review worksheet section II and III: Aviva re-trained the foster parents on: Title XXII, children's personal rights, investigations, visitations, home inspections, and we discussed the audit results with them. All foster parents were all provided with the home inspection tool, which was reviewed with them. The FCSW's will continue to do home inspections twice annually, but if they find that a home is out of compliance the worker will conduct monthly home inspections until the home is in full compliance with Title XXII. (See foster parent sign-in sheet attached).

Aviva Family and Children's Services would like to thank you for the review. Should you have any further questions or need further clarification, please contact me at 323-876-0550 ext. 1116 or

Sincerely,

Karina Souquette
Assistant Vice President of Foster Care/Adoptions/ITFC