



County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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PHILIP L. BROWNING
Director

April 26, 2012

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

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From: Philip L. Browning
Director

HATHAWAY-SYCAMORES CHILD AND FAMILY SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Out-of-Home Care Management Division (OHCMD) conducted a review of the Hathaway-Sycamores Child and Family Services Foster Family Agency (FFA) in September 2011. The FFA supervised 42 DCFS placed children in 23 certified homes. The placed children's average length of placement was 16 months and the average age was 12.

The Hathaway-Sycamores Child and Family Services FFA is located in the 5th Supervisorial District and provides services to the Los Angeles County Department of Children and Family Services (DCFS) foster children. According to the Hathaway-Sycamores Child Family Services FFA program statement, its stated goal is "Cultivating hope and resilience to enrich the well-being of children, adults, families, and communities." Hathaway-Sycamores Child and Family Services FFA is licensed to serve children ranging from birth through 17.

For the purpose of this review, six children's files were reviewed and six children were interviewed in four certified foster homes. Four certified foster parents' files, five discharge files and five staff files were reviewed for compliance with Title 22 Regulations and the contract requirements.

One placed child was taking psychotropic medication. We reviewed her case file to assess timeliness of psychotropic authorizations and to confirm that the documentation of psychiatric monitoring was maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess Hathaway-Sycamores Child and Family Services FFA's compliance with the contract and State Regulations. The visit included a review of the Agency's program statement, administrative internal policies and procedures, six placed children's case files, four certified foster parents' files, five discharged children's files, and a random sampling of five personnel files. Face-to-face visits and interviews were conducted with four certified foster parents to assess the quality of care and supervision provided to children and with the DCFS placed children 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

The Hathaway-Sycamores Child and Family Services FFA was in substantial compliance with providing the services outlined in its program statement and regulatory standards reviewed.

The deficiencies noted were in the area of Licensure/Contract Requirements as Hathaway-Sycamores Child and Family Services FFA received two citations from CCL during this review period. Hathaway-Sycamores Child and Family Services FFA submitted an approved Corrective Action Plan (CAP) to CCL.

Deficiencies were also noted in the area of the children's Needs and Services Plans (NSPs) as our review indicated one NSP did not have the foster child's and his foster mother's signature. Further, the child reported that he did not recall participating in the development of his NSP and that he was not progressing towards his NSP goals. In addition, some of the NSPs were not specific and measureable. Lastly, two youth did not have emancipation goals and one child's substance abuse problem was not addressed in his NSP goals.

We also noted deficiencies in the area of Education and Workforce Readiness, whereby one child did not show improvement in his school attendance and performance.

Lastly, a deficiency in the area of Personal Needs/Survival and Economic Well-Being was also noted.

Based on our review, the deficiencies revealed a need for increased oversight to include routine monitoring of the files by supervisory staff to decrease or eliminate the issues found in the files.

Overall, Hathaway-Sycamores Child and Family Services FFA was providing good care and services to the children and support to the certified foster parents as outlined in its program statement and as evident in the relationships formed with the children, foster parents, and the Agency.

The Hathaway-Sycamores Child Family Services FFA was receptive to implementing some systemic changes to improve compliance with regulations and the contract. The Administrator agreed to address noted deficiencies in a CAP.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Hathaway-Sycamores Child and Family Services FFA had two CCL citations for physical plant deficiencies. Hathaway-Sycamores Child and Family Services FFA submitted the required CAP to CCL.
- Of the 19 updated NSPs reviewed, nine were not specific and measurable. The FFA representative was in agreement with this finding and stated that the Agency's social workers will be trained with regard to the development of NSPs.
- Of the 19 updated NSPs, one was not signed by the child. The child reported that he was aware he had a NSP; however, he did not recall participating in its development. The FFA representative stated the Agency's social workers will be trained with regard to the participation of age-appropriate children in the development of the NSP's.
- Of the six children files reviewed, one did not show progress toward meeting his NSP goals. The FFA representative stated that the child had left the school grounds on numerous occasions and refused to complete his school assignments despite the FFA's efforts and support for the child to improve his school attendance and performance. The child's Agency social worker stated that due to the child's numerous problems as well as his refusal to improve his behaviors, a Team Decision Meeting (TDM) had been conducted. At the TDM, a Safety Action Plan was developed whereby the child was allowed to remain in his current placement and transfer to another school with the condition that he agrees to participate in a Wraparound program, counseling and improve his attendance and grades.

- One child had a substance abuse problem but did not have a NSP goal to address the problem. The FFA representative stated that Agency social workers will be trained on goals addressing all pertinent issues for an individual child.
- Of the four certified foster parents interviewed, one did not have an NSP indicating her participation in developing the plans. The child's foster parent stated she was aware that all placed children had NSPs; however, she was not aware she was required to participate in their development. The FFA representative stated that all Agency social workers will be retrained with regard to the participation of certified foster parents in the development of the NSPs.
- Two youth did not have emancipation goals in their NSPs, although review of their case files indicated they received support and services from the Agency's social workers. The FFA representative stated that the Agency's social workers will be trained on requirements regarding children's emancipation goals.
- Of the six children interviewed, four reported they were not encouraged or helped in updating a Life Book/Photo Album. The FFA representative stated they will ensure that each placed child was provided a Life Book/Photo Album and that Agency social workers will be trained to assist the children and their foster parents in developing the Life Book/Photo Album.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held on October 26, 2011.

In attendance:

Deborah Morehead, Program Director of Hathaway-Sycamores Child FFA, Gladys Hidayat, Monitor, DCFS, OHCMD.

Highlights:

The Hathaway-Sycamores Child and Family Services FFA Administrator was in agreement with our findings and recommendations and confirmed that the GH would conduct additional staff training in the areas of NSPs. We have noted that the Hathaway-Sycamores Child and Family Services FFA representative attended the NSP training conducted by OHCMD in January 2012.

Hathaway-Sycamores Child and Family Services FFA submitted an approved written Corrective Action Plan (CAP), which addressed each recommendation noted in this compliance report. The CAP is attached.

Each Supervisor
April 26, 2012
Page 5

We will assess for full implementation of the recommendations during our next monitoring review.

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

PLB:RS:KR
EAH:NF:gh

Attachments

- c: William T Fujioka, Chief Executive Officer
- Wendy Watanabe, Auditor-Controller
- Public Information Office
- Audit Committee
- Debbie Manners, Executive Director Hathaway-Sycamores Child and Family Services FFA
- Jean Chen, Regional Manager, Community Care Licensing

**HATHAWAY-SYCAMORES FAMILY SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW-SUMMARY**

2933 N. El Nido Drive
Altadena, CA 91001
License Number: 197805715

	Contract Compliance Monitoring Review	Findings: September 2011
I	<p><u>Licensure/Contract Requirements</u> (6 Elements)</p> <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. SIRs Documentation and Cross Reporting 3. Runaway Procedures 4. Community Care Licensing Citations, Out of Home Care Management Division reports on Safety and Physical Deficiencies. 5. If Applicable, FFA Ensures Complete Required Whole Family Home Training 6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments. 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Need Improvement 5. Not Applicable 6. Not Applicable
II	<p><u>Certified Foster Homes</u> (13 Elements)</p> <ol style="list-style-type: none"> 1. Home Study Prior to Certification 2. Contact with References/Including Check with OHCMD 3. Safety Inspection Prior to Certification 4. Timely DOJ, FBI, CACI 5. Health Screening Prior to Certification 6. Required Training Prior to Certification 7. Current Certificate of Approval on File Including Capacity 8. Home Inspection/Evaluations for Re-certification 9. Completed Training Hours for Re-certification 10. CPR/First Aid/Water Safety Certificates 11. CDL/Auto Insurance 12. Other Adults: DOJ/FBI/CACI 13. Transportation 	Full Compliance (ALL)

III	<p><u>Facility and Environment</u> (8 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Maintenance of Required Documentation and Service Delivery</u> (11 Elements)</p> <ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Full Compliance 2. Need Improvement 3. Need Improvement 4. Need Improvement 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance
V	<p><u>Educational and Workforce Readiness</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. Child Enroll in School Within Three Days 2. Child Attends 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 Child's Participation in YDS/Equivalent/Vocational Program 	<ol style="list-style-type: none"> 1. Full Compliance 2. Need Improvement 3. Full Compliance 4. Need Improvement 5. Full Compliance 6. Full Compliance 7. Full Compliance

VI	<p><u>Health and Medical Needs</u> (6 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Psychotropic Medications</u> (2 Elements)</p> <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	Full Compliance (ALL)
VIII	<p><u>Personal Rights and Social/Emotional Well-Being</u> (13 Elements)</p> <ol style="list-style-type: none"> 1. Children Informed of Foster Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Foster Parent Treated 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 Informed About Right to Refuse Psychotropic Medication 11. Children Informed About Voluntary Refusal of Medical, Dental & Psychiatric Care 12. Children Participate in At-Home, School, Community Activities 13. Children Participate in Extra Curricular Activities 	Full Compliance(ALL)

IX	<p><u>Personal Needs/Survival and Economic Well-Being</u> (8 Elements)</p> <ol style="list-style-type: none"> 1. \$50 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 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Need Improvement
X	<p><u>Discharged Children</u> (3 Elements)</p> <ol style="list-style-type: none"> 1. Stabilization of Placement Prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School 	<p>Full Compliance (ALL)</p>
XI	<p><u>Personnel Records</u> (14 Elements)</p> <ol style="list-style-type: none"> 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 Documentation 11. CPR Training Documentation 12. First-Aid Training Documentation 13. On-going Training Documentation 14. Social Workers Appropriate Case Ratio 	<p>Full Compliance (ALL)</p>

**HATHAWAY-SYCAMORES CHILD & FAMILY SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW**

**2933 N. El Nido Dr. Suite 110
Altadena, CA 91101
License Number: 197805715**

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the September 2011 monitoring review.

CONTRACTUAL COMPLIANCE

Based on the results of the compliance review, the Hathaway-Sycamores Child and Family Services FFA was in full compliance with seven of the 11 sections of our Contract Review: Certified Foster Homes; Facility and Environment; Health and Medical Needs; Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records. The following report details the results of our review.

LICENSURE/CONTRACT REQUIREMENTS

Based on our review, Hathaway-Sycamores Child and Family Services FFA was in full compliance with three of the four elements reviewed in the area of Licensure/Contract Requirements, with two elements not applicable.

Hathaway-Sycamores Child and Family Services FFA had two Community Care Licensing (CCL) citations for physical plant deficiencies and had submitted the required CAP to CCL. The Agency's representative reported that the deficiencies had been corrected. The elements pertaining to the Whole Family Foster Homes were not applicable as the Agency did not have such homes.

Recommendation:

Hathaway-Sycamores Child and Family Services FFA management shall ensure:

1. Compliance with CCL regulations concerning Licensure/Contract Requirements.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of six children's case files and/or documentation from the provider, Hathaway-Sycamores Family Services FFA was in full compliance with eight of the 11 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

Although children's updated Needs and Services Plans (NSP) were developed timely and were comprehensive, one child and his foster parent did not sign the NSP. The child reported that he was aware he had a NSP, but not recall participating in its development. The child's foster parent stated she was aware that all placed children had NSPs, but was not aware she was required to participate in their development. We also noted this same child had numerous behavior problems including truancy, refusal to complete his school assignments as well as substance abuse problems. It was also noted that he did not have an NSP goal addressing his substance abuse dependency. Further, records revealed the child was non-compliant and did not show progress toward meeting his NSPs goals despite the Agency's efforts to assist him. The Agency's social worker stated the child's DCFS Children's Social Worker (CSW) was aware of the child's numerous problems as well as his lack of cooperation to improve his behaviors and a TDM was conducted. During the TDM, a Safety Action Plan was developed whereby the child will be referred for counseling and Wraparound Services.

We noted that the FFA provided emancipation support for placed youth as evidenced by the numbers of referrals for job training and job placement services. However, the emancipation goal was not included in each youth's NSP. Further, of the six children's updated NSPs reviewed, four children's NSP goals were not specific and measurable.

The Agency Administrator stated that their social workers will be trained on correcting all noted deficient areas regarding NSPs, including the requirement of youth and foster parents' participation in the development of goals, addressing all pertinent issues of each child, including emancipation goals.

Recommendations:

Hathaway-Sycamores Family Services FFA management shall:

2. Ensure children are given the opportunity to participate in the development of their NSPs.
3. Provide explanation to foster parents regarding the children's NSP's and include them in the NSPs development and implementation.
4. Monitor children's needs closely and incorporate areas needing improvement in the NSPs goals and ensure the goals are specific and measurable.

EDUCATIONAL AND WORKFORCE READINESS

Based on our review of six children's files and/or documentation from the provider, Hathaway-Sycamores Child and Family Services FFA fully complied with five of the seven elements reviewed in the area of Educational and Workforce Readiness.

During the review, we noted that one child's attendance and academic performance had not improved. Documentation showed that the child had poor grades, which were due to his excessive absences. As a result of the youth's numerous absences and other behavior problems, a TDM was conducted with the FFA social worker and the child's foster parent participating in the meeting. During the meeting, the child's request to remain in his current placement as well as his request to transfer to another school was approved on the condition that he agreed to participate in a Wraparound program, counseling and to improve his attendance and grades.

The Agency Administrator stated Agency social workers will be trained on providing placed children and their foster parents with various resources and ways to improve children's academic performances and school attendance.

Recommendations:

Hathaway-Sycamores Child and Family Services FFA's management shall:

5. Closely monitor the child's school attendance.
6. Closely monitor the child's educational progress and ensure they receive needed educational services.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

Based on our review of six children's files and/or documentation from the provider, Hathaway-Sycamores Child and Family Services FFA fully complied with eight of the nine elements reviewed in the area of Personal Needs/Survival and Economic Well-Being.

Four children reported that neither the FFA Social Workers nor the foster parents encouraged or assisted them in creating and maintaining their Life Book/Photo Album. The Agency's Administrator stated that each placed child will be provided with a photo album and a scrapbook and Agency social workers will be trained to assist the children and their foster parents in developing Life Book/Photo Album.

Recommendation:

Hathaway-Sycamores Family Services FFA management shall ensure:

7. All children are encouraged and assisted in creating and updating Life Book/Photo Album.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S (A-C) REPORT

Objective

Determine the status of the recommendations reported in the A-C's last monitoring review.

Verification

We verified whether the outstanding recommendations from the last A-C's monitoring report issued on April 9, 2009 were implemented.

Results

The A-C's prior monitoring report contained nine findings. Specifically, Hathaway-Sycamores Family Services FFA was to ensure NSPs contained all required information, including goals that were specific, measurable and attainable, indicating the reason the child was in placement; NSPs to be approved by the CSW for children 14 years and older, reports to include emancipation preparation contracts and Transitional Independent Living Plans, and the NSPs to address emancipation and Independent Living Services; children taking psychotropic medications to be seen monthly by their prescribing physician; children were visited weekly during the first three months of placement by Agency social workers; DCFS CSWs to be updated monthly regarding the children's progress; for children 18 years of age or older, age exception approvals obtained from California Department of Social Services (CDSS); foster parents completed the required number of annual continuing education hours; foster parent certification files to contain all the required information, including documentation of current automobile insurance and CPR/First-Aid certificates.

Based on our follow-up of these recommendations, one was no longer applicable as it is no longer required by the contract. Hathaway-Sycamores Child and Family Services FFA fully implemented six of the remaining eight A-C recommendations.

Recommendation:

Hathaway-Sycamores Child and Family Services FFA shall ensure:

8. They fully implement the outstanding recommendation from the A-C's April 9, 2009 report noted as recommendations number three and four in this report.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Hathaway-Sycamores Child and Family Services FFA has not been posted by the A-C.



February 16, 2012

Nestor Figueroa, CSA II
FFA Program Manager
Out of Home Care Management Division
3320 Teistar Avenue, Suite 216
El Monte, CA 91731

Dear Mr. Figueroa,

This letter is the Corrective Action Plan in response to the Performance Compliance Review of Hathaway-Sycamores Foster Family Agency conducted by Gladys Hidayat from September 19, 2011 to January 11, 2012.

LICENSURE/CONTRACT REQUIREMENTS

The corrective action plan regarding the two CCL citations will be as follows: During the month of March 2012 FFA Director will complete mandatory training for all Foster Parents. The training will include review of Title 22 regulations, CCL no tolerance violations, expectations of foster parents and the investigation process. After the trainings have been completed each assigned FFASW will complete reviews of each home regarding Title 22 requirements and will direct the Foster Parent to immediately complete any identified deficits, should any arise. Ongoing Title 22 reviews of each home will occur per the contract requirements.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

On January 17th, Jane Whitmore, the agency reviewer for NSP/QPRs attended the mandatory DCFS training on the proposed new NSP/QPR. Once DCFS Contracts approves the new NSP/QPR, Jane will train all FFASWs on the new format. This newer format will help with the improvement of completing more specific and measurable goals.

On February 28th, training, by Jane Whitmore and FFA Director, Debbie Morehead, will occur with the FFASWs regarding all noted areas of deficits regarding NSP/QPRs. Topics will include requirement of youth and foster parent's signature, ways to include foster child and foster parent in the development of goals, requirements regarding emancipation goals and goals addressing all pertinent issues for an individual foster child, as well as a review of writing SMART goals.

EDUCATION AND WORKFORCE READINESS

On February 28th training and discussion with FFASWs will occur regarding various resources and ways to work with foster child and foster parents regarding school attendance and academic performance. Training will include resources and ideas to help with improving academic performance (such as tutoring and extra school classes). Additional training and discussion will occur regarding school attendance including ideas of goal setting that may include rewards for attendance as well as ways to work with the school and CSW when attempts have not been successful.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

On February 16th a request was made by FFA Director Debbie Morehead of the Hathaway-Sycamores Fund Development Department to locate funders that would donate photo albums and scrapebooks. Once received these photo albums and scrapebooks will be given to each foster child and/or foster parent upon placement.

On February 28th FFA Director Debbie Morehead will review the importance of Life Books for all foster children with the FFASWs. During the month of March all FFASWs, during their regular home visits, will assess that each foster child has a Life Book in the home at the present time and if not will direct the foster parent and foster child (depending on age) to start a Life Book by collecting the present important items and pictures already in possession as well as review ways the youth and foster parent can continue to build the Life Book.

Please contact me if you have any questions regarding the Corrective Action Plan or if anything further is required.

Sincerely,



Debbie Morehead
Foster Family and Adoption Director

cc: Vladys Hidayat