County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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March 16, 2012

To: Supervisor Zev Yaroslavsky, Chairman
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Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

HOLY FAMILY SERVICES FOSTER FAMILY AGENCY (FFA) CONTRACT COMPLIANCE MONITORING REVIEW

The Holy Family Services FFA is located in the 1st Supervisorial District and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster children. According to the agency's program statement, its goal is "to ensure that placed children are provided with a continuity of care, nurturance and services, which will meet their individualized needs and those of their families. The methods utilized to accomplish these purposes and goals are through the provision of professional services designed to provide a level of care to commensurate with the needs and psychosocial development of the children. All children entering the foster/adopt program for the Holy Family Services FFA are referred by either the Adoptions Division or concurrent planning worker in the region." The Holy Family Services FFA is licensed to serve children ages 0 through 18.

The Out-of-Home Care Management Division (OHCMD), conducted a review of the Holy Family Services FFA in August 2011, at which time they had four placed DCFS children in two homes. The placed children's overall average length of stay was eight months, and the average age was four. Two currently placed children were interviewed; the other two children were not interviewed as they were non-verbal. For the purposes of this review, we reviewed all four children's case files, four children's discharge files, two certified foster parents' files, and three staff files for compliance with the Title 22 regulations and the contract requirements.

There were no placed children on psychotropic medication.

SCOPE OF REVIEW

The purpose of this review was to assess Holy 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, four placed children's case files, two certified foster parents' files, and three personnel files. A visit was made to the certified foster homes to assess the quality of care and supervision provided to the children. Two certified foster parents were interviewed, and two 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

Holy Family Services FFA was in substantial compliance with the contract, program statement, and regulatory standards reviewed, scoring an overall 99% level of compliance. Overall, the Agency was providing good care and services to the placed children and support to the certified foster parents, which is evident in the relationships formed with the children, agency staff, and certified foster parents.

The children interviewed indicated that they were provided with good care and appropriate services, were comfortable in their environment and were treated with respect and dignity.

The deficiencies noted during the monitoring review included expired CPR and First-Aid certifications for one certified foster parent. Also, one child under the age of two was not taken for a timely initial medical examination as required by DCFS. Lastly, the required annual training hours for two social work staff members had not been provided, and there was no documentation on file. Based on our review, the few aforementioned deficiencies revealed the need for more thorough documentation. Additionally, routine monitoring of the files by a supervisory staff would appear to decrease or eliminate documentation issues found in the files.

The Holy Family Services FFA was receptive to implementing some systemic changes to improve compliance with regulations and their contract. The Executive Director agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the two certified foster parents' files reviewed, one certified foster parent's CPR and First-aid certificates had expired. Prior to the conclusion of our review, the Holy Family Services FFA provided current CPR and First-Aid certificates. The Executive Director agreed to this finding and stated that the foster mother did not obtain the certificates, despite the verbal and written reminders to her from the agency's Social Worker.

- Of the four children's case files reviewed, one child under the age of two did not have timely initial medical examination as required by DCFS. At the time of placement, a nine-month-old child was taken for the initial medical examination 32 days after placement. DCFS policy requires a medical examination be conducted within three business days of initial placement for infants (zero to three years). The Executive Director stated that she was surprised about this finding as it is the agency's policy to take children under the age of two to the doctor within two days of placement.

- Two of the three personnel case files reviewed did not have the required annual training hours on file. The Holy Family Services FFA Program Statement states that "all social worker staff and supervisors receive an additional 20 hours of in-service training every year. This training is provided by the Director of Foster Care, Executive Director, and Assistant Executive Director, all of whom are Licensed Clinical Social Workers (LCSWs)." However, there was no documentation on file to support their statement. The Executive Director stated that the Agency will do a better job of maintaining training certificates on file.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held October 6, 2011.

In attendance:

Debra Richardson, Executive Director and Mary Hernández, Social Worker of Holy Family Services FFA and Darío Villamarín, Monitor, DCFS OHCMD.

Highlights:

The Executive Director was in agreement with our findings and recommendations. She indicated the Agency would make corrections to improve its compliance with regulations and the Foster Care Agreement.

The Holy Family Services FFA was provided with a draft copy of the monitoring report. Debra Richardson, Executive Director, stated that she agreed with the report and had no further responses to provide. The Agency submitted a timely approved written CAP, which addressed each recommendation noted in this compliance report. The CAP is attached.

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 Aldo Marin, Board Relations Manager, at (213) 351-5530.

PLB:RS:KR:
EAH:NF:dv

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Linda Shirley, Executive Director, Holy Family Services FFA
Jean Chen, Regional Manager, Community Care Licensing

HOLY FAMILY SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW-SUMMARY

840 Echo Park Avenue
Los Angeles, CA 90026
License Number: 197805291

	Contract Compliance Monitoring Review	Findings: August 2011
I	**Licensure/Contract Requirements** (6 Elements) 1. Timely Notification for Child's Relocation 2. SIRs Documented and Cross-Reported 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 Foster Family Home Training 6. FFA pays Certified Foster Parents Whole Foster Family Home Payments	Full Compliance (ALL)
II	**Certified Foster Homes** (13 Elements) 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	1. Full Compliance 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. Needs Improvement 11. Full Compliance 12. Full Compliance 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	Full Compliance (ALL)
V	**Education and Workforce Readiness** (7 Elements) 1. Child Enrolled 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 Programs	Not Applicable (ALL)

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 Examination Timely 6. Follow-up Dental Examinations Timely	1. Full Compliance 2. Needs Improvement 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance
VII	**Psychotropic Medications** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Not Applicable (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	Full Compliance (ALL)
IX	**Personal Needs/Survival and Economic Well-Being** (8 Elements) 1. $50 Clothing Allowance 2. Ongoing Clothing Inventories of Adequate Quantity 3. Ongoing 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	Full Compliance (ALL)

	8. Encouragement and Assistance with Life Book	
X	**Discharge Children** (3 Elements) 1. Stabilization of Placement prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School	 1. Full Compliance 2. Full Compliance 3. Not Applicable
XI	**Personnel Records** (14 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. Ongoing Training Documentation 14. Social Workers Appropriate Case Ratio	 1. Full Compliance 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 11. Full Compliance 12. Full Compliance 13. Needs Improvement 14. Full Compliance

HOLY FAMILY SERVICES FOSTER FAMILY AGENCY
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

840 Echo Park Avenue
Los Angeles, CA 90026
License Number: 197805291

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

CONTRACTUAL COMPLIANCE

Based on the results of the compliance review, the Holy Family Services FFA was in substantial compliance. We reviewed four children's files, two certified foster parents' files, four discharge children's files, three staff files, and/or documentation from the provider. The Holy Family Services FFA was in full compliance with six of the 11 sections of our Contract Compliance Review: Licensure/Contract Requirements; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Personal Rights and Social Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharge Children; and Personnel Records. The Holy Family Services FFA was in partial compliance with three of the 11 sections of the review: Certified Foster Homes, Health and Medical Needs, and Personnel Records. Two sections were not applicable: Education and Workforce Readiness and Psychotropic Medications. The following report details the results of our review.

CERTIFIED FOSTER HOMES

Based on our review of the two certified foster parents' case files and/or documentation from the provider, the Holy Family Services FFA was in full compliance with 12 of the 13 elements reviewed in the area of Certified Foster Homes.

We noted one certified foster mother's CPR and First-Aid certificates had expired three-and-one-half months prior to the date of our monitoring review. Prior to the conclusion of our review, the Holy Family Services FFA provided the CPR and First-aid certificates. The Executive Director agreed with our findings and stated the foster mother did not get the certificates, despite verbal and written reminders to her from the agency's Social Worker.

Recommendation:

The Holy Family Services FFA's management shall ensure that:

1. Certified foster parents have current valid CPR and First-aid certificates at all times in their files.

HEALTH AND MEDICAL NEEDS

Based on our review of the four children's case files and/or documentation from the provider, the Holy Family Services FFA was in full compliance with five of the six elements reviewed in the area of Health and Medical Needs.

We noted a nine-month-old child (at the time of initial placement) was taken for the initial medical examination 32 days after placement. DCFS policy requires a medical examination be conducted within three business days of initial placement for infants (zero to three years). The Holy Family Services FFA Executive Director stated that she was surprised about this finding as it is the agency's policy to take children, under the age of two, to the doctor within two days of the day of placement.

Recommendation:

The Holy Family Services FFA's management shall ensure that:

2. Children zero to three years of age are taken to the doctor within three business days of initial placement per DCFS policy.

PERSONNEL RECORDS

Based on our review of the three staff's case files and/or documentation from the provider, Holy Family Services FFA was in full compliance with 13 of the 14 elements reviewed in the area of Personnel Records.

After reviewing the Supervising Social Worker's and the Social Worker's files, we found they were not provided with on-going annual training, and there was no documentation that training was provided on file. The Holy Family Services FFA Program Statement states that "all social worker staff and supervisors receive an additional 20 hours of in-service training every year. This training is to be provided by the Director of Foster Care, Executive Director, and Assistant Executive Director, all of whom are LCSWs." There was no documentation on file to support such a statement. The Executive Director stated that the Agency will do a better job of maintaining training certificates on file.

Recommendation:

The Holy Family Services' FFA management shall ensure that:

3. Staff is provided with the required on-going annual training with documentation filed in the personnel files.

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

Objective

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

Verification

We verified whether the outstanding recommendations from the last A-C's report issued August 28, 2009 were implemented.

Results

The A-C's prior monitoring report contained six findings. Holy Family Services FFA was to ensure that staff adequately monitor foster homes to ensure compliance with the County contract and the CDSS Title 22 Regulations; that foster parents adequately secure knives and other items posing a potential safety hazard to children; that foster parents conduct and document disaster drills with foster children upon placement and every six months thereafter; that foster parent's certification files contain all required information including documentation of current driver's licenses and automobile insurance; that NSPs contain goals that were specific and individualized to the children and that children on psychotropic medication had a current court authorization for the administration of the medication.

Based on our follow-up of these recommendations, the Holy Family Services FFA fully implemented five of the six recommendations from the A-C's August 28, 2009 report and one was not applicable as there were no placed children on psychotropic medication.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

There is no current posted fiscal review of the Holy Family Services FFA. The placed children are provided with an adequate supply of clothes and food. However, two certified foster parents interviewed stated that payments for the placed children are usually late, and they are not paid every month. As a result of the certified foster parents' disclosure, the Out-of-Home Care Management Division referred the Holy Family Services to the Auditor-Controller for a fiscal review in October 2011, which is still pending.

Holy Family Services
adoption & foster care
when you care enough to consider adoption

November 3, 2011

Dario Villamarin
County of Los Angeles
Department of Children and Family Services
Out of Home Care Management Division
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

RE: Failure to provide proof of Employees receiving the required ongoing training and failure to have a physical for a child under 2 within 72 hrs of placement.

Dear Mr. Villamarin,

Enclosed is a copy of the Corrective Plan for the above violation. As you can see from the documentation, the enclosed memo was given to all of our personnel today. Future personnel will be given this memo in their employment packet upon hire.

Future foster parents will be given a copy of the policy regarding physicals for children under 2 (two) years of age upon placement of the child in the home. The social workers will be responsible for making sure that the foster parents adhere to the policy.

If you need additional information or you want me to make changes to the Corrective Action Plan, please contact me at (213) 202-3900 x 12.

Sincerely,

Debra E. Richardson

Debra E. Richardson, LCSW
President

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A state-licensed, non-denominational, non-profit 501(c)(3) agency providing counseling, adoption, foster care and related family services

HOLY FAMILY SERVICES
adoption & foster Care

CORRECTIVE ACTION PLAN

1. All children under the age of 2 (two) should receive physicals within 72 hours of their admittance to Holy Family Services' foster family agency.

Please see enclosed memo being given to foster family personnel today. Future personnel will be given the enclosed memo upon hire and all pre-certified families will receive the memo at the time of foster care placement.

2. All social work personnel will receive 20 (twenty) hours of ongoing training in each calendar year.

Please see enclosed memo being given to foster family personnel today and future personnel will receive memo with their employment packet upon hire.

HOLY FAMILY SERVICES
adoption & foster care

MEMO

DATE: November 3, 2011

TO: All Foster Care Personnel

FROM: Debra E. Richardson, LCSW

RE: Training Hours for Employees

cc:

All Social Work staff is required to complete 20 (twenty) hours of ongoing training per calendar year. When you attend a training, please submit proof of training to Bea Wolfe so she can record your attendance on the master log for the agency and it can be placed in your personnel file.

Please sign one copy of this memo and return copy to Personnel to indicate that you have read and understand this policy.

_____ _____

Social Worker Signature Date

HOLY FAMILY SERVICES
adoption & foster care

MEMO

DATE: November 3, 2011

TO: All Foster Care Personnel and Foster Parents

FROM: Debra E. Richardson, LCSW

RE: Physicals for children under 2 years of age

cc:

All children under the age of 2 (two) entering Holy Family Services' foster family agency are required to have a physical exam within 72 hours of admittance to the program. Any exception to this rule needs to be approved by me and documentation for the exception needs to be in the child's file.

Please sign one copy of this memo and return copy to your social worker to indicate that you have read and understand this policy.

Foster Parent/Staff Signature Date

Foster Parent/Staff Signature Date

Date form received by Social Worker/Supervisor Social Worker/Supervisor Signature