County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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October 25, 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

HOLY FAMILY SERVICES 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 Holy Family Services Foster Family Agency (the FFA) in June 2013. The FFA has one licensed office located in the First Supervisorial District and provides services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, its mission 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 Holy Family Services' FFA purpose and goals is through the provision of professional services designed to provide a level of care commensurate with the needs and psychosocial development of the children. All children entering the fost/adopt program for Holy Family Services FFA are referred by either the adoption division or concurrent planning worker in the region."

At the time of the review, the FFA did not have any certified foster homes and there were no County of Los Angeles DCFS foster children placed at the time of the review. The FFA voluntarily decided not to accept foster placements because they wanted to get back on track fiscally and programmatically, since their former Executive Director resigned. In meetings with CCL and Contracts, they stated they only had children in their fost-adopt program, but none in their foster care program.

SUMMARY

The FFA was in full compliance with 2 of 11 areas of our Contract compliance review: Licensure/Contract Requirements and Personnel Records. Eight sections were not applicable as the FFA did not have any foster homes that were certified and there were

no County of Los Angeles DCFS children placed at the time of the review: Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation/Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social Emotional Well-Being; and Personal Needs/Survival and Economic Well-Being.

OHCMD noted deficiencies in the area of Discharged Children as the FFA did not develop termination reports per the County contract requirement.

Attached are the details of our review.

REVIEW OF REPORT

On June 27, 2013, the DCFS OHCMD Monitor, Darío Villamarín, held an Exit Conference with the FFA representative, Julie Brown, Executive Director. The FFA's representative agreed with the review finding and recommendation; was 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:dv

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy L. Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Julie Brown, Executive Director, Holy Family Services FFA
Angelica López, Acting Regional Manager, Community Care Licensing

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

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

	Contract Compliance Monitoring Review	Findings: June 2013
I	**Licensure/Contract Requirements** (7 Elements) 1. Timely Notification for Child's Relocation 2. Serious Incident Report Documentation and Cross Reporting 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	1. Not Applicable 2. Full Compliance 3. Not Applicable 4. Not Applicable 5. Not Applicable 6. Not Applicable 7. Not Applicable
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 Inspection 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	Not Applicable (ALL)

III	**Facility and Environment** (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas/Interior Well Maintained 3. Children's Bedrooms/Interior Well Maintained 4. Sufficient and Appropriate Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. CFP Conducted Disaster Drills and Documentation Maintained 7. Money and Clothing Allowance Logs Maintained	Not Applicable (ALL)
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. FFA Obtains or Documents Efforts to Obtain County Children's Social Worker's (CSWs) 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 NSP 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's 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	Not Applicable (ALL)
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	Not Applicable (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	Not Applicable (ALL)
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** (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	Not Applicable (ALL)
IX	**Personal Needs/Survival and Economic Well-Being** (7 Elements) 1. $ 50 Clothing Allowance Provided in Accordance with FFA Program Statement 2. Ongoing 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	Not Applicable (ALL)

X	**Discharged Children** (3 Elements) 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable)	1. Improvement Needed 2. Full Compliance 3. Not Applicable
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 Employee 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 to Exceed Total of 15 Children	Full Compliance (ALL)

HOLY FAMILY SERVICES FOSTER FAMILY AGENCY
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 June 2013 monitoring review. The purpose of this review was to assess the Holy Family 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 three areas:

- Licensure/Contract Requirements,
- Discharged Children, and
- Personnel Records.

For purposes of this review, three discharged children's files and one staff file were reviewed for compliance with Title 22 Regulations and County contract requirements.

CONTRACTUAL COMPLIANCE

OHCMD found the following one area to be out of compliance.

Discharged Children

- OHCMD noted that the FFA did not develop termination reports for two children. Specifically, the FFA failed to prepare and submit Termination Reports to the Children's Social Workers within 30 days from the date the children's placement was terminated. The Termination report shall include a closing summary of the FFA's records relating to the placed children.

During the Exit Conference, the FFA representative stated being surprised with the finding and that the deficiency would be corrected.

Recommendation

The FFA's management shall ensure that:

1. Termination reports are developed as per the County contract requirement.

The FFA voluntarily decided not to accept foster placements because they wanted to get back on track fiscally and programmatically since their former Executive Director resigned. In meetings with CCL and Contracts, the FFA stated they only had children in their fost-adopt program, but none in their foster care program. Additionally, the FFA positioned itself to manage its finances in a way where controls are in place to ensure that its resources are better managed. Further, a master calendar is kept to make sure that reports are filed when required by regulatory agencies.

The FFA's Board of Directors and the Arch Diocese of Los Angeles are working together to develop goals and objectives that are clear and workable in both short and long-term to insure that the FFA continues to serve the community in adoption and foster care.

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

The OHCMD's last compliance report dated March 16, 2012, identified three recommendations.

Results

Based on OHCMD follow-up, the FFA fully implemented one previous recommendation for which they were to ensure that:

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

Based on OHCMD follow-up, two previous recommendations were not applicable for which they were to ensure that:

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

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

At the Exit Conference, the FFA Administration expressed their desire to remain in compliance with all Title 22 Regulations and Contract requirements. In an effort to ensure Termination Reports are developed, the FFA Administration stated that training will be provided to foster staff regarding required documentation and the importance of completing Termination Reports.

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.

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

July 25, 2013

Nestor Figueroa
Out-of-Home Care Management Division
9320 Tekstar Avenue, Suite 216
El Monte, CA 91731

Corrective Action Plan for Holy Family Services, Adoption and Foster Care

Dear Mr. Figueroa,

The following is a Corrective Action Plan for our agency in response to the Entrance Conference and Compliance review that CSA I Villamarin performed on June 27, 2013. Holy Family Services will be doing the following for corrective action:

1. Conduct a comprehensive review of all foster parent cases (we currently do not have any DCFS foster youth cases to review) to evaluate to confirm compliance of all required documentation. This internal review process began on June 27th and should be complete by August 2, 2013.

2. HFS Administrators counseled staff member whose cases were audited and found deficient by DCFS in the area of completing termination reports in a timely manner. Staff counseling has already been completed and a follow up meeting will be held once review of current cases is completed. Continued review of cases will occur on a quarterly basis by administrators.

3. HFS Administrator will provide new training for foster staff regarding required documentation and the importance of DCFS contract compliance. Training is currently being prepared and will be implemented by the end of August. In the training, we will go over all of the needed documentation, including termination reports, for foster youth cases and adoptive parent cases. In addition, deadlines and organizational skill will also be discussed. Copies of the training materials will be available for DCFS upon request.

Holy Family Services understands the importance of maintaining accurate and current documentation of all active cases and we will strive to prevent future violations in this area, while staying compliant on all of the other auditing areas.

Sincerely,

Julie Brown, Executive Director

Cc: Dario Villamarin, CSA I DCFS, Linda Shirley, Supervisor, HFS, Marianne Wright, Board President, HFS