County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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January 24, 2013

To: Supervisor Mark Ridley-Thomas, Chairman
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Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

KINSHIP CENTER FOSTER FAMILY AGENCY/SENECA FAMILY OF AGENCIES CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a review of Kinship Center Foster Family Agency/Seneca Family of Agencies (Kinship Center FFA) in July 2012. Kinship Center FFA has one licensed office, located in Orange County. The office provides services to Los Angeles County DCFS foster children and youth. According to Kinship Center FFA's program statement, its mission is "to provide adoption, guardianship, or emancipation from foster care with connection to one or more adults."

At the time of the review, Kinship Center FFA supervised 20 DCFS placed children in nine certified foster homes. The placed children's average length of placement was four months and their average age was seven.

SUMMARY

During our review, the children interviewed generally reported feeling safe at Kinship Center 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 Kinship Center FFA staff in their efforts to provide care, supervision and service delivery to the children placed in their homes.

Kinship FFA was in full compliance with nine of 11 sections of our program compliance review: Licensure/Contract Requirements; Facility and Environment; Education 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.

We noted deficiencies in the area of Certified Foster Homes regarding documentation of annual vehicle maintenance check. We also noted a finding in the area of Maintenance of Required Documentation and Service Delivery related to updated Needs and Services Plans (NSPs)/Quarterly Reports not being timely, and goals being non-specific.

Attached are the details for our review.

REVIEW OF REPORT

On September 27, 2012, the DCFS OHCMD Monitor, Sharon Koga, held an Exit Conference with Kinship Center FFA representative, Sherie Dechter, Program Director. Kinship Center FFA's representative agreed with the review findings and recommendations; 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 (A-C) and Community Care Licensing (CCL).

Kinship Center FFA provided the attached approved CAP addressing the recommendations noted in this compliance report.

We will confirm that these recommendations have been implemented during our next monitoring review.

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

PLB:RRS:KR
EAH:NF:sk

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Sherie Dechter, Kinship Center FFA
Rosalie Gutierrez, Regional Manager, Community Care Licensing

KINSHIP CENTER FOSTER FAMILY AGENCY/
SENECA FAMILY OF AGENCIES
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 July 2012 review. The purpose of this review is to assess Kinship Center FFA's compliance with the County contract requirements and State regulations and includes a review of the Kinship Center FFA's program statement, as well as administrative internal policies and procedures. The monitoring review covers 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
- Personnel Records

For the purpose of this review, six children were selected for the sample. We interviewed each child and reviewed their case files to assess the care and services they received. Additionally, four discharged children's files were reviewed to assess Kinship Center FFA's compliance with permanency efforts. At the time of the review, two placed children were prescribed psychotropic medication. We reviewed their case files to assess for timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm the required documentation of psychiatric monitoring.

We reviewed three certified foster parent files and four staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with three certified foster parents to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

We found the following two areas to be out of compliance.

Certified Foster Homes

- We noted that none of the three certified foster homes had documentation of an annual vehicle maintenance check. The Agency representative responded that the Agency will document the annual vehicle maintenance checks.

Recommendation:

Kinship Center FFA's management shall ensure that:

1. All certified foster parents have an annual vehicle maintenance check and provide documentation to the Agency.

Maintenance of Required Documentation and Service Delivery

- We found updated NSPs/Quarterly Reports were not timely. The Agency representative responded that there was some confusion as to when the updated Quarterly Reports/NSPs were due. It will be clarified with all social workers that the first updated Quarterly Report/NSP is due 90 days after placement, and every 90 days thereafter.

- We found the NSP goals were not specific, measurable, or time-framed. The Agency representative responded that training in SMART-method (Specific, Measurable, Attainable, Results Oriented, Time-Limited-method), of developing NSP goals have been provided to the social workers, and the supervisors will review the NSPs for compliance to the stated standards.

Recommendations:

Kinship Center FFA's management shall ensure that:

2. Updated NSPs/Quarterly Reports are completed in a timely manner.

3. NSP goals are specific, measurable, and time-framed.

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

The OHCMD's last compliance report dated July 19, 2012, identified nine recommendations.

Results

Based on our follow-up, Kinship Center FFA fully implemented seven previous recommendations for which they were to ensure that:

- OHCMD was contacted for historical data on prospective certified foster parents prior to certification.

- Disaster drills are conducted every six months.
- Disaster drills are documented in a log.
- Medications are locked and inaccessible to the minors.
- DCFS Children's Social Workers' (CSW) authorizations to implement NSPs are obtained attempts to obtain authorizations are documented.
- Age-appropriate children participate in the development of NSPs.
- CSW contacts are documented in the case files.

The following two recommendations were not implemented:

- NSPs did not have specific, measurable, and time-framed goals.
- Previous recommendation related to goals not being specific and time-limited made by the A-C.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Kinship Center FFA has not been posted by the A-C.

KINSHIP CENTER/SENECA FAMILY OF AGENCIES FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

18302 Irvine Blvd, #300, Tustin, CA 92780
License Numbers: 306004366

	Contract Compliance Monitoring Review	Findings: July 2012
I	**Licensure/Contract Requirements** (7 Elements)	
	1. Timely Notification for Child's Relocation	Full Compliance (ALL)
	2. Serious Incident Report Documentation and Cross Reporting	
	3. Runaway Procedures	
	4. Are There CCL Citations/OHCMD Safety Reports	
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training	
	6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments	
	7. Assessment of Certified Foster Parent (CFP) Prior to Placement of Two (2) or More Children	
II	**Certified Foster Homes (CFHs)** (12 Elements)	
	1. Home Study and Safety Inspection Prior to Certification	1. Full Compliance
	2. Contact with References/Including Check with OHCMD	2. Full Compliance
	3. Timely DOJ, FBI, CACI,	3. Full Compliance
	4. Timely, Completed, Signed Criminal Background Statement	4. Full Compliance
	5. Health Screening & TB Test Prior to Certification	5. Full Compliance
	6. Required Training Prior to Certification	6. Full Compliance
	7. Certificate of Approval on File/Including Capacity	7. Full Compliance
	8. Safety Inspection Every Six Months or Per Approved Program Statement	8. Full Compliance
	9. Completed Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates	9. Full Compliance
	10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers	10. Needs Improvement
	11. Other Adults In The Home: Health Screening/CDL/CPR/DOJ/FBI/CACI/Auto Insurance	11. Full Compliance
	12. FFA Assists CFPs with Transportation Needs	12. Full Compliance

III	**Facility and Environment** (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	Full Compliance (ALL)
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. County Worker's Authorization to Implement NSPs 2. NSPs Implemented and Discussed with Foster Parents 3. Children Progressing Towards Meeting NSP Goals 4. Develop Timely, Comprehensive Initial NSP With Child's Participation 5. Develop Timely, Comprehensive Updated NSPs With Child's Participation 6. Therapeutic Services Received 7. Recommended Assessments/Evaluations Implemented 8. County Workers Monthly Contacts Documented in Child's Case File 9. Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Needs Improvement 5. Needs Improvement 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Needs Improvement 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 Children's Educational Goals Met 3. Children's Academic Performance and/or Attendance Increased 4. Current Report Cards Maintained 5. FFA Facilitates Child's Participation in YDS/Equivalent/Vocational Programs	Full Compliance (ALL)

VI	**Health and Medical Needs** (4 Elements) 1. Initial Medical Exams Conducted Timely 2. Follow-up Medical Exams ConductedTimely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted Timely	Full Compliance (ALL)
VII	**Psychotropic Medications** (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 3. CFPs' Efforts to Provide 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 7. Reasonable Chores 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse 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. Clothing Allowance in Accordance with FFA Program Statement ($50 Minimum If After November 1, 2012) 2. On-going Clothing Inventories of Adequate Quantity and Quality 3. Children's Involvement in Selection of Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 5. Minimum Monetary Allowances	Full Compliance (ALL)

	6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book	
X	**Discharged Children** (2 Elements) 1. Completed Discharge Summary 2. Child Completed High School (if applicable)	Full Compliance (ALL)
XI	**Personnel Records** (9 Elements) 1. DOJ, FBI, Child Abuse Criminal Index (CACI) Submitted Timely 2. Timely, Completed, Signed Criminal Background Statement 3. Education/Experience Requirements 4. Employee Health Screening/TB Timely 5. Valid CDL and Auto Insurance 6. Signed Copies of FFA Policies and Procedures 7. Staff Completed All Required Training and Documentation Maintained 8. FFA Social Workers Have Appropriate Caseload Ratio 9. Written Declarations For Contract FFA Social Workers That Caseloads Not Exceed Total of 15 Children	Full Compliance (ALL)

KINSHIP CENTER®
A Member of Source Family of Agencies
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January 2, 2013

Sharon Koga
Los Angeles DCFS
Out-of-Home Care
9320 Telstar Avenue
El Monte, CA 91731

Dear Sharon:

Please find below the corrective action plan with the changes you requested.

17. Annual Vehicle Maintenance:
At the time of certification and annually at recertification, foster families will submit a form, signed by an auto mechanic, stating that their vehicles meet safety requirements. (See attached form.)

30 and 31. Timely and Comprehensive Initial and Updated NSPs:
At the August and September 2012 staff meetings following your initial visit, Sherie Dechter, Program Director, once again reviewed with adoption social workers the criteria for clearly and specifically writing the goals for all foster children on the quarterly reports and NSPs. Information and examples were given from the Power Point which you provided. Each social worker's quarterly reports are now carefully reviewed, and feedback is provided and corrections made when the goals do not meet these standards.

35. Timeliness of Quarterly Reports:
It was noted that there was some confusion concerning the timing of the first quarterly report following the initial 30-day intake report. Sherie Dechter has reinforced with all social workers and support staff that a report is done at 30 days of placement, and the next report is due at 90 days of placement, not 90 days after the first report. All members of the staff understand this now, and reports will be submitted in a timely manner.

Thank you for reviewing our Corrective Action Plan and making these changes.

Sincerely,

Sherie Dechter, LCSW
Program Director