County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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December 11, 2013

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

From: Philip L. Browning
Director

KINSHIP CENTER/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/Seneca Family of Agencies (the FFA) in August 2013. The FFA has one licensed office, located in Orange County, and provides services to County of Los Angeles DCFS foster children and youth. According to the 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, the FFA supervised 24 DCFS placed children in 15 certified foster homes. The placed children's average length of placement was nine months, and their average age was seven.

SUMMARY

During OHCMD'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 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 9 of 11 sections of our contract compliance review: Licensure/Contract Requirements; Facility and Environment; Maintenance of Required Documentation/Service Delivery; 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.

OHCMD noted deficiencies in the areas of Certified Foster Homes, related to the FFA's failure to submit an inquiry to OHCMD for historical abuse/neglect information and reference check prior to certification for three prospective certified foster parents; also, one certified foster parent's criminal background statement was not signed in a timely manner; and Education and Workforce Readiness, related to one child not being enrolled in school within three school days.

Attached are the details of our review.

REVIEW OF REPORT

On August 27, 2013, the DCFS OHCMD Monitor, Kong Ng, held an Exit Conference with the FFA representatives, Jill Mason, Division Director and Sherie Dechter, Program Director. The FFA's representatives: agreed with the review findings and recommendations; were receptive to implementing systemic changes to improve their compliance with regulatory standards; and further 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.

Additionally, with the upcoming implementation of the Contract Monitoring Section, we will be able to focus more on quality assurance for an increased uniform standard and comprehensive measure of overall programmatic efficacy by providing additional training, support and oversight to the FFAs.

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:kn

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy L. Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Sherie Dechter, Program Director, Kinship Center FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

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

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

	Contract Compliance Monitoring Review	**Findings: August 2013**
I	**Licensure/Contract Requirements** (7 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Serious Incident Report Documentation and Cross Reporting	2. Full Compliance
	3. Runaway Procedures in Accordance with the Contract	3. Full Compliance
	4. Are there CCL Citations/OHCMD Safety Reports	4. Full Compliance
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home (WFFH) Training	5. Not Applicable
	6. FFA Pays Certified Foster Parents (CFP) WFFH Required Supplemental Payments	6. Not Applicable
	7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or More Children	7. Full Compliance
II	**Certified Foster Homes (CFHs)** (12 Elements)	
	1. Home Study and Safety Inspection Conducted Prior to Certification	1. Full Compliance
	2. Agency's inquiry with OHCMD for Historical Information Prior to Certification	2. Improvement Needed
	3. Timely Criminal Clearances (DOJ, FBI, CACI) Prior to Certification	3. Full Compliance
	4. Timely, Completed, Signed Criminal Background Statement	4. Improvement Needed
	5. Health Screening & TB Test Prior to Certification	5. Full Compliance
	6. All Required Training Prior to Certification	6. Full Compliance
	7. Certificate of Approval on File/Including Capacity	7. Full Compliance
	8. Safety Inspections Completed At Least Every Six Months or Per Approved Program Statement	8. Full Compliance
	9. Completed Annual 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, if Applicable Car Seat(s)	10. Full Compliance
	11. Criminal Clearances and Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance for Other Adults in the Home	11. Full Compliance
	12. FFA Assists CFPs in Providing Transportation Needs	12. Full Compliance

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	Full Compliance (ALL)
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 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 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	Full Compliance (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	1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Not Applicable
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 Choices 7. Children's Chores Reasonable 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse or Received 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. 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 or 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)

KINSHIP CENTER/SENECA FAMILY OF AGENCIES
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 August 2013 review. The purpose of this review was to assess Kinship Center/Seneca Family of Agencies (the FFA) 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 for the sample. The Out-of-Home Care Management Division (OHCMD) interviewed three children and reviewed their case files to assess the care and services they received. One child was not interviewed due to her young age; two children did not want to be interviewed because they were playing with each other; however, all three children that were not interviewed were observed to be in good health. Additionally, four discharged children's files were also reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, four placed children were prescribed psychotropic medication. OHCMD reviewed four case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

OHCMD 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

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

Certified Foster Homes (CFHs)

- For three of the certified foster parents in the sample, OHCMD found that the FFA staff submitted inquiries to OHCMD for historical abuse/neglect information after the certification of each home. OHCMD noted the three certified foster parents' historical abuse/neglect background information was searched, completed and were documented in the foster parents' files prior to the review. There were no records that would prevent them from being placement resources.

During the Exit Conference, the FFA representatives stated that the FFA will submit inquiries to the OHCMD for clearance before the certification.

- One certified foster parent was certified on July 1, 2011 but the criminal background statement was signed by the foster parent on December 1, 2011. Therefore, it was not signed in a timely manner.

During the Exit Conference, the FFA representatives stated that this issue would be addressed in the Corrective Action Plan.

Recommendation

The FFA's management shall ensure that:

1. OHCMD is contacted for historical abuse/neglect background information regarding prospective certified foster parents prior to certification and documentation will be maintained in the certified foster parents' files.

2. All certified foster parents' criminal background statements are signed prior to certification.

Education and Workforce Readiness

- One ten year old child was placed with the FFA on April 15, 2013, but was not enrolled in school within three school days of placement. The child was enrolled in school on April 22, 2013. According to the FFA, the child was not enrolled in school within three school days of placement because the foster parent did not receive placement paperwork from the DCFS Children's Social Worker.

During the Exit Conference, the FFA representatives stated that the FFA will ensure all children placed with the FFA will be enrolled in school in a timely manner.

Recommendation

The FFA's management shall ensure that:

3. All placed children/youth are enrolled in school within three school days of placement.

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

The OHCMD's last compliance report dated January 24, 2013 identified two recommendations.

Results

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

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

- Updated NSPs/Quarterly Reports are completed in a timely manner and NSP goals are specific, measurable, and time-framed.

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.

KINSHIP CENTER®
18302 Irvine Blvd., Suite 300, Tustin, CA 92780 | 714-979-2365 | www.kinshipcenter.org

September 24, 2013

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

Dear Mr. Ng:

Please find below the corrective action plan you requested regarding the following items:

9. Does the foster parent case record include the agency's inquiry with OHCMD for historical information prior to certification and reference check?:
Kinship Center has discussed this item with all program staff and the procedure for certifying a family within the agency has changed to include sending the proper family information to our administrator Kong Ng during the home study process so that the family can be cleared before they are certified. This new system has been in place since the audit by LA County and it appears to be working well.

11. Were criminal background statements completed and signed by foster parents in a timely manner:
This requirement was discussed at our August 15, 2013 staff meeting with all adoption social workers. All foster care applicants must sign a criminal background statement at the beginning of the home study process. Home study procedures were reviewed with staff and questions were answered so that everyone had a clear understanding of the order of the paperwork to certify a family for placement of children in the home.

38. Was the child enrolled in school within three days after placement or did the FFA document efforts?:
This requirement was also discussed with social work staff at the August 15, 2013 staff meeting. Social workers were informed that foster children must be enrolled in school within three days after placement no matter what information has been received from the CSW. There was some confusion about this point and the item was discussed and all social workers are now up to date on the County requirements.

Thank you for your input to our program. We appreciate your assistance in keeping us on track. We look forward to continuing our partnership with Los Angeles DCFS to serve the children of Los Angeles County. Please let us know if there is additional information that you require.

Sincerely,

Sherie Dechter, LCSW
Adoption Program Director