County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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July 19, 2012

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
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 (FFA)/Seneca Family of Agencies (Seneca) in June 2011, at which time the agency had 17 DCFS placed children in 11 homes. The placed children's overall average length of placement was eight months, and the average age was nine.

Seneca is located in Orange County and provides services to Los Angeles County DCFS foster youth. Per Seneca's program statement, its goal is "to provide permanence, either through reunification with birth families when possible, or through adoption, guardianship, or emancipation from foster care with connection to one or more adults." Kinship Center FFA/Seneca Family of Agencies is licensed to serve children ranging from birth through 18.

For the purpose of this review, six children were selected for the review. All six children were interviewed and their case files were reviewed. Three certified foster parents' files; four discharged children's files; and five staff files were reviewed for compliance with Title 22 Regulations and contract requirements.

Four placed children were on psychotropic medication. We reviewed their case files to assess timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm that documentation of psychiatric monitoring was maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess Seneca'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, three certified foster parents' files and five personnel files. Three certified foster homes were visited and the foster parents were interviewed, and six 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

Overall, the children interviewed indicated 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 were in the areas of contacting OHCMD regarding historical information on prospective certified foster parents; conducting and logging disaster drills every six months and at new placements; and Needs and Services Plans (NSPs) not including Children's Services Workers' (CSWs) signatures; not including age-appropriate children in the development of the NSP, (including no children's signatures); not including goals that were specific, measurable; and time-framed; and did not include CSW contacts. Finally, one certified foster parent did not have the child's medications locked.

Seneca was in substantial compliance with the contract program statement and regulatory standards reviewed. Based on our review, the aforementioned deficiencies revealed the need for more thorough documentation. Additionally, routine monitoring of the files by supervisory staff would appear to decrease or eliminate the documentation issues identified. Seneca is providing good care and services to 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.

In conclusion, Seneca was receptive to implementing some systematic changes to improve their compliance with regulations and the contract terms. The Administrator agreed to address the noted deficiencies in a corrective action plan.

NOTABLE FINDINGS

The following are the notable findings of our review:

- The FFA was not contacting OHCMD regarding historical information on prospective certified foster parent. Melissa Dodson, Program Director, stated that the agency

would comply with contacting OHCMD for historical information on prospective certified foster parents prior to the certification of the home.

- The FFA's certified foster homes were not conducting and logging disaster drills every six months. Ms. Dodson indicated that the agency would ensure that fire drills are conducted per Title 22 Regulations and the contract.

- The NSPs did not have CSW signatures. Regarding NSPs, Ms. Dodson requested the monitor conduct NSP training in January 2012. This training did not take place. However, the agency did attend the NSP training provided to all FFAs in January 2012.

- The FFA did not include three children in the development of the NSP goals (including no child signature on the NSPs.)

- NSPs were not comprehensive and needed improvement in the following areas: goals were not child specific, measureable, or time-framed; and progress toward the goals was difficult to track.

- Monthly CSW contacts need to be documented on the NSPs.

- One certified foster parent did not have medications locked. Ms. Dodson corrected this deficiency by making a home visit to re-train the certified foster parent and ensure that the medications were locked.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held October 31, 2011,

In attendance:

Melissa Dodson, Program Director, Kinship Center FFA/Seneca Family of Agencies and Sharon Koga, Monitor, DCFS OHCMD.

Highlights:

The Program Director was in agreement with our findings and recommendations. She requested that the monitor conduct NSP training. A training session was scheduled for January 2012, but did not take place. However, the agency did attend the NSP training provided to all FFAs in January 2012.

Kinship Center FFA/Seneca Family of Agencies agreed to submit a timely approved written Corrective Action Plan (CAP) to address 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:RRS:KR
EAH:NF:sk

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Melissa Dodson, Program Director, Kinship Center FFA/Seneca Family of Agencies
Jean Chen, Regional Manager, Community Care Licensing

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

18302 Irvine Blvd., Suite 300
Tustin, CA 92780
License Number: 306004241

	Contract Compliance Monitoring Review	Findings: June 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 7.	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. Needs Improvement 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. 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	 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Needs Improvement 8. Full Compliance
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	 1. Needs Improvement 2. Needs Improvement 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Needs Improvement 7. Full Compliance 8. Full Compliance 9. Needs Improvement 10. Full Compliance 11. Needs Improvement
V	**Education and Workforce Readiness** (7 Elements) 1. Child Enrolled in School Within Three Days 2. Child Attended 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	 Full Compliance (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 Examinations Timely 6. Follow-up Dental Examinations 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** (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. 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	Full Compliance (ALL)
X	**Discharged Children** (3 Elements) 1. Stabilization of Placement Prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School	Full Compliance (ALL)
XI	**Personnel Records** (15 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. On-going Training Documentation 14. Social Workers Appropriate Case Ratio	Full Compliance (ALL)

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

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

CONTRACTUAL COMPLIANCE

Based on the results of the compliance review, Seneca was in substantial compliance. Seneca was in full compliance with eight of the 11 sections of our Contract Compliance Review: Licensure/Contract Requirements; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medications; Personal Rights and Social/Emotional Well-being; Personal Needs/Survival and Economic Well-Being; Discharge Children; and Personnel Records. The following report details the results of our review:

CERTIFIED FOSTER HOMES

Based on our review of three certified foster parents' case files and/or documentation from the provider, Seneca fully complied with 12 of 13 elements reviewed in the area. We noted that the one area the FFA was not in compliance with was contacting OHCMD for historical information pertaining to prospective certified foster parents. Melissa Dobson, Program Director, stated that the agency would comply with contacting OHCMD for historical information on prospective certified foster parents prior to certification.

Recommendation:

Kinship Center FFA/Seneca Family of Agencies' management shall ensure that:

1. OHCMD is contacted for historical information regarding prospective certified foster parents prior to certification.

FACILITY AND ENVIRONMENT

Based on our review of three certified foster parent files, visits to the certified foster homes and/or documentation from the provider, Seneca fully complied with seven of eight elements reviewed in the area of Facility and Environment. We noted the FFA was not conducting and logging disaster drills every six months. Additionally, in one certified foster home, the medication was not locked. Ms. Dodson indicated that the agency would ensure that fire drills are conducted per Title 22 Regulations and the contract. She corrected the unlocked medication deficiency by making a home visit to re-train the certified foster parent and ensure that the medications were locked.

Recommendations:

Kinship Center FFA/Seneca Family of Agencies' management shall ensure that:

2. Disaster drills are conducted every six months.

3. Disaster drills are documented in a log.

4. Medications are locked and inaccessible to the minors.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE

Based on our review of six children's case files and/or documentation from the provider, Seneca fully complied with six of 11 elements reviewed in the area of Maintenance of Required Documentation and Service. We noted that the FFA did not obtain DCFS CSW authorization to implement NSPs, needed children's participation in the development of NSPs, DCFS CSWs monthly contacts were not documented, and the NSPs were not comprehensive. Regarding NSPs, Ms. Dodson requested that the monitor conduct NSP training in January 2012. This training did not take place. However, the agency participated in the NSP training provided to all FFAs in January 2012.

Recommendations:

Kinship Center FFA/Seneca Family of Agencies' management shall ensure that:

5. DCFS CSW authorization to implement NSPs are obtained or documentation of attempts to obtain authorization (fax, mail receipt, email, etc).

6. Age appropriate children participate in the development of NSPs.

7. NSPs are comprehensive. Including specific, measurable, and time-framed goals.

8. Monthly CSW contacts are documented on the NSPs.

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

Objective

Determine the status of the recommendations reported in the A-C's prior monitoring report.

Verification

We verified whether the outstanding recommendations from the A-C's last compliance review dated August 19, 2009 were implemented.

Results

The A-C's prior compliance report contained three outstanding recommendations. Seneca's management was to ensure that children taking psychotropic medication had a current psychotropic medication authorization, NSPs contained all required information including goals that are specific and time-limited, and NSPs contained the agency's recommendation regarding feasibility of the child's return home, placement in another facility or approved to independent living. Based on our follow-up of these recommendations, Seneca fully implemented two of the three outstanding recommendations from the A-C's August 19, 2009 report. However, the agency did not fully implement the recommendation regarding NSPs to include goals that are specific and time-limited as noted in recommendation 7 in this report. Further corrective action was requested to address these findings.

Recommendation:

Kinship Center FFA/Seneca Family of Agencies management shall ensure that:

9. They fully implement the outstanding recommendation from the A-C's August 19, 2009 report, which is also noted as recommendation 7 in this report.

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®
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November 30, 2011

[redacted]
Los Angeles DCFS
Out-of-Home Care
9320 Telstar Avenue, #206
El Monte, CA 91731

Dear Sharon:

Below please find the corrective action plan you requested regarding the following items:

8. Pre-clearance with Out-of-Home-Care prior to placement:
A review was done at our Adoptions Staff Meeting on November 10, 2011, with social workers and administrative staff. They were reminded that [redacted], foster-adopt administrative assistant, will require all names in advance of placement so that she can make sure that all prospective foster-adopt parents are cleared with Out-of-Home-Care through [redacted].

26. Disaster Drills: A disaster drill will now be conducted by every family at the time of foster care placement and then every six months. See attached log sheet to be completed by each certified home.

28. CSW signatures on 30-day and quarterly reports:
Procedures were reviewed to document that we tried to obtain the signature of the CSW on all Needs and Services Plans, 30-Day and Quarterly Reports (see attached sample letter).

29. Signatures of older foster children: On November 10, 2011, social workers were trained on the need to have children age 11 and older sign their Needs and Services Plans, 30-Day Reports and Quarterly Reports.

33. Development of Comprehensive Training Plans:
As part of our corrective action plan, Kinship Center has requested that our analyst, [redacted] come to Kinship Center on January 12, 2012, at 10:00 AM to train our social workers on writing comprehensive treatment plans.

Locked medication issue: Unlocked medication was found at the Hegedus/Au home during a visit by the analyst. Program Director [redacted] met with the family the

following week and checked that the medication was locked. These requirements will be reviewed periodically with the family.

36. Contact with County social workers: At the November 10, 2011 staff meeting, Program Director [redacted] reviewed with social workers the requirement that more detailed documentation must be done regarding contact between Kinship Center social workers and the County social workers.

[redacted], thank you for your input. We so appreciate your assistance to keep us in compliance. We look forward to our continuing partnership with Los Angeles DCFS to serve the children of Los Angeles County.

Sincerely,

Melissa J Podcs

[redacted]
Director of Adoptions

MJD/jh
Enclosures