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June 30, 2014

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

From: Philip L. Browning
Director

KOINONIA 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 Koinonia Foster Family Agency (the FFA) in November 2013. The FFA has three licensed offices: one located in the Second Supervisorial District; one office located in the Fifth Supervisorial District; and one 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 a warm, compassionate and stable home environment, where quality relationships are established and children receive help in resolving their problems."

At the time of the review, the FFA supervised 177 DCFS placed children in 153 certified foster homes. The placed children's average length of placement was six months, and their average age was eight.

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 8 of 11 sections of our program compliance review: Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records. Psychotropic Medication was not applicable, as at the time of the review, no placed children were prescribed psychotropic medication.

OHCMD noted deficiencies in the areas of Licensure/Contract Requirements, related to two Community Care Licensing (CCL) citations and not cross reporting a Special Incident Report (SIR) to OHCMD; and Certified Foster Homes, related to the FFA failing to submit an inquiry to OHCMD for historical abuse/neglect information for a prospective certified foster parent prior to certification and one certified foster parent did not have the required criminal clearances for one former foster youth age 21 that was residing at the certified foster parent's home.

Attached are the details of our review.

REVIEW OF REPORT

On January 6, 2014, the DCFS OHCMD Monitor, Kong Ng, held an Exit Conference with FFA representatives Dave Wesson, Associate Executive Director, Southern California Region; Tiffany Sickler, District Administrator (Carson Office), Janina Miller, District Administrator (Anaheim Office); Jessica De Wilde, Supervising Foster Care Social Worker; and Brianne Mancini, Supervising Foster Care Social Worker. 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 CCL.

The FFA provided the attached approved CAP addressing the recommendations noted in this compliance report. OHCMD will verify that these recommendations have been implemented and will provide technical assistance during our next visit to the FFA in June 2014.

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

PLB:EM:KR
RDS:kn

Attachments

c: William T Fujioka, Chief Executive Officer
John Naimo, Acting Auditor-Controller
Public Information Office
Audit Committee
Dave Wesson, Associate Executive Director, Southern California Region
Lajuannah Hills, Regional Manager, Community Care Licensing

KOINONIA FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

550 Carson Plaza Dr., #200 Carson, CA, 90746 License Number: 197805272	38345 30th St. East, Suite A-1 Palmdale, CA 93550 License Number: 197602463	5150 E. La Palma Ave., #205 Anaheim Hills, CA 92807 License Number: 197602463

	Contract Compliance Monitoring Review	Findings: November 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. Improvement Needed
	3. Runaway Procedures	3. Full Compliance
	4. Are there CCL Citations/OHCMD Safety Reports	4. Improvement Needed
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training	5. Not Applicable
	6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments	6. Not Applicable
	7. Assessment of Certified Foster Parent (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 Prior to Certification	1. Full Compliance
	2. Contact with References/Including Check with OHCMD	2. Improvement Needed
	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. Full Compliance
	11. Other Adults in the Home: Health Screening/CDL/CPR /DOJ/FBI/CACI/Auto Insurance	11. Improvement Needed
	12. FFA Assists CFPs with Transportation Needs	12. Full Compliance
III	**Facility and Environment** (7 Elements)	
	1. Exterior/Grounds Well Maintained	Full Compliance (ALL)
	2. Common Areas Well Maintained	
	3. Children's Bedrooms/Interior Well Maintained	

	4. Sufficient Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. Department of Children and Family Services (DCFS) Children's Social Worker's Authorization to Implement NSPs 2. NSPs Implemented and Discussed with CFPs 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. DCFS CSWs Monthly Contacts Documented in Child's Case File 9. 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 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	1. Not Applicable 2. Not Applicable

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. Ongoing 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 6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book/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. DOJ, FBI, 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 to Exceed Total of 15 Children	Full Compliance (ALL)

KOINONIA FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2013-2014

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the November 2013 review. The purpose of this review was to assess Koinonia Foster Family Agency's (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, 12 children were selected for the sample. Out-of-Home Care Management Division (OHCMD) interviewed 10 children and reviewed all 12 files to assess the care and services they received. Two children were not interviewed due to their young age; however, were observed to be in good health and comfortable in their environment. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, no placed children were prescribed psychotropic medication.

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

CONTRACTUAL COMPLIANCE

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

Licensure/Contract Requirements

- Community Care Licensing (CCL) cited the FFA as a result of deficiencies and findings during the investigations of CCL complaints. According to a CCL complaint investigation report dated September 30, 2013, CCL cited the FFA for Care and Supervision violation when it was determined that an agency's employee allowed the biological father to take the placed child to the bathroom on two separate occasions while the agency's employee was monitoring the visits.

This led to an allegation made against the biological father, alleging that he abused his child in the bathroom. No Plan of Correction (POC) was requested by CCL, as the FFA terminated the employee. A referral was generated by the Child Protection Hotline (CPHL). This referral was investigated by the DCFS Emergency Response Children's Social Worker (ER CSW). The referral alleged that the placed child was sexually abuse by his biological father during the monitored visit. The DCFS Emergency Response Children's Social Worker concluded the allegation of Sexual Abuse and Siblings at Risk was Inconclusive. This referral was not investigated by DCFS Out-of-Home Investigation Section (OHCIS) as the allegations were against the biological father.

- Community Care Licensing (CCL) cited the FFA as a result of deficiencies and findings during the investigations of a CCL complaint. According to a CCL complaint investigation report dated September 23, 2013, CCL cited the FFA for Care and Supervision violation when it was determined that the placed children were left unattended by the certified foster parent inside a car.

A POC was requested by CCL, which included a discussion with the certified foster parent on the seriousness of the violation, the consequences of violating Title 22 regulations and FFA protocols, certified foster parent agreement which includes ensuring the safety of children under her care and supervision, and re-training on Care and Supervision of placed children.

A referral was generated by the CPHL. This referral was investigated by the DCFS ER CSW. The referral alleged that placed children were victims of General Neglect by the certified foster parent because they were left in the car alone with the engine running and the Palmdale Sheriff cited the certified foster parent. The DCFS ER CSW substantiated the allegation of General Neglect. The allegation of Siblings at Risk was Inconclusive. DCFS OHCIS received a referral on September 4, 2013 for allegations of General Neglect and Siblings at Risk regarding the certified foster home. The allegation of General Neglect was substantiated, which resulted in all of the placed children being removed and the certified foster home being placed on an Indefinite Hold and it will no longer be used as a resource placement for DCFS children. The FFA also decertified the home.

- The FFA failed to cross report a Special Incident Report (SIR) to OHCMD regarding an incident that occurred on October 15, 2013. According to the FFA representative, one of the FFA offices failed to add the new OHCMD monitor's name to the SIR.

Recommendation

The FFA's management shall ensure that:

1. The FFA is in full compliance with Title 22 Regulations and free of CCL citations.

2. Re-train FFA staff on SIRs guidelines and ensure SIRS are cross-reported to all required parties timely.

Certified Foster Homes (CFHs)

- For 1 of the 4 certified foster parents in the sample, OHCMD found no documentation in the certified foster parent's file that the FFA submitted an inquiry to OHCMD for historical abuse/neglect information prior to certification.

During the review process the certified foster parent's historical abuse/neglect background information was searched, but there were no records that would prevent them from being placement resources.

The FFA representative stated that when this certified foster parent was in the process of being certified, the FFA staff members were not adequately trained to submit inquiries to OHCMD for historical child abuse/neglect prior to certification. The FFA staff members are now adequately trained and are aware of this requirement.

- One certified foster parent did not have the required criminal clearances for a former foster youth, age 21 that was residing at the certified foster parent's home. The former foster child's DOJ was cleared on January 28, 2014, and CACI and FBI were cleared on January 31, 2014. According to FFA representative, the FFA now developed an electronic tracking system that automatically generates reminders for items required from the certified foster parents, such as criminal clearance for any adults living in the home.

Recommendations

The FFA's management shall ensure that:

3. 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' file.

4. Criminal clearances for any adults residing in the certified foster parent's home must be completed in a timely manner and all information will be maintained in the certified foster parent's file.

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

The OHCMD's last compliance report dated July 5, 2013 identified six recommendations.

Results

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

- All certified foster parents are trained in personal rights.

- All certified foster homes conduct disaster drills every six months and maintain documentation.
- All certified foster parents participate in the development of the NSPs and sign the NSPs.
- Updated NSPs are completed timely.
- Quarterly reports are completed timely.
- Children are visited by the FFA Social Workers weekly during the first three months of placement.

At the Exit Conference, the FFA representative expressed their desire to remain in compliance with all Title 22 Regulations and Contract requirements. In an effort to ensure that the FFA is free of CCL citations, the FFA social work staff was re-trained on Title 22 regulations and County policies, related to Care and Supervision of placed children. OHCMD will verify that these recommendations have been implemented and will provide technical assistance during our next visit to the FFA in June 2014.

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.

KOINONIA FAMILY SERVICES

Bringing Hope To a New Generation

April 24, 2014

Kong Ng, Monitor
DCFS Out-of-Home Care Management Division (OHCMD)
9320 Telstar Ave, #216
El Monte, CA 91731
(626) 569-6846

Subject: Koinonia Foster Family Agency Monitoring Review Corrective Action Plan (CAP)

Dear Kong:

The following letter is being written to address the findings listed in the foster family agency monitoring review. The responses to your recommendations have now been implemented.

Koinonia's response to the findings as outlined in the Foster Family Agency Monitoring Review Field Exit Summary:

1. **I. Licensure/Contract Requirements:** CCL substantiated findings. Are Special Incident Reports (SIRs) appropriately documented and cross-reported? (Safety)

   Finding: Two CCL substantiated findings. One, Care and Supervision. Agency's employee fail to provide supervision during a monitored visit that placed the client at risk. Two, Care and Supervision. Certified foster parent left a client unattended in a vehicle.

   Corrective Action: One, Care and Supervision – agency employee was terminated from employment with this agency and current staff were trained regarding supervising monitored visits. Two, Care and Supervision - certified foster parent was decertified. A training for all foster parents regarding proper supervision of clients is ongoing.

   Finding: One of the three Koinonia offices audited, failed to add the new OHCMD monitor's name to the SIR to be submitted to. Because of this OHCMD was not notified of any SIRs.

   Corrective Action: The Koinonia District Office has been retrained in the submission of SIR's and who to notify.

2. **II. Certified Foster Homes:** If applicable, does the foster parent case record include the agency's inquiry with OHCMD for historical information prior to certification (effective November 1, 2008) and reference check? (Safety)

   Finding: Although reference checks were completed on time. the certified foster parent case record of Mr. and Mrs. C showed no evidence of having obtained an OHCMD clearance prior to certification.

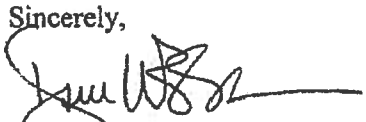
   Corrective Action: It appears that at the time of this family's certification, our staff members were not adequately trained in the new requirement as it pertained to families that reported no prior foster care certification. At this time, staff are trained and fully aware that even families that have never been certified foster parents will require a DCFS OHCMD clearance prior to certification.

   Finding: Criminal clearances for former foster child who aged out at 21 were not on file.

   Corrective Action: The former foster child's DOJ was cleared on January 28, 2014 and CACI and FBI were cleared on January 31, 2014. Koinonia has developed an electronic tracking system that automatically generates reminders for items required for certified foster parents, their adult residents, or their placed children, such as the need for a foster care live scan when a person in the home identified as an adult resident. This issue should not occur again in the future.

Thank you for taking the time to come out and evaluate our current program. Your audit has provided us with valuable feedback. Please call me if you have any additional questions or suggestions.

Sincerely,



Dave Wesson, MA
Associate Executive Director, Southern California Region