County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
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July 5, 2013

To: Supervisor Mark Ridley-Thomas, Chairman
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Supervisor Don Knabe
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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 2012. The FFA has three licensed offices, located in the Second and Fifth Supervisorial Districts, and one in Orange County. All three offices provide 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 131 DCFS placed children in 80 certified foster homes. The placed children's average length of placement was nine months, and their average age was four.

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 eight of 11 sections of our program compliance review: Certified Foster Homes; 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.

OHCMD noted deficiencies in the area of Licensure/Contract Requirements related to Community Care Licensing (CCL) citations due to allegations of personal rights violations; Facility and Environment, related to two certified foster homes not conducting disaster drills every six months; and Maintenance of Required Documentation and Service Delivery, related to lack of required documentation in the Needs and Services Plans (NSPs) and Quarterly Reports.

Attached are the details of our review.

REVIEW OF REPORT

On February 6, 2013, the DCFS OHCMD Monitor, Sharon Koga, held an Exit Conference with FFA representatives Dave Wesson, Associate Executive Director, Southern California Region; Tiffany Sickler, District Administrator (Carson Office); Jessica De Wilde, Acting District Administrator (Anaheim Office); and Shelly Rassmussen, District Administrator (Palmdale Office). 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 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.

We 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:sk

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Dave Wesson, Associate Executive Director, Southern California Region
Angelica Lopez, Acting Regional Manager, Community Care Licensing

KOINONIA 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 November 2012 review. The purpose of this review was to assess Koinonia Foster Family Agency (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 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 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 the FFA's compliance with permanency efforts. At the time of the review, seven placed children were prescribed psychotropic medication. We reviewed their case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

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 children.

CONTRACTUAL COMPLIANCE

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

Licensure/Contract Requirements

- The FFA had one certified foster home with allegations of personal rights violations substantiated by CCL. The violations involved taking the children's cell phones away and locking one child out of the home. The certified foster parent was decertified. The FFA representative responded that they appealed the finding to CCL, but the findings were upheld. The FFA offered the following information in support of their appeal: 1) the cell phone was taken away only after the children's bedtime and that the child that was alleged to have been locked out has his own set of house keys and was outside playing basketball with a friend.

Recommendation

The FFA's management shall ensure that:

1. All certified foster parents are trained in personal rights.

Facility and Environment

- Two certified foster homes did not conduct disaster drills every six months. The FFA representative responded that the agency will reinforce the need for disaster drills every six months with their social workers and certified foster parents.

Recommendation

The FFA's management shall ensure that:

2. All certified homes conduct disaster drills every six months and maintain documentation.

Maintenance of Required Documentation and Service Delivery

- Three Needs and Services Plans (NSPs) did not have documentation of certified foster parents' participation in the development of the NSPs. The FFA representative responded that certified foster parents do participate in developing the NSPs, but the logistics of getting all the signatures is difficult. The FFA has trained staff to provide better documentation of the certified foster parents' participation and to obtain their signatures.

- Six updated NSPs were untimely. The FFA representative responded that the supervisors will meet with the FFA social workers to review their master calendar to ensure reports are done timely.

- Six Quarterly Reports were untimely. The FFA representative responded that the supervisors will meet with the social workers to review their master calendar to ensure reports are done timely.

- Six children were not visited by the FFA Social Worker weekly during the first three months of placement. The FFA representative responded that: in the first situation there was a switch in FFA Social Worker, and one week was missed; in the other situation the children were moved within the agency and preplacement visits were done.

Recommendations

The FFA's management shall ensure that:

3. All certified foster parents participate in the development of the NSPs and sign the NSPs.

4. Updated NSPs are completed timely.

5. Quarterly reports are completed timely.

6. Children are visited by the FFA Social Workers weekly during the first three months of placement, per the County of Los Angeles contract.

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

The OHCMD's last compliance report dated July 18, 2012, identified nine recommendations.

Results

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

- OHCMD is contacted for historical information regarding prospective certified foster parents prior to certification.
- All adults living in the foster home have documentation of a timely TB test.
- That age-appropriate children participate in the development of the NSP.
- Initial NSPs are comprehensive, including goals that are specific, measurable, and time-framed.
- Updated NSPs are comprehensive, including goals that are specific, measurable, and time-framed.
- Children's monthly clothing allowance is $50 per month as stated in the FFA's program statement.
- The FFA fully implements the outstanding recommendation from the A-C's June 20, 2011, compliance report.

Two recommendations were not implemented:

- Disaster drills were not conducted every six months and documentation maintained.
- Updated NSPs were not submitted timely.

The FFA responded that they will reinforce the need for disaster drills every six months with their social workers and certified foster parents, and the supervisors will meet with the social workers to review their master calendar to ensure reports are done timely.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

KOINONIA FOSTER FAMILY AGENCY
CONTRACT PROGRAM 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: 306099603

	Contract Compliance Monitoring Review	Findings: November 2012
I	**Licensure/Contract Requirements** (7 Elements) 1. Timely Notification for Child's Relocation 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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Not Applicable 6. Not Applicable 7. Full Compliance
II	**Certified Foster Homes (CFHs)** (12 Elements) 1. Home Study and Safety Inspection Prior to Certification 2. Contact with References/Including Check with OHCMD 3. Timely DOJ, FBI, CACI 4. Timely, Completed, Signed Criminal Background Statement 5. Health Screening & TB Test Prior to Certification 6. Required Training Prior to Certification 7. Certificate of Approval on File/Including Capacity 8. Safety Inspection Every Six Months or Per Approved Program Statement 9. Completed 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 11. Other Adults in the Home: Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance 12. FFA Assists CFPs with Transportation Needs	Full Compliance (ALL)
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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance

	5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	5. Full Compliance 6. Improvement Needed 7. Full Compliance
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. Department of Children and Family Services (DCFS) Children's Social Worker's (CSW) 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	1. Full Compliance 2. Needs Improvement 3. Full Compliance 4. Full Compliance 5. Needs Improvement 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Needs Improvement 10. Needs Improvement
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 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 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	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 Exceed Total of 15 Children	Full Compliance (ALL)

KOINONIA
FAMILY SERVICES
Bringing Hope To a New Generation

March 5, 2012

To: Sharon Koga, Monitor for Out of Home Care Monitoring Division

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

Dear Sharon:

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:** #4 Is the agency free of substantiated Community Care Licensing complaints reports on safety and physical plant deficiencies.
   Koinonia's Response: It was Koinonia who reported the findings to CCL regarding the violation. As a result, Koinonia de-certified the foster parent for the violation. Koinonia is using the incident as a training example to other foster parents.

2. **III Facility and Environment:** #25 Has the certified foster parent conducted disaster drills at least every 6 months and maintained completed disaster drill logs.
   Koinonia's Response: Koinonia has added disaster drills to our Home Safety Review (HSR) and our Master Charts for parents to comply with. Koinonia has retrained the staff on use of the monitoring tool and to follow through with the foster parents.

3. **IV Maintenance of Required Documentation and Service Delivery:** #28 Do certified foster parents participate in the development of the NSP?
   Koinonia's Response: Koinonia does have the certified parent participate in the development of the NSP. Koinonia has trained the staff to better document their participation along with their signatures.

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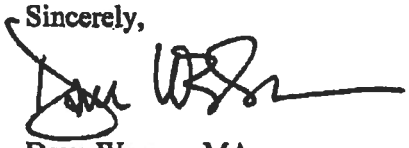
4. **IV Maintenance of Required Documentation and Service Delivery:** #31 Did the FFA social worker develop timely, comprehensive, updated (NSPs) with the participation of the developmentally age-appropriate child?
   Koinonia's Response: Koinonia does have a tool to track and supervise the social worker's performance on the submission of reports to the county. It was revealed that the proper supervision was not enforced. Koinonia has retrained it's supervisors to monitor this more closely in the future.

5. **IV Maintenance of Required Documentation and Service Delivery:** #35 Does the FFA social worker complete timely, comprehensive, quarterly reports? (to County workers by 10th business days following the end of each quarter from the date the child was placed)
   Koinonia's Response: Koinonia does have a tool to track and supervise the social worker's performance on the submission of reports to the county. It was revealed that the proper supervision was not enforced. Koinonia has retrained it's supervisors to monitor this more closely in the future.

6. **IV Maintenance of Required Documentation and Service Delivery:** #36 Do FFA social workers conduct required visits with placed children in accordance with the contract?
   Koinonia's Response: Koinonia does visit the clients weekly for the first 3 months of placement. Koinonia did fail one time when there was a social worker case load change and the client was not seen for one week during the exchange of case loads. Koinonia has implemented a new procedure to alert the supervisor if this happens again. The other visits that were noted were a failure on Koinonia's part. We failed to recognize that there were required weekly visits for 3 months for clients under the age of 5 when there was an in house move to another certified home with in our agency. Koinonia's monitoring tool has been updated to track these changes.

Again, thank you for taking the time to come out and evaluate our current program. Your audit had 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