County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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November 27, 2013

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

From: Philip L. Browning
Director

LATINO FAMILY INSTITUTE, INC. 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 Latino Family Institute, Inc. Foster Family Agency (the FFA) in July 2013. The FFA has one licensed office located in the First Supervisorial District and provides services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, its mission is "to maintain families by using extended family or community resources, to facilitate the reunification of children with birth family members who are able and willing to raise and provide permanent homes for these children when reunification is not possible or in the child's best interest, the Latino Family Institute FFA will have Latino families available and prepare to adopt these children."

At the time of the review, the FFA supervised 12 DCFS placed children in 6 certified foster homes. The placed children's average length of placement was four 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 8 of 11 applicable sections of our Contract compliance review: Licensure/Contract Requirements; Certified Foster Homes; 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; and Discharged Children.

OHCMD noted deficiencies in the areas of Maintenance of Required Documentation and Service Delivery, related to children's Initial Needs and Services Plans not being comprehensive as they did not include all of the elements in accordance with NSP template; and Personnel Records, related to one FFA social worker not having criminal clearances on file.

Attached are the details of our review.

REVIEW OF REPORT

On July 31, 2013, the DCFS OHCMD Monitors, Dario Villamarin and Kong Ng, held an Exit Conference with the FFA representatives, María Quintanilla, Executive Director and Virginia Olivas, Program Manager. 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 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.

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:dv

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy L. Watanabe, Auditor-Controller
Public Information Office
Audit Committee
María Quintanilla, Executive Director, Latino Family Institute, Inc. FFA
Angelica López, Acting Regional Manager, Community Care Licensing

LATINO FAMILY INSTITUTE, INC. FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

1501 West Cameron Avenue, Suite 240
West Covina, CA 91790
License Number: 197803482

	Contract Compliance Monitoring Review	Findings: July 2013
I	**Licensure/Contract Requirements** (7 Elements) 1. Timely Notification for Child's Relocation 2. Serious Incident Report Documentation and Cross Reporting 3. Runaway Procedures in Accordance with the Contract 4. Are there CCL Citations/OHCMD Safety Reports 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home (WFFH) Training 6. FFA Pays Certified Foster Parents (CFP) WFFH Required Supplemental Payments 7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or More Children	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 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. Agency's Inquiry with OHCMD for Historical Information Prior to Certification 3. Timely Criminal Clearances (DOJ, FBI, CACI) Prior to Certification 4. Timely, Completed, Signed Criminal Background Statement 5. Health Screening & TB Test Prior to Certification 6. All Required Training Prior to Certification 7. Certificate of Approval on File/Including Capacity 8. Safety Inspections Completed At Least Every Six Months or Per Approved Program Statement 9. Completed Annual 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, if Applicable Car Seat(s) 11. Criminal Clearances and Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance for Other Adults in the Home 12. FFA Assists CFPs in Providing Transportation Needs	Full Compliance (ALL)

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 Conducted 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 NSP 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's 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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 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 in Meeting Children's Educational Goals 3. Current Children's Report Cards/Progress Reports Maintained 4. Children's Academic Performance and/or Equivalent Services Increased 5. FFA Facilitates Child's Participation in YDS or Equivalent Services and Vocational Programs	Not Applicable (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 Medications** (2 Elements) 2. Current Court Authorization for Administration of Psychotropic Medication 3. Current Psychiatric Evaluation Review	Not Applicable (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 Choice 7. Children's Chores Reasonable 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse or Receive 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/Photo Album	Full Compliance (ALL)

X	**Discharged Children** (3 Elements) 1. Completed Discharged Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable)	 1. Full Compliance 2. Full Compliance 3. Not Applicable
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 to Exceed a Total of 15 Children	 1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Not Applicable

LATINO FAMILY INSTITUE, INC. 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 July 2013 monitoring review. The purpose of this review was to assess Latino Family Institute, Inc. 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, six children were selected for the sample. The Out-of-Home Care Management Division (OHCMD) interviewed four children and reviewed their case files to assess the care and services they received. One child was not interviewed due to her young age and one child did not want to be interviewed. During the home visit, the children were observed to be comfortable in the certified foster home and the certified parent was observed to be attuned to the needs of the children. Additionally, four discharged children's files were also 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 three certified foster parent files and three staff files were reviewed 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.

Maintenance of Required Documentation and Service Delivery

- For two children, Initial Needs and Services Plans (NSPs) were not comprehensive as all the required fields/sections were not filled out in accordance with the NSP template.

During the Exit Conference, the FFA representatives stated they were confused as to which fields/sections need to be filled out in the Initial NSP and what sections in the Quarterly report.

It should be noted that the FFA representative attended the OHCMD NSP Training for providers on August 1, 2013 and was made aware of the NSP requirements. The NSPs reviewed were developed prior to the training.

Recommendation

The FFA's management shall ensure that:

1. Initial NSPs are comprehensive.

Personnel Records

- For one FFA Social Worker, although there was a request for a criminal clearance; the live scan results were not on file. OHCMD brought this issue to the attention of the FFA Administrator. Verifications of the criminal clearances were provided to OHCMD.

Recommendation

The FFA's management shall ensure that:

2. FFA Social Workers have results of their criminal clearances on file.

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

The OHCMD's last compliance report dated December 13, 2012, identified two recommendations.

Results

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

- All vehicle maintenance documentation is enclosed in the foster parent files prior to their certification and/or re-certification.
- All two-story certified foster homes have an emergency escape ladder.

At the Exit Conference, the FFA representatives expressed their desire to remain in compliance with all Title 22 Regulations and Contract requirements. The FFA Executive Director and the Administrator will conduct periodic monitoring checks to ensure compliance with the CAP.

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.

LATINO FAMILY INSTITUTE
1501 Cameron Avenue Suite 240 West Covina, CA. 91790 (800) 294-9161

August 2, 2013

Mr. Dario Villamarin
DCFS OHCMD
9320 Telstar Ave. #216
El Monte, CA 91730

RE: **Corrective Action Plan**
LFI Review July 2013

Mr. Villamarin,

Your recent OHCMD review of our agency resulted in some areas that require our attention in improving our compliance with the Department of Children and Family Services county contract. This Corrective Action Plan is designed to address the, two areas of concern noted in your review. On 7/30/13, Mr. Villamarin met with LFI Executive Director and Program Manager to address the following findings:

Completion of Initial NSP's: Mr. Villamarin noted that the required fields in the Initial Needs & Service Plans for two recently placed children were not completed in their entirety. Some of the sections on the DCFS Template entitled "Qtrly Only" were not completed in the Initial NSP. On 08/01/13, LFI Program Manager provided the corrective action to social work staff thereby instructing them to complete the full NSP in the initial 30 days of placement. LFI Program Manager, attended the FFA NSP Refresher Training/Panel Discussion on 08/01/13 at Community Care Licensing and will share the information with social work staff.

Personnel Records: Mr. Villamarin noted that the DOJ, CACI, and FBI results/clearances for an employee were not filed in the personnel file. There was documentation that the employee went for the live scan but the results were not filed the employee's file. LFI will implement a policy by which the accounting clerk will implement a tracking system. LFI staff will track the date an employee is sent for fingerprinting, the date LFI receives verification of fingerprinting from the employee, and the date the DOJ, FBI, and CACI results are received and filed in the employee's file. This tracking system will be checked on a weekly basis to ensure that LFI receives all the above-mentioned results in a timely manner. For every new employee, notification of the completion of this process will be emailed to Program Manager.

I appreciate your continued collaborative partnership and honest feedback to improve program services. Please feel free to contact me if you require further action, revisions, or clarifications.

Respectfully,

Virginia Olivas, MSW
LFI Program Manager
(626) 712-8201
volivas@lfiservices.org