County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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December 13, 2012

To: Supervisor Mark Ridley-Thomas, Chairman
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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 (Latino FFA) in September 2012. Latino FFA has one licensed office in the First Supervisorial District and provides services to Los Angeles County DCFS foster children and youth. According to Latino's FFA 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, Latino FFA supervised nine DCFS placed children in six certified foster homes. The placed children's average length of placement was eight months and their average age was four.

SUMMARY

During our review, the child interviewed reported feeling safe at Latino FFA; having been provided with good care and appropriate services; being comfortable in his environment and treated with respect and dignity. The certified foster parents reported they were supported by the Latino FFA staff in their efforts to provide care, supervision and service delivery to the children placed in their homes.

Latino FFA was in full compliance with nine of 11 sections of our program compliance review: Licensure/Contract Requirements; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medications; Personal Rights and Social Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records.

We noted deficiencies in the area of Certified Foster Homes related to Latino FFA's certified foster parent files not having vehicle maintenance documentation. There was also a finding in the area of Facility and Environment, there was not an emergency escape ladder in one two-story certified foster home.

However, of noteworthy mention, during the review OHCMD learned that there were two separate Latino FFA certified foster parents who had adopted two sets of four siblings, thereby providing permanency for two sibling groups.

Latino FFA specializes in foster care and adoption related services. Most of the children who are adopted are between ages birth to five. Latino FFA recognizes the importance of their work with this population and has placed special emphasis on providing education to staff and foster parents to maximize children's socio-emotional development. The Executive Director stated that the agency has implemented new training for staff and foster parents that integrates the neurorelational and neurodevelopmental perspectives throughout their service delivery.

Attached are the details for our review.

REVIEW OF REPORT

On October 10, 2012, the DCFS OHCMD Monitor, Darío Villamarín, held an Exit Conference with Latino FFA representatives, María Quintanilla, Executive Director and Virginia Olivas, Social Worker Supervisor. Latino 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 Auditior-Controller (A-C) and Community Care Licensing (CCL).

Latino FFA provided the attached approved CAP addressing the recommendations noted in this compliance report.

We will assess for implementation of these 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:dv

Attachments

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

LATINO FAMILY INSTITUTE, INCORPORATED 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 September 2012 review.

The purpose of this review was to assess Latino FFA's compliance with the County contract requirements and State regulations and included a review of Latino 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
- Personnel Records

For the purpose of this review, four children were selected for the sample. We interviewed one child as the other three were non-verbal. All case files were reviewed to assess the care and services they received. Additionally, four discharged children's files were also reviewed to assess Latino FFA's compliance with permanency efforts. At the time of the review, one placed child was prescribed psychotropic medication. We reviewed his case file to assess for timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm the required documentation of psychiatric monitoring.

We reviewed four certified foster parent files and three 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

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

Certified Foster Homes

- Two of four certified foster homes files reviewed did not have vehicle maintenance documentation for re-certification. Not only is this a contractual requirement, but is outlined in Latino FFA's program statement, Section 29, Transportation, which states "(Latino FFA) will require that at least once per year upon certification and re-certification, each certified home will submit a form from a certified auto service agency, which states that the foster parents' automobile is in safe operating condition." This was immediately brought to Latino FFA's attention and subsequently corrected. Latino FFA's representatives stated that during a FFA Forum, this issue was mentioned as the agencies thought this was a hardship for the foster parents. Therefore, it was agreed that the FFAs have a signed form in the certified foster parents files indicating that the vehicles used by certified foster parents to transport foster children were in good mechanical condition. However, Latino FFA's did not have documentation on file. During the home visits, the OHCMD monitor reminded the certified foster parents to take their vehicles to a certified mechanic for inspection. The agency provided verification of vehicle maintenance for all four foster parents reviewed.

Recommendation

Latino FFA's management shall ensure that:

1. All vehicle maintenance documentation is enclosed in the foster parent files prior to their certification and/or re-certification.

Facility and Environment

- One of four certified foster homes was a two-story dwelling and did not have an emergency escape ladder. During the home visit, the certified foster mother stated that Latino FFA staff told her that there was no need to have an emergency escape ladder. Although Latino FFA's representatives did not make a comment during the Exit Conference, this issue is addressed in a Corrective Action Plan (CAP).

Recommendation

Latino FFA's management shall ensure that:

2. All two-story certified foster homes have an emergency escape ladder.

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

The OHCMD's last compliance report dated March 16, 2012, identified four recommendations.

Results

Based on our follow-up, Latino FFA fully implemented all four previous recommendations for which they were to ensure that:

- Certified foster parents had the required hours of training for re-certification.
- All applicable certified foster parents had required water safety certificates.
- Updated NSPs were signed by certified foster parents.
- Latino FFA Social Workers documented monthly contacts with DCFS CSWs to update the children's progress as per the County contract.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Latino Family Institute, Inc., FFA has not been posted by the A-C.

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

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

	Contract Compliance Monitoring Review	Findings: September 2012
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	3. Not applicable
	4. Are there CCL Citations/OHCMD Safety Reports	4. Full Compliance
	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. Not Applicable
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. Full Compliance
	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. Improvement Needed
	11. Other Adults In The Home: Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance	11. Full Compliance
	12. FFA Assists CFPs with Transportation Needs	12. Full Compliance

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 5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	1. Full Compliance 2. Improvement Needed 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. County Worker's Authorization to Implement NSPs 2. NSPs Implemented and Discussed with Foster Parents 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. County Workers 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	1. Full Compliance 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 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** (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** (2 Elements) 1. Completed Discharge Summary 2. Child Completed High School (if applicable)	Full Compliance (ALL)
XI	**Personnel Records** (9 Elements) 1. DOJ, FBI, Child Abuse Criminal Index (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)

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

October 19, 2012

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

RE: **Corrective Action Plan**
LFI Review September 2012

Mr. Villamarin,

Your recent OHCDM 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 10/10/12, Mr. Villamarin met with LFI Executive Director and Program Manager to address the following findings:

Escape Ladder: Mr. Villarmain noted that a two-story certified home he visited did not have an Escape Ladder. On 10/10/12, Program Manager communicated this finding to the staff and also met with LFI Parent Educator to reiterate that all two-story homes have an escape ladder as mandated in LFI and child welfare regulations. As for this particular home, the family was decertified on 10/4/12 since adoption placement papers were signed for the child in their care. Nevertheless, on 10/11/12, LFI recommended that this family purchase an Escape Ladder. Escape Ladders will continue to be required for all certified LFI families that reside in two-story homes

In an effort to ensure future compliance, LFI Program Manager developed a tracking form in which LFI Secretary will maintain a list of certified two-story homes. This ongoing list will be updated for every newly two-story certified home. Program Manager will sign off for each family after ensuring that the family has the required Escape Ladder.

Vehicle Inspections: Mr. Villamarin noted that LFI was not complying with annual vehicle inspections. Many FFA's stopped mandating the Vehicle Inspection due to the costs incurred by the families. In lieu of the inspection, LFI was utilizing a transportation policy in which families committed to maintain their vehicle in safe mechanical operating conditions. Since LFI program Statement requires the annual inspection by an auto mechanic, Vehicle Inspections have been reinstated. In the timeframe that Mr. Villamarin conducted his review, LFI implemented a newly revised Vehicle Inspection/Transportation Policy. On 9/29/12, Executive Director and Program Manager met with all certified families and distributed the newly revised

forms. During the Exit Interview with Mr. Villamarin on 10/10/12, he was provided with copies of the Vehicle Inspections for those cases he reviewed. LFI will continue to require Vehicle Inspections from all certified families on a yearly basis.

In an effort to ensure future compliance, LFI Program Manager developed a tracking form in which LFI Secretary will maintain a master list of the dates of vehicle inspections for all certified families. Two months prior to the lapse of the annual inspection, LFI will notify the family giving them ample time to comply with the vehicle inspection prior to or on the year anniversary of their prior inspection. This tracking tool will be checked by LFI Secretary and Program Manager on a regular basis thus ensuring that the families complete their Vehicle Inspections on a monthly basis.

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

Respectfully, Virginia Olivar, MSW

LFI Program Manager

LFI Executive Director, LCSW