County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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September 30, 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

MCKINLEY CHILDREN'S CENTER 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 McKinley Children's Center Foster Family Agency (the FFA) in March 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 "Helping children and youth gain the skills, knowledge, and self-esteem essential to personal maturity and return to successfully functioning families."

At the time of the review, the FFA supervised 155 DCFS placed children in 67 certified foster homes. The placed children's average length of placement was 12 months, and their average age was 9.

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 9 of 11 sections of our program compliance review: Certified Foster Homes; Maintenance of Required Documentation and Service Delivery; 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 areas of Licensure/Contract Requirements, related to having six substantiated complaints by Community Care Licensing (CCL); and Facility and Environment, related to a child's bedroom window being blocked, preventing exit.

Attached are the details of our review.

REVIEW OF REPORT

On May 7, 2013, the DCFS OHCMD Monitor, Sharon Koga, held an Exit Conference with the FFA representatives Julissa Castillo, Executive Director, Maria Perez, Regional Administrator, and Sharon Moreno, Supervising Foster Care Social Worker. The FFA's representatives: agreed with the review findings and recommendations; was 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 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 L. Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Julissa Castillo, Executive Director, McKinley Children's Center FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

MCKINLEY CHILDREN'S CENTER FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW SUMMARY

380 S. San Dimas Avenue
San Dimas, CA 91773
License Number: 197806208

	Contract Compliance Monitoring Review	**Findings: March 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. Full Compliance
	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. Full Compliance
	6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments	6. Full Compliance
	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	Full Compliance (ALL)
	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	
III	**Facility and Environment** (7 Elements)	
	1. Exterior/Grounds Well Maintained	1. Full Compliance
	2. Common Areas Maintained	2. Full Compliance
	3. Children's Bedrooms/Interior Maintained	3. Improvement Needed

	4. Sufficient Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	4. Full Compliance 5. Full Compliance 6. Full Compliance 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 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	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)

MCKINLEY CHILDREN'S CENTER 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 March 2013 review. The purpose of this review was to assess McKinley Children's Center 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 each child and reviewed their case files to assess the care and services they received. Additionally, four discharged children's files were also reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, 13 placed children were prescribed psychotropic medication. OHCMD reviewed ten 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 were reviewed 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 two areas to be out of compliance.

Licensure/Contract Requirements

The FFA had six substantiated Community Care Licensing (CCL) complaints.

- CCL substantiated a complaint dated December 14, 2012 of an allegation involving lack of supervision that occurred when the foster child missed the school bus to go home, and the school was unable to contact the foster mother's daughter, who was supervising the child at the time. The Plan of Correction (POC) was for the FFA to provide training to the certified foster parents and any other caregiver in the certified home, and the school emergency contact information be updated. A referral alleging General Neglect was called into the Child Protection Hot Line (CPHL) on December 14, 2012. During the course of the investigation, the certified foster parent disclosed that she spanked the younger children on their buttocks occasionally, when they really misbehave. Although the referral was determined to be unfounded by Department of Children and Family Services (DCFS) Emergency Response Children's Social Worker (ER CSW) and Out-of-Home Care Investigations Section (OHCIS), OHCIS requested a Corrective Action Plan (CAP) to address the following concerns: lack of supervision, use of corporal punishment, and no criminal clearances on a babysitter. The FFA submitted a CAP, which was approved. There is currently one child in the home.

- CCL substantiated a complaint/referral dated December 9, 2012 of an allegation that involved general neglect with unfavorable conduct by the certified foster parent. The general neglect allegation involved the child being dirty, disheveled, and had a dirty diaper. The unfavorable conduct by the certified foster parent involved the certified foster parent being found incoherent and drunk by law enforcement after driving her vehicle into a divider in a parking lot. She was arrested by law enforcement. This referral was also substantiated by DCFS and OHCIS. The home was immediately decertified. The home is on an "indefinite hold" due to substantiated allegation of severe neglect. There are currently no children in the home.

- CCL substantiated a complaint/referral dated May 4, 2012 of an allegation regarding not following court orders that involved certified foster mother allowing the minor mother to take her son, without certified foster mother's supervision, which was against court orders. The POC was for the FFA to provide the certified foster mother training. The certified foster mother received training on the importance of complying with court orders and in parenting skills in working with teenagers. No OHCIS investigation was conducted. However, this referral was also substantiated by the DCFS ER CSW. The home has been placed on an "indefinite hold" by OHCMD. There is currently one child in the home.

- CCL substantiated a complaint/referral dated February 4, 2012 of an allegation involving lack of supervision that occurred when the caregiver failed to respond to the door bell or to the individual calling out, although the caregiver was present in the home. The foster child allowed the individual into the home. The POC was for the FFA to provide re-training to the certified foster parents. The certified foster parents received training in proper supervision of foster children. This referral was determined to be inconclusive by the DCFS ER CSW. No OHCIS investigation was conducted. There are currently no children in the home.

- CCL substantiated a complaint/referral dated November 15, 2011 of an allegation of an unsanitary home that involved the home being in general disrepair: hole in the wall in the bathroom; broken drawers in the kitchen, master bedroom full of boxes, huge pile of unfolded

clothing on top of boxes; girls' bedroom full of clutter and unsanitary; soda bottles, empty cans of food with forks in it, hair brushes and toiletries scattered all over the floor; and pieces of chips and other food crumbs on the carpet. The POC was for the FFA to address and correct each of the deficiencies cited. All of the deficiencies were corrected, and the certified foster parents were reminded of the importance of having the home in compliance at all times. This referral was evaluated out and no investigation was done by the DCFS ER worker or OHCIS. There are currently four children in the home.

- CCL substantiated a September 24, 2011 complaint/referral of a sexual abuse allegation that involved inappropriate touching by certified foster father. The certified foster mother contacted law enforcement and the FFA as soon as the allegations were brought to her attention. The FFA made a referral to the Child Protection Hotline. The FFA immediately decertified the home and the placed children were removed. This referral was also substantiated by the DCFS ER CSW and OHCIS. OHCIS placed the home on an "indefinite hold" and it will no longer be used as a placement resource due to the substantiated allegation of sexual abuse. There are currently no children in the home.

Recommendation

The FFA's management shall ensure that:

1. All certified foster parents are re-trained in the importance of keeping in compliance with Title 22 Regulations, all court orders, and ensuring the safety of the foster children.

Facility and Environment

- One certified foster home had a bedroom window blocked, preventing the child's exit from the window. Upon notification of the situation, the FFA immediately had the certified foster parent remove the boxes blocking the window.

Recommendation

The FFA's management shall ensure that:

2. All bedroom windows are clear of obstructions.

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

The OHCMD's last compliance report dated June 27, 2012, identified four recommendations.

Results

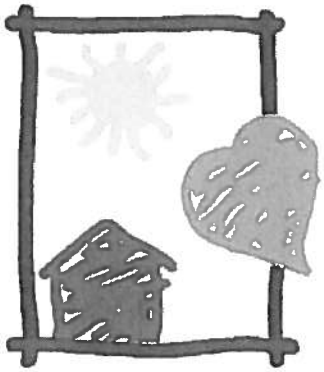
Based on our follow-up, the FFA fully implemented all four recommendations for which they were to ensure that:

- Initial Needs and Services Plans (NSPs) are comprehensive, including child specific, measurable, and time-framed goals.
- Monthly contacts with Children's Social Workers (CSWs) are documented on the NSPs.
- Updated NSPs are comprehensive, including child specific, measurable, and time-framed goals.
- All children are encouraged and/or assisted with maintaining a life book/photo album.

OHCMD is concerned about the number of CCL substantiated complaints and will increase the frequency of visits to assess the safety of placed children in McKinley FFA homes. OHCMD will conduct mini-reviews to the FFA on a quarterly basis, as well as conduct their annual monitoring review to ensure that appropriate oversight and services are delivered to placed children.

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.



McKINLEY CHILDREN'S CENTER

June 2013

Sharon Koga, Monitor
DCFS Out of Home Care Management

Dear Ms. Koga,

Please accept this as our documentation for implementation of a corrective action plan as a result of our 2013 DCFS review.

22. ***Are children's bedrooms well maintained? (clean/sanitary; neat; comfortable adequate lighting; home-like environment, no safety hazards) (safety). – The only exit of Foster Bedroom Blocked.***

The foster family by the name of Franco had a window obstructed. The family was provided with additional training with tittle 22 and home inspection compliance. Additionally, a staff training was conducted at a general staff meeting on item 22. A picture of corrected obstruction was provided to Ms. Koga along with a CAP in writing on the matter.

4. Is the agency free of substantiated Community Care Licensing complaints' reports on safety and physical plant deficiencies since the last review? (Safety).

The foster family by the name of Hernandez was decertified immediately upon learning there was a safety concern.

Thank you.

Julissa Castillo

Julissa Castillo

Chief Executive Officer

Al Mason

Accredited By:

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- California Alliance of Child and Family Services
- Association of Children's Service Agencies
- Child Welfare League of America
- United Way

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McKINLEY CHILDREN'S CENTER

July 31, 2013

Sharon Koga, Monitor
DCFS Out of Home Care Management

RE: Amendment to CAP for DCFS Review

Dear Ms. Koga,

The following is an amendment to the corrective action plan in response to the DCFS evaluation review 2013. Enclosed you will find as per your request further details on each one of the substantiated CCL allegations.

Norma Hernandez 12/10/12
Frank Soto 11/30/11
The foster families by the name of Norma Hernandez and Frank Soto were both decertified immediately upon learning there was a safety concern.

Noemi Saldana 12/14/12
The foster family by the name of Noemi Saldana was provided with additional training on appropriate child supervision and SIR training on 2/13/13.

Dolores Sainz 5/7/12
The family by the name of Dolores Saenz was addressed in and administrative meeting where additional training was provided on the importance of complying with court mandates. Family was also referred to additional training on parenting skills for teenage children approaching emancipation.

Cecilia Cruz 2/8/12
The family by the name of Cecilia Cruz was provided with additional training on February 3, 2012. The training was on appropriate child supervision with the focus on the importance of child safety and appropriate direct supervision at all times.

Flor Romero 12/16/11
The family by the name of Flor Romero was addressed in regards to the importance of maintaining the home in sanitary conditions according to tittle 22. Pictures of corrected deficiencies were provided to CCL.

In order to prevent allegations please note, that upon us learning of any special incident there is an immediate follow up visit to ensure the safety of all children in the home and their well being. Our FCSW's also conduct unannounced visits and meet individually with their children to assess their well being and their safety. Children are also taken out of the home to meet individually away from CFP's so they can feel comfortable to disclose anything. Children are given placement packets at time of intake with the list of their personal rights, referral hot line, FCSW and Supervisor's numbers are also provided to them. As an agency we continue to ensure that certified families continue to comply with agency policies and complete their training hours in order to renew their annual certification. Additionally, agency staff conducts monthly walkthroughs to ensure our homes are maintained in a clean, safe and comfortable home-like environment.

Thank you in advance for your time.

Maria L. Perez

Regional Administrator
McKinley Children's Center
Foster Family & Adoptions Agency

Chief Executive Officer

Al Mason

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