County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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August 11, 2014

To: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
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Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

NIÑOS LATINOS UNIDOS 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 Niños Latinos Unidos Foster Family Agency (the FFA) in February 2014. The FFA has one licensed office located in the First Supervisorial District; one licensed office located in the Fifth Supervisorial District; and one licensed office located in Riverside 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 recruit, train, certify and provide support for Latino homes. Provide bilingual (English/Spanish) and bicultural staff to work with certified foster parents, potential foster parents, CSWs and foster children. Provide culturally sensitive supervision to the foster homes and ensure that quality culturally sensitive foster care is provided. Provide Latino children culturally sensitive foster care services and foster homes to enable them to reunify with biological family whenever possible. If reunification is not an option, a more permanent plan such as adoption or emancipation services will be pursued. During this time, all efforts will be made to provide consistency for the children by keeping them with the same certified foster home."

At the time of the review, the FFA supervised 174 DCFS placed children in 83 certified foster homes. The placed children's average length of placement was three months and their average age was seven.

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 3 of 11 sections of our Contract compliance review in the areas of: Education and Workforce Readiness; Discharged Children; and Personnel Records.

OHCMD noted deficiencies in the areas of: Licensure/Contract Requirements, related to Community Care Licensing (CCL) citations, as a result deficiencies and findings during the course of investigating five CCL complaints; Certified Foster Homes, related to a Home Study that was completed one month after certification; Facility and Environment, related to two certified foster homes that did not have age appropriate books or accessibility to educational materials, one certified foster home did not conduct disaster drills at least every six months and one certified foster home did not maintain appropriate and comprehensive monetary and clothing allowance logs; Maintenance of Required Documentation and Service Delivery, related to Initial and Updated Needs and Services Plans (NSPs) and Quarterly Reports that were not developed timely or comprehensive, as they did not include all of the elements in accordance with the NSP template, one child's file was missing monthly contacts with the DCFS CSW and one child's file was missing three contacts with the FFA social worker; Health and Medical Needs, related to two children that did not receive the recommended six-month follow-up dental examination; Psychotropic Medication, related to one child's file that was missing a copy of the current psychiatric evaluation report; Personal Rights and Social/Emotional Well-Being, related to one child that was not informed as to why psychotropic medication was prescribed and three children were not given the opportunity to participate in extra-curricular activities; and Personal Needs/Survival and Economic Well-Being, related to one child that had one monthly clothing allowance issued for the whole year, two children were not involved in selecting their clothing, two children were not provided with personal care items and eight children were not provided with life books or photo albums.

Attached are the details of our review.

REVIEW OF REPORT

On March 27, 2014, the DCFS OHCMD Monitor, Elizabeth Villalobos, and DCFS Contracts Compliance Administrators, Pamela Carolina and Jennifer Higuchi, held an Exit Conference with the FFA representatives, Fahir Milián, Executive Director, Gurith T. Milián, Director of Public Affairs, Pedro Travieso, Director of Programs and Operations, Luis Mendez, and Andrea Lacey, Administrators, and Yvette Cucuta and Alejandro Cisneros, Supervising Social Workers. The FFA's representatives agreed with the review findings and recommendations. The FFA was 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. OHCMD will verify that the recommendations have been implemented and will provide technical assistance during our next visit to the FFA in July 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:ev

Attachments

c: William T Fujioka, Chief Executive Officer
John Naimo, Acting Auditor-Controller
Public Information Office
Audit Committee
Fahir Milián, Executive Director, Niños Latinos Unidos FFA
Lojuannah Hills, Regional Manager, Community Care Licensing

NIÑOS LATINOS UNIDOS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

9246 Alondra Boulevard
Bellflower, CA 90706
License Number: 197803061

38424 10th Street East
Palmdale, CA 91722
License Number: 197805210

2060 Chicago Avenue, Suite A23
Riverside, CA 92507
License Number: 336423451

	Contract Compliance Monitoring Review	Findings: February 2014
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 in Accordance with the Contract	3. Full Compliance
	4. Are there CCL Citations/OHCMD Safety Reports	4. Improvement Needed
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Homes (WFFH) Training	5. Not Applicable
	6. FFA Pays Certified Foster Parents (CFP) WFFH Required Payments	6. Not Applicable
	7. FFA Conducts an Assessment of 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 Conducted Prior to Certification	1. Improvement Needed
	2. Agency's Inquiry with OHCMD for Historical Information Prior to Certification	2. Full Compliance
	3. Timely Criminal Clearances (DOJ, FBI, CACI) Prior to Certification	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. All Required Training Prior to Certification	6. Full Compliance
	7. Certificate of Approval on File/Including Capacity	7. Full Compliance
	8. Safety Inspection Completed At Least Every Six Months or Per Approved Program Statement	8. Full Compliance
	9. Completed Annual 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, if Applicable Car Seat(s)	10. Full Compliance
	11. Criminal Clearances and Health Screening/CDL/CPR/DOJ/FBI/CACI/Auto Insurance for Other Adults in the Home	11. Full Compliance
	12. FFA Assists CFPs in Providing Transportation Needs	12. Full Compliance

III	**Facility and Environment** (7 Elements)	
	1. Exterior/Grounds Well Maintained	1. Full Compliance
	2. Common Areas/Interior Well Maintained	2. Full Compliance
	3. Children's Bedrooms/Interior Well Maintained	3. Full Compliance
	4. Sufficient and Appropriate Educational Resources	4. Improvement Needed
	5. Adequate Perishable and Non-Perishable Food	5. Full Compliance
	6. CFP Conduct Disaster Drills and Documentation Maintained	6. Improvement Needed
	7. Money and Clothing Allowance Logs Maintained	7. Improvement Needed
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	1. Improvement Needed
	2. CFPs Participated in Development of NSPs	2. Improvement Needed
	3. Children Progressing Towards Meeting NSP Goals	3. Improvement Needed
	4. FFA Social Workers Develop Timely, Comprehensive Initial NSP with Child's Participation	4. Improvement Needed
	5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with Child's Participation	5. Improvement Needed
	6. Therapeutic Services Received	6. Full Compliance
	7. Recommended Assessments/Evaluations Implemented	7. Full Compliance
	8. County Children's Social Workers Monthly Contacts Documented in Child's Case File	8. Improvement Needed
	9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports	9. Improvement Needed
	10. FFA Social Workers Conduct Required Visits	10. Improvement Needed
V	**Education and Workforce Readiness** (5 Elements)	
	1. Children Enrolled in School Within Three School Days	Full Compliance (ALL)
	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 Attendance Increased	
	5. FFA Facilitates Child's Participation in YDS or Equivalent Services and Vocational Programs	

VI	**Health and Medical Needs** (4 Elements)	
	1. Initial Medical Exams Conducted Timely	1. Full Compliance
	2. Follow-Up Medical Exams Conducted Timely	2. Full Compliance
	3. Initial Dental Exams Conducted Timely	3. Full Compliance
	4. Follow-Up Dental Exams Conducted Timely	4. Improvement Needed
VII	**Psychotropic Medications** (2 Elements)	
	1. Current Court Authorization for Administration of Psychotropic Medication	1. Full Compliance
	2. Current Psychiatric Evaluation Review	2. Improvement Needed
VIII	**Personal Rights and Social Emotional Well-Being** (10 Elements)	
	1. Children Informed of Agency's Policies and Procedures	1. Full Compliance
	2. Children Feel Safe in the CFP Home	2. Full Compliance
	3. CFPs' Efforts to Provide Nutritious Meals and Snacks	3. Full Compliance
	4. CFPs Treat Children with Respect and Dignity	4. Full Compliance
	5. Children Allowed Private Visits, Calls and to Receive Correspondence	5. Full Compliance
	6. Children Free to Attend or Not Attend Religious Services/Activities of Their Choice	6. Full Compliance
	7. Children's Chores Reasonable	7. Full Compliance
	8. Children Informed About Their Medication and Right to Refuse Medication	8. Improvement Needed
	9. Children Aware of Right to Refuse or Receive Medical, Dental and Psychiatric Care	9. Full Compliance
	10. Children Given Opportunities to Participate in Extra-Curricular Activities, Enrichment and Social Activities	10. Improvement Needed
IX	**Personal Needs/Survival and Economic Well-Being** (7 Elements)	
	1. $50 Clothing Allowance in Accordance with FFA Program Statement	1. Improvement Needed
	2. Ongoing Clothing Inventories of Adequate Quantity and Quality	2. Full Compliance
	3. Children's Involvement in Selection of Their Clothing	3. Improvement Needed
	4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs	4. Improvement Needed
	5. Minimum Weekly Monetary Allowances	5. Full Compliance
	6. Management of Allowance/Earnings	6. Full Compliance

	7. Encouragement/Assistance with Life Book/Photo Album	7. Improvement Needed
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. 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 Exceed Total of 15 Children	Full Compliance (ALL)

NIŇOS LATINOS UNIDOS 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 February 2014 monitoring review. The purpose of this review was to assess Niňos Latinos Unidos 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 12 children. However, two children's interviews were limited, due to one child having a speech impediment and one child refused to complete the interview. During the home visits, children were observed to be comfortable in the certified foster homes and the certified parents were observed to be attuned to the needs of the children. OHCMD reviewed all 12 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, five placed children were prescribed psychotropic medication. We reviewed all five case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

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

CONTRACTUAL COMPLIANCE

OHCMD found the following eight 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 investigation of five CCL complaints.

- On July 11, 2013, CCL cited the FFA, as a result of deficiencies and findings during the investigation of General Neglect/Lack of Supervision.

According to the report dated July 11, 2013, CCL substantiated Neglect/Lack of Supervision allegations when it was discovered that a seven year old foster child left the certified foster home without permission and walked to school without any adult supervision. CCL determined that the certified foster parent and her adult biological daughter lacked communication as to the supervision of the foster child and that this was an isolated incident. CCL requested a Plan of Correction (POC) from the FFA, which included re-training the certified foster parent on the supervision of placed children. The referral was investigated by Department of Children and Family Services (DCFS), Emergency Response Children's Social Worker (ER CSW) and the allegations of General Neglect were deemed unfounded. Out-of-Home Care Investigations Section (OHCIS) investigated this referral and determined no further action was required by the FFA.

- On September 12, 2013, CCL cited the FFA, as a result of deficiencies and findings during the investigation of Sexual Abuse by certified foster parent's 18 year old nephew and General Neglect by certified foster mother.

According to the report dated September 12, 2013, CCL substantiated the Sexual Abuse allegations when it was determined that the certified foster mother's 18 year old nephew inappropriately touched a placed child. CCL submitted an Order to Licensee/Facility of Immediate Exclusion from Facility for the FFA indicating that the certified foster parent's 18 year old nephew constituted a threat to the health and safety of the placed children. Therefore, the Department of Social Services ordered his removal from the certified foster home and he is no longer to have contact with placed children. The referral was investigated by DCFS ER CSW and the allegations of General Neglect by certified foster mother were concluded as inconclusive and Sexual Abuse by the nephew as substantiated. The sexual abuse allegations were cross reported to law enforcement.

The above referenced referral was not received by OHCIS; therefore, OHCIS notified the Child Protection Hotline that the referral was not received. However, a subsequent referral was later received by OHCIS alleging General Neglect by the same foster parent. During the course of the subsequent investigation, OHCIS became aware of the prior referral alleging General Neglect and Sexual Abuse and reviewed the certified foster parent's and children's FFA files, which lead to OHCIS placing the certified foster home on an Indefinite Hold and it will no longer be used as a placement resource for DCFS children.

- On December 12, 2013, CCL cited the FFA, as a result of deficiencies and findings during the investigation of Sexual Abuse complaint.

According to the report dated December 12, 2013, CCL substantiated the Sexual Abuse allegations when a child previously placed in the home disclosed being inappropriately touched by the certified foster father. The referral was investigated by DCFS ER CSW and the allegations of Sexual Abuse were deemed inconclusive. The Sexual Abuse allegations were cross reported to law enforcement. On December 12, 2013, the FFA decertified the foster home. OHCIS investigated the referral and placed the certified foster home on an "Indefinite Hold" and it will no longer be used as a placement resource for DCFS children.

- On February 7, 2014, CCL cited the FFA, as a result of deficiencies and findings during the investigation of Physical Abuse/Corporal Punishment complaint.

According to the CCL report dated February 7, 2014, the children denied being hit by the certified foster parent; however, CCL substantiated allegations of Physical Abuse/Corporal Punishment when it was determined that the certified foster parent forcefully placed the child on time out on his bed while tightly gripping the child's shoulders and leading him to the bed. The referral was investigated by DCFS ER CSW and the allegations of Physical Abuse were deemed unfounded. The referral was investigated by OHCIS and determined that there was a trend of inappropriate behavior/discipline by the certified foster parents toward placed children. OHCIS requested a Corrective Action Plan (CAP) from the FFA, which included decertifying the foster home. The FFA provided a CAP indicating that the certified foster home was decertified on February 20, 2014. On March 18, 2014, OHCIS placed the certified foster home on an "Indefinite Hold" and it will no longer be used as a placement resource for DCFS children.

- On February 14, 2014, CCL cited the FFA, as a result of deficiencies and findings during the investigation of Physical Abuse and a Personal Rights violation complaint.

According to the CCL report dated February 14, 2014, a personal rights violation and physical abuse were substantiated when it was determined that the certified foster parents were physically abusive toward placed children and placed children were not allowed to use the telephone. The referral was investigated by DCFS ER CSW. The allegation of Physical Abuse by the certified foster parents was substantiated. Additionally, the certified foster parents allowed the older children to physically discipline their younger sibling. The allegation of Emotional Abuse was also substantiated when it was determined that the children were verbally abused, which resulted in the placed children being removed from the home.

OHCIS investigated the referral and substantiated the allegations of Physical Abuse and Emotional Abuse. The allegation of Physical Abuse was cross reported to law enforcement, On December 30, 2013, OHCIS placed this home on an "Indefinite Hold" and it will no longer be used as a placement resource for DCFS children.

Recommendations

The FFA's management shall ensure that:

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

<u>Certified Foster Homes</u>

A total of five certified foster homes were reviewed and the following deficiencies were noted for one of the five foster homes:

- In certified foster home #2, the Home Study was completed one month after certification.

During the Exit Conference, the FFA representative stated that the foster home in question was certified 19 years ago and their process and practice are no longer the same.

Recommendations

The FFA's management shall ensure that:

2. SAFE Home Studies are completed and dated prior to certification.

Facility and Environment

- In certified home #2 and #3, there were not sufficient age appropriate educational resources.

During the Exit Conference, the FFA representative stated that they would follow-up with the FFA Social Worker. During the review process, the FFA provided OHCMD with pictures as verification that newly acquired books were purchased.

- In certified home #5, the most recent disaster drill was conducted three months late.

- In certified home #2, one child did not sign monetary and clothing allowance logs indicating allowances were received.

During the review process, the FFA provided OHCMD with a picture as verification that monetary allowance and clothing allowance logs were signed by the child.

Recommendations

The FFA's management shall ensure that:

3. Certified foster parents have appropriate and sufficient educational resources.

4. Disaster drills are conducted at least every six months.

5. The FFA will maintain comprehensive monetary and clothing allowances logs.

Maintenance of Required Documentation and Service Delivery

- For three children, the FFA did not document efforts to obtain the DCFS CSW's authorization to implement the Needs and Services Plan (NSP).

- Twelve Initial NSPs were reviewed. For one child, the Initial NSP was not signed by the certified foster parent to indicate that they participated in the development of the NSP.

- For one child, the NSP goals were not measurable nor were they child specific and did not address the child's needs.

- For two children, the Initial NSPs were not developed timely; for three children the signature page of the Initial NSP contained typed dates; therefore, OHCMD could not determine if they were developed timely.

- For one child, the signature page of the Updated NSP contained typed dates; therefore, OHCMD could not determine if they were developed timely. Further, the goals were not modified as they were the same goals that were listed on the Initial NSP and there was no indication as to the child's progress towards meeting NSP goals.

- For one child, the FFA's monthly contact with their DCFS CSWs was missing from the children's files.

- For five children, the signature page of the Quarterly Reports contained typed dates; therefore, OHCMD could not determine if they were developed timely.

- For one child, the FFA failed to conduct required visits by not visiting such child for a period of three weeks.

During the Exit Conference, the FFA representative stated the FFA Social Worker was on vacation; therefore, a few visits were missed.

Recommendations

The FFA's management shall ensure that:

6. FFA obtain or document efforts to obtain DCFS CSW's authorization to implement NSPs.

7. Certified Foster Parents participate in development of NSPs.

8. Children are progressing towards meeting NSP goals.

9. FFA Social Workers develop timely and comprehensive Initial NSPs.

10. FFA Social Workers develop timely and comprehensive Updated NSPs.

11. FFA's monthly contact with DCFS CSW's is occurring and documented in children's case files.

12. FFA Social Workers develop timely and comprehensive Quarterly Reports.

13. FFA Social Workers are conducting required visits with the children.

Health and Medical Needs

- One child in certified foster home #3 and one child in certified foster home #5 did not receive a timely six-month dental examination follow-up. One child's dental examination was five days late and the other child's dental examination was one and a half months late.

During the Exit Conference, the FFA Representative stated that the child's follow-up dental examination was a month and a half late due to an issue with the child's Medi-Cal. OHCMD provided the FFA with the Foster Care Hotline number to address Medi-Cal issues. The FFA

provided OHCMD with copies of the children's dental examination forms as verification that the children received their six-month follow-up dental examinations.

Recommendations

The FFA's management shall ensure that:

14. The FFA ensure all children have a follow-up dental examination as recommended by their dentists.

Psychotropic Medication

- One child did not have a copy of a current psychiatric evaluation report.

During the Exit Conference, the FFA representative stated that the child came from another FFA with the prescribed psychotropic medication and they did not want to stop administering the medication due to not having the required documentation. The FFA provided OHCMD with a copy of the current psychiatric evaluation report.

Recommendations

The FFA's management shall ensure that:

15. The FFA ensure that a current copy of the psychiatric evaluation report is maintained in the child's file for all children prescribed psychotropic medication.

Personal Rights and Social Emotional Well-Being

- In certified foster home #3, one child was not informed as to why psychotropic medication was being prescribed.

- In certified foster home #3, three children were not given the opportunity to participate in extra-curricular activities.

During the review process, the FFA Administrator from the Palmdale Office informed OHCMD that the FFA mandated this particular certified foster parent to provide placed children the opportunity to participate in extra-curricular activities.

Recommendation

The FFA's management shall ensure that:

16. Age-appropriate children are informed about their medication and their right to refuse medication.

17. All children are given opportunities to participate in age appropriate extracurricular activities.

Personal Needs/Survival and Economic Well-Being

- In certified foster home #2, one child's clothing allowance was issued only one month for the entire year.

- In certified foster home #4, two children were not involved in selecting their clothing.

- In certified foster home #3, two children were not provided with personal care items by certified foster parents. The personal care items were provided by the biological parent.

During the review process, the FFA informed OHCMD that they discussed personal care items with the certified foster parent and was made aware that the certified foster parents are responsible for providing personal care items to placed children.

- A total of eight children were not provided with life books or photo albums.

During the Exit Conference, the FFA representative stated that certified foster parents are trained and given life book samples. The FFA representative stated that the certified foster parents would be reminded to provide each child with a life book or photo album.

Recommendation

The FFA's management shall ensure that:

18. The children are receiving $50 monthly clothing allowance.

19. Children, appropriate to their developmental level, are involved in the selection of their clothing.

20. Children are provided with sufficient supply of clean towels along with adequate personal care items appropriate to their ethnic needs.

21. Certified foster parents are encouraging and assisting children to update their life book or photo album.

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

The OHCMD's last compliance report dated September 1, 2013, identified 18 recommendations.

Results

Based on OHCMD's follow-up, the FFA fully implemented 12 of 18 previous recommendations for which they were to ensure that:

- Prior to placing more than two children in a certified foster home, the foster parents have at least 12 months experience according to the County contract and documentation maintained in the certified foster parents' files.

- Home studies are dated to determine their timeliness.

- Certified foster parents are provided with the required annual hours of training for recertification.

- Vehicle inspection documentation prior to certification and/or for recertification is maintained in the certified foster parents' files.

- Exterior and grounds are well maintained.

- Common areas are free of safety hazards.

- Certified foster parents are aware of the placed children's goals.

- The FFA facilitates meeting the educational goals of children, including tutoring.

- Certified foster parents maintain a log recording prescribed psychotropic medication.

- FFA social workers are provided the required annual hours of training.

- Written declarations for part-time contract social workers are on file and that their caseload will not exceed 15 children.

- FFA Administrators do not carry a caseload beyond that of what is allowed by Title 22 Regulations.

Based on OHCMD follow-up, the FFA did not fully implement 6 of 18 previous recommendations for which they were to ensure that:

- The FFA is in full compliance with Title 22 Regulations, free of CCL's citations.

- Home Study and Safety Inspections are conducted prior to certification.

- Children are progressing toward meeting their NSP goals.

- FFA social workers develop comprehensive Initial NSPs with specific and measurable goals and participation of age appropriate children.

- FFA social workers develop comprehensive Updated NSPs with specific and measurable goals and participation of age appropriate children.

- The outstanding recommendations for the November 16, 2012 monitoring report, which are noted in this report as Recommendations 7, 11, 12 and 17 are fully implemented.

Recommendations

The FFA administration shall ensure that:

22. The outstanding recommendations for the November 12, 2013 monitoring report, which are noted in this report as Recommendations 1, 6 and 7, are fully implemented.

At the Exit Conference, the FFA Administration expressed their desire to remain in compliance with all Title 22 Regulations and Contract requirements. In an effort to be in compliance with monetary/clothing allowance logs, disaster drills, contacts with DCFS CSWs and placed children, and timely and comprehensive NSPs, the FFA provided re-training FFA social work staff on March 5, 2014; April 1, 2014 and on May 21, 2014. Lastly, in efforts to ensure all placed children have a life book/photo album, all certified foster parents were reminded that they are required to create and maintain life books/photo albums for all placed children.

In an effort to enhance oversight of the FFA and ensure recommendations are implemented, OHCMD will visit the FFA to provide technical assistance in July 2014.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER (A-C)

A fiscal review of Niños Latinos Unidos FFA has not been posted by the A-C.

NIÑOS LATINOS UNIDOS®

FOSTER FAMILY AGENCY

9246 ALONDRA BLVD., BELLFLOWER, CALIFORNIA 90706
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June 24, 2014

Out-of-Home Care Management Division
Elizabeth Villalobos, MSW, CSAI
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

RE: Audit Response

Dear Ms. Villalobos:

Niños Latinos Unidos, FFA (NLU) will address the recommendations set forth in the most recent audit by the DCFS Out-of-Home Care Management Division, as follows:

I. Licensure/ Contract Requirements

Recommendations:

The FFA to ensure that the Agency and certified foster parents comply with CCL recommendations.

CAP Response:

Training will be provided to FFA staff and CFPs in reference to the importance of executing timely and relevant corrective action, based on CCL recommendations. FFA clinical staff will be further instructed on the matter of enforcing specific CCL recommendations to individual foster parents.

NLU FCSW's will be offered training on the importance of their enforcement compliance upon receiving notice of a Plan of Correction on one of their homes, from CCL. This will be done at the upcoming Clinical Staff meeting, on 5/21/14. Certified Foster Parents will be trained on the importance of complying with CCL recommendations, at an upcoming class sometime this month (5/14). A specific date and time is to be determined.

II. Certified Foster Homes

Recommendations:

Prior to certifying a foster parent, the FFA Staff will ensure SAFE Home Studies are completed prior to certification.

CAP Response:

NLU Quality Assurance Staff will review all approved home studies and assure that all necessary signatures have been executed prior to the certification and opening of a newly certified foster home. This shall include the Home Study final approval signature that is provided by the Adoption Department Manager.

III. Facility and Environment

Recommendations:

The FFA is to ensure that certified foster parents have appropriate and sufficient educational resources.

CAP Response:

NLU has established a policy requiring that a monthly un-announced walk-through is to be performed by FCSW's on each of their assigned Certified Foster Homes. During this time FCSW's will also look to assure that sufficient age-appropriate educational resources are available to all the children in the home.

Recommendations:

The FFA will ensure disaster drills are conducted every six months.

CAP Response:

NLU has designated the months of March and September as the time its FCSW's will conduct, among other things, an Emergency Disaster/Fire Drill. During this time FCSW's are to discuss with each minor, if age appropriate, the Emergency Disaster/Fire Drill plan. Additionally, upon placement of a new minor in the home the assigned FCSW and the CFP will inform and practice with the minor the Emergency Disaster/Fire Drill plan.

Recommendations:

The FFA will maintain comprehensive monetary and clothing allowances logs with appropriate signatures.

CAP Response:

While it is the practice of NLU to maintain comprehensive monetary and clothing allowances logs, with appropriate signatures, NLU will provide training to foster parents to assure that all minors ages five (5) and up sign for their allowance, and that clothing logs accurately reflect the monies spent on each child, as reflected on the accompanying receipts.

IV. Maintenance of Required Documentation and Service Delivery

Recommendations:

Initial NSPs, quarterly reports and updated NSPs are completed timely.

CAP Response:

NLU administrators and supervisors will, during the upcoming staff meeting on 05/21/14, train --and remind to some-- FCSW's on the importance of developing and submitting NSP's, updates to NSPs and Quarterly reports in a timely manner.

Recommendations:

FFA Social Workers to develop comprehensive initial and updated NSPs in accordance with the NSP template.

CAP Response:

NLU administrators and supervisors will train FCSWs in the development of NSP's, Quarterly reports and updates to NSPs goals and re-train the FCSWs on how to develop goals utilizing the SMART goals plan.

Recommendations:

FFA Social Workers are to maintain and document monthly contacts with CSWs.

CAP Response:

NLU has developed a CSW contact log that will ensure that regular contacts are maintained and documented in a timely manner. (See attachment)

VI. Health and Medical Needs

Recommendations:

The FFA to ensure that all the children have follow-up dental examination as recommended by their dentists.

CAP Response:

All FCSW's will be asked to assist those Certified Foster Parents who have been identified as having a problem with following up on appointments by helping them develop a calendar/chart, in the foster home, where they will be asked to note all child related appointments and follow-ups, including dental appointments for each child in placement.

VII. Psychotropic Medication

Recommendations:

The FFA to ensure all children taking psychotropic medication have a copy of the psychiatric evaluation in their files.

CAP Response:

Whereas it is often difficult if impossible to obtain a copy of a child's psychological evaluation, directly from the individuals conducting such procedures, the NLU clinical staff will put in a request to the assigned DCFS CSW for a copy of the most recent and available psychiatric and/or psychological evaluation, upon a new child's placement. Specifically, FCSW's will be required to document this request on their PMA log.

VIII. Personal Rights and Social/ Emotional Well-Being

Recommendations:

The FFA to ensure certified foster parents explain house rules, discipline, complaint and discharge policies to each placed child when age-appropriate.

CAP Response:

NLU placement worker will explain and review all policies with CFP(s) and minor(s) at the time of placement, when age appropriate. Further, the CFP(s) & age appropriate minor(s) will each sign off on the accompanying signature page for house rules, discipline, complaint and discharge policies, verifying that they have fully reviewed and understood these documents.

Recommendations:

The FFA to ensure that age-appropriate children are informed about their medication and their right to refuse medication.

CAP Response:

The NLU placement worker will inform the minor(s) about their medication, as well as their right to refuse medication(s) at any time, when age appropriate. A statement to the effect of such compliance will be included in the placement packet, under "Acknowledgements".

Recommendations:

The FFA to ensure that the children are given opportunities to participate in age appropriate extracurricular activities.

CAP Response:

NLU FCSWs will assist CFPs in seeking age appropriate extracurricular activities in the community for the children. Specifically, FCSW's will assist CFP's in finding specific, local, generic resources that may serve to provide children with extracurricular activities that they may take part in. These activities may include participation in school or local-park sports teams. FCSW's will now document and follow-up to assure compliance on this area. Specifically, Recreational Activities is now included as one of the sections in the child's Contact Note form.

IX. Personal Needs/ Survival and Economics Well-Being

Recommendations:

The FFA to ensure that the children are receiving their monthly clothing allowance.

CAP Response:

NLU Administrators and Supervisors will provide re-training to FCSWs in the process of verifying and requesting original receipts from CFP's for monthly clothing allowance(s). The re-training will focus on proper documentation and the timely submission of the monthly allowance logs. CFPs will be responsible for providing original receipts and clothing logs within the first 10 days of the following month. Failure to provide this documentation may result in disciplinary action, depending on whether or not such non-compliance becomes a pattern.

Recommendations:

The FFA to ensure children, appropriate to their developmental level, are involved in the selection of their clothing.

CAP Response:

While most NLU CFP's have been known to include their children in the process of the selection of their clothing, NLU Administrators and Supervisors will continue to encourage and further train CFPs to include all children who are age appropriate and developmentally within their level, in the selection of their clothing.

Recommendations:

The FFA to ensure children are provided with sufficient supply of clean towels along with adequate personal care items appropriate to their ethnic needs.

CAP Response:

NLU administrators and supervisors will train FCSW's and CFP's in the provision of adequate personal care items, appropriate to each child's ethnic needs. (The last chapter in the PRIDE manual contains valuable information that will aid in developing this training).

Recommendations:

The FFA to ensure certified foster parents are encouraging and assisting children to update their life book or photo album.

CAP Response:

FCSWs and CFPs will, upon placement of each new minor, provide them with a copy of the "life book" and further assist them in the development of their "life book".

CFPs are first instructed during initial certification trainings to maintain a "life book" of events during the placement for each minor. FCSW's will thus review this process with all minors and their CFP's, on a quarterly basis.

If you have any further questions regarding the contents of this response, please contact me at your earliest convenience.

Best Regards,

Pedro V Travieso, MSW, MBA
Director of Programs & Operations