County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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November 16, 2012

To: Supervisor Zev Yaroslavsky, Chairman
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Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

NIÑOS LATINOS UNIDOS FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Out-of-Home Care Management Division (OHCMD) conducted a review of Niños Latinos Unidos Foster Family Agency (Niños FFA) in February 2012, at which time the agency had 180 DCFS placed children in 140 homes.

Niños FFA has three offices; one is located in the First Supervisorial District; one in the Fifth Supervisorial District; and one in Riverside County. All three offices provide services to Los Angeles County Department of Children and Family Services (DCFS) foster youth. According to Niños Latinos Unidos FFA's program statement, its goal 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, CSW's, 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." Niños FFA is licensed to serve children ranging from birth through 17.

For the purpose of this review, 12 children were selected for the review. All 12 sampled children's case files were reviewed. However, only six children were interviewed as three of the 12 children were non-verbal, one child was sleeping and did not want to wake up, one child was no longer in placement, and one child ran away. The placed children's overall average length of placement was nine months and the average age was eight. Four certified foster parents' files were reviewed; four discharged children's files were reviewed; and five

staff files were reviewed for compliance with Title 22 Regulations and the County contract requirements.

Nine children were prescribed psychotropic medication. We reviewed their case files to assess timeliness of Psychotropic Medication Authorizations (PMAs), and to confirm documentation of psychiatric monitoring was maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess Niños FFA's compliance with the County contract requirements and State regulations. The visit included a review of the agency's program statement, administrative internal policies and procedures, 12 placed children's case files, four certified foster parent files and five personnel files. Four certified foster homes were visited where foster parents were interviewed to assess the quality of care and supervision provided to children and we conducted interviews with six placed children to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

During the review, the children interviewed reported feeling safe, being provided with good care and appropriate services, being comfortable in their environment and treated with respect and dignity.

The deficiencies noted during the monitoring review were in the area of Facility and Environment, Maintenance of required Documentation and Service Delivery, Personal Rights and Social Emotional Well-Being, Personal Needs/Survival and Economic Well-Being, and Personnel records.

Based on our review, the aforementioned deficiencies revealed the need for more thorough documentation. Additionally, routine monitoring of the files by supervisory staff would appear to eliminate the documentation issues identified. Overall, Niños FFA was providing good care and services to placed children and support to the certified foster parents, which is evident in the relationships formed with the children, agency staff and certified foster parents.

In conclusion, Niños FFA was receptive to implementing some systemic changes to improve their compliance with regulations and the County contract requirements. The Administrator agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

NOTABLE FINDINGS

The following were the notable findings of our review:

- Of the four certified foster parents' homes visited, the dining table in one foster home was positioned against the wall in a way that only two sides could be used; therefore, only three people could sit at the table at any one time, where there were seven people residing in the home. Outdoor, plastic chairs were used as a part of the dining set, which is insufficient to accommodate everyone residing in the home. Kitchen knives were not locked away as is required by Community Care Licensing (CCL) regulations, which posed a safety hazard but it did not rise to the level of abuse. The FFA staff indicated that this issue was brought to the attention of FFA management and a CAP was issued and the certified foster home was placed on probation. The foster family did replace the outdoor plastic chairs with regular dining chairs and purchased a box with a lock to maintain knives inaccessible to placed children. We also noted that youth placed in this home did not have access to the home computer. The FFA staff indicated that this issue was discussed with the certified foster parent and the youth was able to access the computer. However, on June 18, 2012, a couple of months after the monitoring review, the Child Protection Hotline (CPHL) received an allegation of general neglect to a seven-month old foster child; the allegation was substantiated by DCFS Out-of-Home Care Investigation Section and the home has since been de-certified.

- Of the 12 children's files reviewed, ten initial Needs and Services Plans (NSPs) were not comprehensive as most of the fields/sections had not been completed, therefore lacking required information, including medical information, visits with foster children, and children's goals. The FFA's staff indicated that all the FFA Social Workers and Supervising Social Workers were re-trained in regards to comprehensive initial NSPs.

- Of the 12 children's files reviewed, four updated NSPs were not developed timely.

- Of the 12 children's files reviewed, six updated NSPs were not comprehensive as there were incomplete sections. Niños FFA representatives attended the January 2012 NSP training conducted by OHCMD. The FFA staff stated that a system for improved oversight was implemented, including the forms, logs and a tracking system.

- In the certified foster home, where the dining table seated only three people but seven people resided in the home, the placed youth did not have a relationship with the certified foster father. As per the youth, the foster father did not talk to her at all, and there was no communication between her and the foster father. It appeared that the certified foster parents treated this youth differently from their own children. The FFA staff stated that this issue was brought to management attention and a CAP was issued. The FFA staff also stated that the FFA Social Worker talked to the certified foster father about communicating with the placed youth, and he agreed to do so. Subsequently, the certified foster home was placed on probation and has since been de-certified.

- For two children placed in one certified home, there was no documentation to demonstrate they were provided with adequate clothing for the first month of placement. The FFA Social Worker wrote in her contact notes several times that a clothing inventory was completed and but concluded that the children did not have an

adequate amount of clothing as per the contract, and that it was evident by the placed children's appearance. However, the FFA did not place the certified foster mother on a CAP. During the OHCMD home visit to this certified foster home, we noticed that the children had a sufficient amount of clothing. The FFA staff stated that both the certified foster mother and the FFA Social Worker were new to the foster care system and the Social Worker did not know how to proceed in situations as this one; however, she was re-trained and now knows how to proceed when dealing with a similar situation.

- In one certified foster home visited, a placed youth was provided with only one towel and one set of sheets. The FFA staff indicated that the certified foster family was placed on a corrective action plan and probation, and the foster parents were re-trained in the area of children's personal rights. The youth was provided with additional towels and sheets.

- Of the five personnel files reviewed, two FFA Social Workers carried more cases than allowed by their contract and CCL Title 22 Regulations. During the review, it was noted that the two FFA Social Workers who carried more cases than the allowed number had been doing so for over three weeks. Although Niños FFA provided documentation that they notified CCL about the two Social Workers carrying more cases than allowed and CCL eventually granted a waiver, the fact remains that the agency should have foreseen a situation as this, especially when the Auditor-Controller's Office had made this recommendation in its October 9, 2008 contract review. Additionally, after two months of reporting this issue to CCL, Niños FFA had not hired another Social Worker to replace the one that left the agency.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held March 5, 2012.

In attendance:

Paula Frenkiel, FFA Administrator, Yvette Cucuta and Alex Cisneros, Supervising Social Workers, Niños FFA; and Darío Villamarín, Monitor, DCFS OHCMD.

Highlights:

Niños FFA Administrator stated that she was in agreement with our findings and recommendations and would make the corrections to improve the Agency's compliance.

Niños FFA submitted an approved CAP, and addressed each recommendation noted in this compliance report. The approved CAP is attached.

We will assess for full implementation of the 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
Fahir Milián, Executive Director, Niños Latinos Unidos FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing
Deborah Santos, Acting 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 93350
License Number: 197805210

2060 Chicago Avenue
Riverside, CA 92507
License Number: 336423451

	Contract Compliance Monitoring Review	Findings: February 2012
I	**Licensure/Contract Requirements** (6 Elements) 1. Timely Notification for Child's Relocation 2. SIRs Documented and Cross-Reported 3. Runaway Procedures 4. Community Care Licensing Citations, Out-of-Home Care Management Division Reports on Safety and Physical Deficiencies 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA pays Certified Foster Parents Whole Foster Family Home Payments	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Not Applicable 6. Not Applicable
II	**Certified Foster Homes** (13 Elements) 1. Home Study Prior to Certification 2. Contact with References/Including Check with OHCMD 3. Safety Inspection Prior to Certification 4. Timely DOJ, FBI, CACI 5. Health Screening Prior to Certification 6. Required Training Prior to Certification 7. Current Certificate of Approval on File Including Capacity 8. Home Inspection/Evaluations for Re-certification 9. Completed Training Hours for Re-certification 10. CPR/First-Aid/Water Safety Certificates 11. CDL/Auto Insurance 12. Other Adults: DOJ/FBI/CACI/Other Required Docs 13. Transportation	Full Compliance (ALL)

III	**Facility and Environment** (8 Elements) 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food 7. Disaster Drills Conducted 8. Allowance Logs	1. Full Compliance 2. Needs Improvement 3. Needs Improvement 4. Full Compliance 5. Needs Improvement 6. Full Compliance 7. Full Compliance 8. Full Compliance
IV	**Maintenance of Required Documentation and Service Delivery** (11 Elements) 1. DCFS CSW Authorization to Implement NSPs 2. Children's Participation in the Development of NSPs 3. NSPs Implemented and Discussed with Foster Parents 4. Children's Progress Towards Meeting Goals 5. Timely Developed Initial NSPs with Child 6. Timely Comprehensive Initial NSPs with Child 7. Therapeutic Services Received 8. Recommended Assessments/Evaluations Implemented 9. DCFS CSWs Monthly Contacts Documented 10. Timely Developed Updated NSPs with Child 11. Timely Comprehensive Updated NSPs with Child	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Needs Improvement 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Needs Improvement 11. Needs Improvement
V	**Education and Workforce Readiness** (7 Elements) 1. Children Enrolled in School Within Three Days 2. Children Attended School as Required 3. Agency Facilitates Child's Educational Goals 4. Child's Academic and/or Attendance Increase 5. Current IEPs Maintained 6. Current Report Cards Maintained 7. Agency Facilitates Child's Participation in YDS/Equivalent/Vocational Programs	Full Compliance (ALL)
VI	**Health and Medical Needs** (6 Elements) 1. Initial Medical Examinations Conducted 2. Initial Medical Examinations Timely 3. Follow-up Medical Examinations Timely 4. Initial Dental Examinations Conducted 5. Initial Dental Examinations Timely 6. Follow-up Dental Examinations 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** (13 Elements) 1. Children Informed of Foster Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Foster Parents Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Allowed Private Visits, Calls, and Correspondence 7. Children Free to Attend Religious Services/Activities 8. Reasonable Chores 9. Children Informed About Psychotropic Medication 10. Children Aware of Right to Refuse Psychotropic Medication 11. Children Informed About Voluntary Refusal of Medical and Dental Care 12. Children's Participation in At-Home, School, Community Activities 13. Children's Participation in Extra-Curricular Activities	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Needs Improvement 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance 13. Full Compliance
IX	**Personal Needs/Survival and Economic Well-Being** (8 Elements) 1. Clothing Allowance 2. Ongoing Clothing Inventories of Adequate Quantity 3. Ongoing Clothing Inventories of Adequate Quality 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book	1. Needs Improvement 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Needs Improvement 6. Full Compliance 7. Full Compliance 8. Full Compliance
X	**Discharged Children** (3 Elements) 1. Stabilization of Placement Prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School	1. Full Compliance 2. Full Compliance 3. Not Applicable

XI	**Personnel Records** (14 Elements) 1. DOJ Timely Submitted 2. FBI Timely Submitted (After January 1, 2008) 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Education/Experience Requirement 6. Employee Health Screening Timely 7. Valid Driver's License 8. Signed Copies of FFA Policies and Procedures 9. Initial Training Documentation 10. One-Hour Training of Child Abuse Reporting 11. CPR Training Documentation 12. First-Aid Training Documentation 13. Ongoing Training Documentation 14. Social Workers Appropriate Case Ratio	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance 13. Full Compliance 14. Needs Improvement

NIÑOS LATINOS UNIDOS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW

9246 Alondra Boulevard
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License Number: 197803061

38424 10th Street East
Palmdale, CA 93350
License Number: 197805210

2060 Chicago Avenue
Riverside, CA 92507
License Number: 336423451

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the February 2012 monitoring review.

CONTRACTUAL COMPLIANCE

Based on the results of the compliance review, Niños FFA was in full compliance with six of 11 sections of our contract compliance review: Licensure/Contract Requirements; Certified Foster Homes; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medications; and Discharged Children. The following report details the results of our review.

FACILITY AND ENVIRONMENT

Based on our review of four certified foster parents' files, visits to the certified foster homes and/or documentation from the provider, Niños FFA was in full compliance with five of eight elements reviewed in the area of Facility and Environment.

- We noted that of the four certified foster homes, in one foster home, the dining table was positioned against the wall in a way that only two sides of it could be used; therefore, only three people could be seated at the table, when there were seven people residing in the home. Also, outdoor, plastic chairs were used as a part of the dining set; the chairs were insufficient to accommodate everyone residing in the certified foster home and it did not present as a home-like environment. In addition, kitchen knives were not locked away as is required by the Community Care Licensing (CCL) regulations, which posed a safety hazard that did not rise to the level of abuse. Furthermore, the placed youth's bedroom did not smell fresh; it was stuffy, and had a foul odor. The foster family replaced the plastic, outdoor chairs with regular dining chairs, and purchased a box with a lock, inaccessible to placed children, to maintain knives. The FFA staff indicated that these issues were brought to the attention of the FFA management and the certified foster family was placed on a CAP, which included re-training of CCL regulations. We also noted that youth placed in this home did not have access to the home computer. The FFA staff indicated that this issue was discussed with the certified foster parent and the youth was able to access the computer. The certified foster home was also placed on probation. On June 18, 2012, a couple of months after the monitoring review, an allegation of general neglect to a seven-month old foster child was called in to the Child Protection Hotline (CPHL). The allegation was substantiated by the DCFS Out-of-Home Care Investigation Section and the home has since been de-certified.

We also noted that in another certified foster home, the house is a two-story dwelling; the house did not have an emergency ladder as is required by CCL regulations. The FFA staff indicated that the agency made sure that all the two-story homes certified by Niños FFA now have an emergency ladder.

Recommendations:

Niños FFA's management shall ensure that:

1. Dining sets have sufficient seating to accommodate all people residing in the certified foster homes and that kitchen knives are stored under lock and key as is required by CCL Regulations and that the FFA social work staff be made aware of the requirements and routinely inspect the homes to ensure on-going compliance.

2. Children's bedrooms smell fresh and that the FFA social work staff routinely inspects the homes to ensure that bedrooms smell fresh, that all two-story dwellings have an emergency ladder as required by CCL Regulations; and that the FFA social work staff be made aware of the requirements and routinely inspect the homes to ensure on-going compliance.

3. Placed children have access to computers, when there is one in the certified foster home.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of 12 children's files and/or documentation from the provider, Niños FFA was in full compliance with eight of 11 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

We noted that of the 12 children, 10 initial Needs and Services Plans (NSP) were not comprehensive as most of the fields/sections were not filled out, therefore lacking information such as medical and dental information, visits with foster children and goals. The FFA's staff indicated that all the FFA Social Workers and Supervising Social Workers were re-trained in regard to comprehensive initial NSPs. We also noted that six updated NSPs were not comprehensive as there were sections that were not filled out. Lastly, four updated NSPs were not developed timely. The FFA staff stated that a system was already put in place for a better oversight of this issue including forms, logs and a tracking system.

Niños FFA's management shall ensure that:

Recommendations:

4. Initial NSPs are comprehensive and all the fields/sections are completed.

5. Updated NSPs are developed timely.

6. Updated NSPs are comprehensive and all fields/sections are completed.

PERSONAL RIGHTS AND SOCIAL EMOTIONAL WELL-BEING

Based on our review of four foster parents' files and/or documentation from the provider, Niños FFA was in full compliance with 12 of 13 elements reviewed in the area of Personal Rights and Social and Emotional Well-Being.

We noted that in the same certified foster home where the dining set could not accommodate all the people residing in the home, the youth had been placed in the home for over a month and per the youth, the foster father did not talk to her at all, and there was no communication between the two of them. In other words, it appeared that the certified foster parents treated this youth differently from their own children. The FFA staff stated that they talked to the certified foster father and he stated that he would be more involved with the placed children. The FFA staff indicated that the certified foster family was placed in a plan of correction and on probation and has since been de-certified.

Recommendation:

Niños FFA's management shall ensure that:

7. Children are treated with respect and dignity and that certified foster parents are involved in the lives of foster children and treat them as their own.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

Based on our review of 12 children's files and/or documentation from the provider, Niños FFA fully complied with six of eight elements reviewed in the area of Personal Needs/Survival and Economic Well-Being.

We noted that documentation for two placed children in one certified home showed they were not provided with adequate clothing for the first month of placement. The FFA Social Worker wrote on her contact notes several times that a clothing inventory was completed and but concluded that the children did not have an adequate amount of clothing as per the contract, and that it was evident by the placed children's appearance. However, the FFA did not place a corrective plan of action with the certified foster mother on a CAP. During the OHCMD home visit, we noticed that the children had a sufficient amount of clothing. The FFA staff stated that both the certified foster mother and the FFA Social Worker were new to the foster care system and the Social Worker did not know how to proceed in a situation; however, she was re-trained and now knows how to proceed when dealing with a similar situation.

We noted that in the same certified foster home where the dining set could not accommodate all the people residing in the home, and the placed youth did not have a relationship with the certified foster father, the youth was provided with only one towel and one set of sheets. The foster parents were re-trained in the areas of Children's Personal Rights and the youth was provided with additional towels and sheets.

Recommendations:

Niños FFA's management shall ensure that:

8. Children are provided with clothing allowances in accordance with their program statement.

9. Provisions of personal care items such as an adequate amount of towels and sheets are provided to all children.

PERSONNEL RECORDS

Based on our review of five staff files and/or documentation from the provider, Niños FFA fully complied with 13 of 14 elements reviewed in the area of Personnel Records.

We noted that two staff carried more cases than allowed by the contract and CCL Title 22 regulations. During the review, it was noted that FFA Social Workers carried more cases than the allowed number and had been doing so for over three weeks. Although Niños FFA provided documentation that they notified CCL about the two Social Workers carrying more cases than allowed and CCL eventually granted a waiver, the fact remains that the agency should have foreseen the situation, especially when the A-C's Office had made the same recommendation in its October 9, 2008 contract review. Additionally, after two months of reporting this issue to CCL, Niños FFA had not hired another Social Worker to replace the one that left the agency.

Recommendation:

Niños FFA's management shall ensure that:

10. Social Workers maintain the required caseload in accordance with the contract, CCL and Title 22 Regulations and that additional Social Workers are hired if the number of cases exceeds the maximum number.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S COMPLIANCE REPORT

Objective

Determine the status of the recommendations reported in the prior A-C's compliance review.

Verification

The A-C's prior monitoring report contained 18 findings. Specifically, Niños FFA was to ensure staff adequately monitors foster homes to ensure compliance with the County contract requirements and Title 22 Regulations, that certified foster homes adequately secured detergents and cleaning solutions; certified foster homes had a written disaster plan and disaster drills were conducted; certified foster homes had operable smoke detectors and fire

extinguishers; there were assessments to determine the foster parents' ability to effectively care for more than two children prior to placing more than two children in the home; NSPs contained goals that were specific and measurable; NSPs indicate the reason the children were in placement; the NSPs contained documentation that the children or the certified foster parents were offered the opportunity to participate in the development of the NSPs and were approved by the DCFS Children's social Workers (CSWs); case files contained documentation that the children were visited weekly by Niños FFA Social Workers during the first three months of placement as required; the case files contained documentation that the children's DCFS CSWs were provided with monthly updates on the children's progress; case files contained documentation that the children's dental and/or medical examinations were conducted and are timely; case files for children on psychotropic medication have documentation that the children had monthly evaluations by the prescribing physician; Quarterly Reports contained the date they were sent to DCFS CSWs to determine their timeliness; Quarterly Reports contained an Emancipation Preparation Contract; the Termination Reports indicated the reason the children's placement ended; and FFA's Social Workers did not carry more cases than allowed by the County and CCL Title 22 Regulations. Based on our follow-up of these recommendations, Niños FFA fully implemented 17 of 18 recommendations from the A-C's October 9, 2008 report. Further corrective action was requested to address the one remaining finding.

Recommendation:

Niños FFA's management shall ensure that:

11. They fully implement the outstanding recommendation from the A-C's October 9, 2008 report, which is also noted as recommendation 10 in this report.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

NIÑOS LATINOS UNIDOS®
ADOPTION AGENCY
9246 ALONDRA BLVD. BELLFLOWER, CA 90706
TEL.: (562) 925-7473 • FAX: (562) 925-5039

Out of Home Care Management Division
9320 Telstar Avenue, #216
El Monte, CA 91731
Attention: Dario Villamarin, CSA

April 30, 2012

This is in response to findings on the NLU Monitoring Review Field Exit Summary as a result of the 2012 Compliance Review conducted by your office.

FACILITY AND ENVIRONMENT:
21)Are Common Quarters well Maintained (clean, adequate furniture and lighting; home-like environment, no safety hazards)

Exit summary indicates that 2 homes did not meet criteria:

- For the home that was indicated that they do not provide a home-like environment because of the use of plastic chairs and the dining table being positioned in such a way that does not allow sitting for all family members, the agency implemented a plan of correction. In addition, the family did not have the knives under lock as per Title 22 regulations. The family has replaced the plastic/outdoor chairs for regular dining chairs. Also the foster parents purchased a box with a lock to maintain knives inaccessible to children. See attached CAP pertaining to this family and supporting documentation.
- The two story dwelling that does not have an emergency ladder, the family has purchased an emergency ladder as of March 2012.
- For agency wide CAP, please refer to CAP 2012

22)Are children's bedrooms well maintained (clean, comfortable, storage space, beds, linens, etc)

- NLU has implemented a plan of correction for the family that addresses cleanliness of the rooms and teen not having additional bed linens and towels available for her use. See Attached CAP pertaining to family.
- For Agency wide CAP, the social workers shall receive training on assessment and shall document this on Foster Parent Contact Note and Spot Check (See Attached template).

24)Does the certified foster home have an appropriate quality of reading materials, and educational resources and supplies, including computers readily accessible to children?

- Family involved has agreed to allow minor access to lap top computer available to biological daughter.
- Agency Wide CAP: FCSW shall assess if minor has access to educational materials and supplies during home visits and shall document at least once monthly on the child's contact note. See Attached template.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICES DELIVERY:

33) Did Treatment team develop comprehensive Initial Needs and Service Plans (NSP) with the child?
37)Did treatment team develop timely updated Needs and Service Plans (NSP) with the child?
38)Did treatment team develop comprehensive updated Needs and Service plans with the child?

- Exit summary indicates that comprehensive Initial NSP were not developed. Specifically, initial NSP did not include medical information. This was done on the basis that NLU supervisors had attended two trainings at DCFS in which it was instructed that the areas indicated "Quarterly Only" were to be updated on the quarterly. Misconception has been clarified and social workers have been made aware since February 2012 on an individual basis and staff trainings.
- Social Workers to maintain a log of upcoming deadlines.
- Supervisors will utilize Foster Track as a tool to keep track of reports due. Administration shall grant/expand access to Foster Track.

HEALTH AND MEDICAL NEEDS:

47)Are Initial medical examinations timely?
49)Are initial dental examinations conducted?
50)Are Initial dental examinations timely?

Medi-Cal issues have become the number one barrier to obtain timely medical and dental examinations either because children are not enrolled or are enrolled in Medi-cal plan not covered in geographic area where the minor currently resides. Disenrollment from plans takes from 10-14 days as per Foster Care Hotline technicians.

- NLU Social Workers shall properly document when they are experiencing problems with Medi-Cal and to document all efforts to provide a solution.
- Any pertinent information in regard to barriers and obstacles in obtaining timely medical and dental examinations shall be properly documented on the NSP.

PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING:

57)Is CFP treating children with respect and dignity?

- A plan of correction was implemented in this particular home and issues of providing a home-like environment were addressed. Please refer to CAP pertaining to family.
- As agency wide CAP, social workers shall be trained to assess if minor is being treated with respect and dignity. In addition, this shall be documented on the child's contact note. SEE ATTACHED TEMPLATE.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING:

67)Is clothing allowance amount provided in accordance with the agency's program statement?

- NLU issued an emergency allowance for minor in question.
- As agency wide CAP, NLU social workers have been re-trained on agency protocol for clothing issues.

71)Are children provided with adequate personal care items appropriate to their ethnic needs, and are these items readily accessible?

- The issues of lack of access to towels for personal use and linens for one of the minors have been addressed with family. See Attached CAP pertaining family.
- As Agency wide CAP- FCSW shall assess if children are given access to personal care items and it shall be documented on the contact note.

PERSONEL RECORDS:

91) Do social workers have appropriate case ratio?

On January 2012, the Palmdale office had to terminate an employee and for that reason, the caseload for some of the workers at that particular office increased. On 01/12/12, Administrator [redacted] immediately notified LPA to inform him that the social worker-caseload ratios would be higher for some of the workers. NLU obtained temporary approval from CCL for increased caseload while a replacement was found. Finding qualified, bilingual social workers for the Palmdale office is challenging. Currently, Caseloads have been restored to ratios compliant with state regulations. Nonetheless, the agency shall be better equipped to handle this type of situation in the future.

- The agency has a job posting on www.socialservice.com for Palmdale Office.
- The administration shall maintain a list of qualified social workers that can handle cases on a temporary basis.

Shall you have any questions, please feel free to contact me at (562)925-7473.

Thank you,

Paula Frenkiel

Paula E. Frenkiel, MSW
Administrator