County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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Director

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October 2, 2012

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

From: Philip L. Browning
Director

NUEVO AMANECER LATINO CHILDREN'S SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Out-of-Home Care Management Division (OHCMD) conducted a review of Nuevo Amanecer Latino Children's Services Foster Family Agency (Nuevo FFA) in April 2012, at which time the agency had 363 DCFS placed children in 150 homes.

Nuevo FFA has five offices: one located in the First Supervisorial District; one located in the Third Supervisorial District; one located in the Fifth Supervisorial District; one in Orange County; and one in San Bernardino County. All five offices provide services to Los Angeles County Department of Children and Family Services (DCFS) foster youth. According to Nuevo FFA's program statement, its stated goal is "to provide children with a continuity of family based foster care, nurturance and services which will meet their individual needs and expectations, and those of their biological families." Nuevo FFA is licensed to serve children ranging from birth through 18.

For the purpose of this review, 12 children were selected for the review. All 12 sampled children's case files were reviewed, but only six children were interviewed because two of the children were non-verbal, three were replaced, and one left for an approved vacation out of the country with his biological family. The placed children's overall average length of placement was 10 months and the average age was eight. Five 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 County contract requirements.

Eighteen placed children were prescribed psychotropic medication. We reviewed 10 case files to assess timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm that documentation of psychiatric monitoring was maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess Nuevo FFA's compliance with the County contract 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, five certified foster parents' 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. The fifth certified foster home was not visited because the home was under investigation for allegations of general neglect and we did not want to compromise the investigation. The children were later replaced and the disposition of the investigation is still pending. Another certified foster home was selected for a visit and interviews only. Six placed children were interviewed 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 our review, the children interviewed reported feeling safe, having been provided with good care and appropriate services; being comfortable in their environment and treated with respect and dignity. In fact, at the time of the review, an 11-month old baby had been hospitalized for over a month, while being treated for brain tumor and receiving chemotherapy. The baby's certified foster parents visited the baby in the hospital every single day, at times together, or sometimes taking turns. In addition, they kept in daily touch with the baby's biological mother and arranged visits together. The certified foster parents shared with the OHCMD monitor that the hospital staff expressed to them that they have never seen so much dedication and love from foster parents toward a foster child.

We noted deficiencies in the area of Certified Foster Homes related to Nuevo FFA failing to contact OHCMD regarding historical information on prospective certified foster parents prior to certification and the required re-certification training requirements; although certified foster parents were provided with the required hours of re-certification training, the topics presented were not related to the County contract and Title 22 regulations. We also noted a deficiency in the area of Facility and Environment, which posed a safety hazard, as the certified foster parents shared a room with a one-year old foster child, and the bedroom did not seem to be appropriate and safe to accommodate three people. We

also noted that for one child, the goals of the Needs and Services Plans (NSPs) were not specific and measurable. Additionally, two youth were not performing well in school and there was no documentation in the agency social workers' notes indicating what the agency has done to facilitate the youths' progress in school. Furthermore, the assessments, when placing more than two children in a certified foster home, did not specifically indicate how the certified foster parents are able to meet the needs of the additional foster children; instead, the section was completed with standard language that did not address the needs of the children in consideration. Lastly, some placed children were not provided with recreational activities.

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.

In conclusion, Nuevo FFA was receptive to implementing some systemic changes to improve its compliance with regulations and the County contract. The President/Executive Director agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

NOTABLE FINDINGS

The following are the notable findings of our review:

- For one certified foster home, Nuevo FFA did not contact OHCMD regarding historical abuse information on the prospective certified foster parent prior to certification. Nuevo FFA representatives stated that all prospective families applying for certification as a resource family will be required to have clearances from the OHCMD regarding their child abuse historical information. Nuevo FFA's Recruiting Counselor will submit a complete packet with all required information to the OHCMD, requesting the prospective foster parents' historical information. During the monitoring review, the certified foster mother's historical abuse information was researched and there were no records of abuse/neglect.

- Although certified foster parents were provided with the required hours of re-certification training, the topics were not related to the County contract and Title 22 Regulations; instead, religious topics were presented. Nuevo FFA representatives stated that the agency went through a re-organization and this training issue has been resolved. They also stated that all certified resource families will receive a total of 32 hours of training during four re-certification sessions conducted throughout the year on topics relevant to foster care.

- In one certified foster home, the foster parents shared a room with a one-year old foster child, but the room was not appropriate to be used as a bedroom. The bedroom is approximately 10 x 10 feet with a curtain instead of a door, and a

single bed and a crib for the placed foster child. At night, an inflatable mattress was placed for the foster father to sleep in, therefore leaving no space to move around. The room could not accommodate three people comfortably and safely and did not have appropriate ventilation, especially to have a one-year old child sleeping in it. Also, the room was hot and stuffy with a small window, with no central air, or any other kind of ventilation to make the room more comfortable. The agency's Operations Manager stated that the agency's social worker approved the room to be used as a bedroom. Nuevo FFA will conduct a peer review quarterly house inspections by a resource Family Social Worker to ensure that homes meet the County, State and Nuevo FFA guidelines. During the Exit Conference, Nuevo FFA representatives stated the certified foster parents moved their bedroom to a room that became vacated when another foster child was replaced. Nuevo FFA reduced the capacity for this certified foster home. OHCMD contacted CCL to report the deficiencies noted in this certified foster home.

- For one child, the NSP goals were not specific and measurable and thus we were unable to determine the child's progress toward meeting the NSP goals. Nuevo FFA stated that the agency retrained its staff with regard to NSPs and attention was given as to the development of children's goals.

- For one child, the initial NSP was not developed timely and the child's brother's name was referenced throughout the NSP. Nuevo FFA stated that the agency's social worker just made a mistake but she is a very good worker.

- Five initial NSPs were not comprehensive as most of the sections were not completed, lacked information such as medical and dental examinations, visits with the children by the agency's social workers and their goals. Nuevo FFA representatives stated that on May 9, 2012, the agency's staff (administrators, supervisors and social workers), were re-trained regarding NSPs, based on the latest NSP training presented to the FFAs by the OHCMD. Nuevo FFA stated that more specific information will be presented to match the needs of the additional children. Lastly, monthly contacts with DCFS Children's Social Workers (CSWs) by the agency social workers were not consistently documented. Nuevo FFA representatives stated that they are proactive and this issue was presented to the agency's staff during the May 9, 2012 training.

- The assessment when placing more than two children in a certified foster home by the agency's supervising social workers did not specifically indicate how the certified foster parents are able to meet the needs of additional foster children. Instead, the sections were completed with standard language that did not address the needs of the children in consideration. Nuevo FFA representatives stated that the agency's Administrators will ensure that all pre-placement assessments are specific and detailed for each certified foster home, when placing more than two children.

- Two youth were not performing well in school; however, there was no documentation in the agency social workers' notes indicating what the agency has done to facilitate the youths' progress in school. In fact, for one youth, who had been in placement with Nuevo FFA for nine months, the school records indicated that she had not performed well academically for the last couple of years. The youth is supposed to graduate this school year, but she has not passed the California High School Exit Exam (CAHSEE). The agency social workers' notes do not indicate that the children were assisted in obtaining tutoring services from their schools. Nuevo FFA representatives stated this issue will be emphasized with the agency's supervising social workers to effectively communicate with certified foster parents to obtain necessary academic resources to facilitate the children's progress in school. OHCMD provided Nuevo FFA with the name a contact person in DCFS Education and Mentoring Section.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held on June 6, 2012.

In attendance:

Norma Duque, FFA President/Executive Director, Peter Chávez, Operations Manager, José Ruvalcaba, Administrator, Main Office, Michelle Reyes, Administrator, Covina Office, Ernesto Velázquez, Administrator, San Fernando Office, Marcelo Cabrera, Administrator, San Bernardino and Orange County Offices, Omar Palau, Manager Human Resources, and Enrique Montiel, Quality Improvement Assistant, Nuevo FFA and Darío Villamarín, Monitor, DCFS OHCMD.

Highlights:

Nuevo FFA President/Executive Director stated that she was in agreement with our findings and recommendations, and would follow through in making corrections to improve the agency's compliance.

Nuevo FFA submitted an approved written 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
Norma Duque, President/Executive Director, Nuevo Amanecer Latino Children's Services Foster Family Agency
Angelica López/Debra Santos, Community Care Licensing

NUEVO AMANECER LATINO CHILDREN'S SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW-SUMMARY

5400 Pomona Boulevard
Los Angeles, CA 90022
License Number: 197802088

1085 West Badillo Street
Covina, CA 91722
License Number: 197802638

439 North Clay Avenue
San Fernando, CA 91340
License Number: 197602944

322 West Katella Avenue
Orange, CA 92867
License Number: 306099621

2025 North D Street
San Bernardino, CA 92405
License Number: 366408237

	Contract Compliance Monitoring Review	**Findings: April 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	Full Compliance (ALL)
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	1. Full Compliance 2. Needs Improvement 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Needs Improvement 10. Full Compliance 11. Full Compliance 12. Full Compliance 13. Full Compliance

III	**Facility and Environment** (8 Elements)	
	1. Exterior Well Maintained	1. Full Compliance
	2. Common Areas Maintained	2. Full Compliance
	3. Children's Bedrooms/Interior Maintained	3. Needs Improvement
	4. Sufficient Recreational Equipment	4. Full Compliance
	5. Sufficient Educational Resources	5. Full Compliance
	6. Adequate Perishable and Non Perishable Food	6. Full Compliance
	7. Disaster Drills Conducted	7. Full Compliance
	8. Allowance Logs	8. Full Compliance
IV	**Maintenance of Required Documentation and Service Delivery** (11 Elements)	
	1. DCFS CSW Authorization to Implement NSPs	1. Full Compliance
	2. Children's Participation in the Development of NSPs	2. Full Compliance
	3. NSPs Implemented and Discussed with Foster Parents	3. Full Compliance
	4. Children's Progress Towards Meeting Goals	4. Needs Improvement
	5. Timely Developed Initial NSPs with Child	5. Needs Improvement
	6. Timely Comprehensive Initial NSPs with Child	6. Needs Improvement
	7. Therapeutic Services Received	7. Full Compliance
	8. Recommended Assessments/Evaluations Implemented	8. Needs Improvement
	9. DCFS CSWs Monthly Contacts Documented	9. Full Compliance
	10. Timely Developed Updated NSPs with Child	10. Full Compliance
	11. Timely Comprehensive Updated NSPs with Child	11. Full Compliance
V	**Education and Workforce Readiness** (7 Elements)	
	1. Children Enrolled in School Within Three Days	1. Full Compliance
	2. Children Attended School as Required	2. Full Compliance
	3. Agency Facilitates Child's Educational Goals	3. Needs Improvement
	4. Child's Academic and/or Attendance Increase	4. Full Compliance
	5. Current IEPs Maintained	5. Full Compliance
	6. Current Report Cards Maintained	6. Full Compliance
	7. Agency Facilitates Children's Participation in YDS/Equivalent/Vocational Programs	7. Full Compliance

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 Participation in At-Home, School, Community Activities 13. Children Participation in Extra-Curricular Activities	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. Needs Improvement 13. Full Compliance

IX	**Personal Needs/Survival and Economic Well-Being** (8 Elements) 1. Clothing Allowance 2. On-going Clothing Inventories of Adequate Quantity 3. On-going 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	Full Compliance (ALL)
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. On-going Training Documentation 14. Social Workers Appropriate Case Ratio	Full Compliance (ALL)

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

CONTRACTUAL COMPLIANCE

Based on the results of the compliance review, Nuevo FFA was in full compliance with six of 11 sections of our contract compliance review: Licensure/Contract Requirements; Health and Medical Needs; Psychotropic Medications; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records. The following report details the results of our review.

CERTIFIED FOSTER HOMES

Based on our review of five certified foster parents' files, visits to the certified foster homes and/or documentation from the provider, Nuevo FFA fully complied with 11 of 13 elements reviewed in the area of Certified Foster Homes.

We noted that the Nuevo FFA was not contacting OHCMD regarding historical abuse information on prospective certified foster parents prior to certification. Nuevo FFA representatives stated that all prospective families applying for certification as a resource family will be required to have clearances from the OHCMD regarding historical abuse information. This process will be required for all servicing counties, not exclusively Los Angeles County. During the monitoring review, the foster mother who was certified without verifying her historical abuse information, was researched and revealed no records of abuse/neglect. In addition, the certified foster parents were provided with the required hours of re-certification training, but the topics presented did not address Title 22 regulations or County contract requirements; instead, religious topics were presented. Nuevo FFA representatives stated that agency went through a re-organization and this training issue has been resolved.

Recommendations:

Nuevo FFA's management shall ensure that:

1. OHCMD is contacted for historical abuse information regarding prospective certified foster parents prior to certification.

2. Re-certification training topics are related to the County contract and Title 22 Regulations.

FACILITY AND ENVIRONMENT

Based on our review of the four certified foster parents' files, visits to the certified foster homes and/or documentation from the provider, Nuevo FFA fully complied with seven of eight elements reviewed in the area of Facility and Environment.

In one certified foster home, the foster parents shared a room with a one-year old foster child, but the room did not appear appropriate to be used as a bedroom. The bedroom is approximately 10 x 10 feet with a curtain instead of a door, and a single bed and a crib for the placed foster child. At night, an inflatable mattress was placed for the foster father to sleep in, therefore leaving no space to move around. The room could not accommodate three people comfortably and safely and did not have appropriate ventilation, especially to have a one-year old child sleeping in it. Also, the room was hot and stuffy with a small window, with no central air, or any other kind of ventilation to make the room more comfortable. The agency's Operations Manager stated that the agency's social worker approved the room to be used as a bedroom. Nuevo FFA will conduct peer-review quarterly house inspections by a resource Family Social Worker to ensure that homes meet the County, State and Nuevo FFA guidelines. During the Exit Conference, Nuevo FFA representatives stated the certified foster parents are now using a bedroom previously used by a youth who was replaced. Nuevo FFA reduced the capacity for this certified foster home. OHCMD contacted CCL to report the deficiencies noted in this certified foster home.

Recommendation:

Nuevo FFA's management shall ensure that:

3. Bedrooms are appropriate, meeting licensing and all regulatory standards.

4. FFA's social workers are trained regarding Title 22 Regulations.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of 12 foster children's files and/or documentation from the provider, Nuevo FFA fully complied with seven of 11 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

We noted that for one child, the NSP goals were not specific and measurable and thus, we were unable to determine child's progress toward meeting her goals. In addition, for one child, the initial NSP was not developed timely and the child's brother's name was referenced throughout the NSP. Furthermore, five initial NSPs were not comprehensive as most of the sections were not filled out and lacked information, such as medical and dental examinations, visits to children by the agency's social workers and their goals. We also noted that two updated NSPs were not comprehensive as there were sections that were not completed, such as Nuevo FFA social worker contact with children. Lastly, the assessments when placing more than two children in a certified foster home by the agency's supervising social workers did not specifically indicate how the certified foster parents are able to meet the needs of the additional foster children. Instead, the sections were completed with standard language that did not address the children in consideration.

Nuevo FFA representatives attended the January 2012 NSP training conducted by OHCMD.

Nuevo FFA's management shall ensure that:

Recommendations:

5. Children's NSP goals are specific and measurable.

6. Initial NSPs are developed timely.

7. Initial and updated NSPs are comprehensive and all the sections are addressed.

8. Specific, individualized assessments are developed when placing more than two children in a certified foster home.

EDUCATION AND WORKFORCE READINESS

Based on our review of 12 foster children's files and/or documentation from the provider, Nuevo FFA fully complied with six of seven elements reviewed in the area of Education and Workforce Readiness.

We noted that two youth were not performing well in school and there was no documentation in the agency's social workers' notes what had been done to facilitate the youth's progress in school. In fact, school records for one youth, who had been in placement with Nuevo FFA for nine months, indicated that she had not performed well academically for the last couple of years. In addition, the youth is supposed to graduate this school year, but she has not passed the California High School Exit Exam (CAHSEE). The agency social workers' notes did not indicate that the children were assisted in obtaining tutoring services from their schools. Nuevo FFA representatives stated this issue will be emphasized with the agency's supervising social workers to effectively communicate with certified foster parents to obtain

necessary academic resources to facilitate the children's progress in school. OHCMD provided Nuevo FFA the name a contact person to DCFS Education and Mentoring Section.

Recommendations:

Nuevo FFA's management shall ensure that:

9. Children are provided with educational services to facilitate their progress in school.

10. Children are provided with tutoring services when children are performing below grade level.

PERSONAL RIGHTS AND SOCIAL EMOTIONAL WELL-BEING

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

We noted that in one certified foster home, the placed children were not provided with recreational activities. In fact, one placed child stated that there was nothing to do in the foster home, and although he felt safe and the certified foster parents were nice, the home was boring. Nuevo FFA representatives stated this issue will be discussed with the agency's social workers to work cooperatively and in conjunction with the certified foster parents to make sure that children are provided with recreational activities. Nuevo FFA representatives stated that the agency will ensure that resource families will have time to enroll, transport, and participate in activities with the children in their care. During the weekly FFA's social worker visits, a private conversation with the child will address this issue.

Recommendation:

Nuevo FFA's management shall ensure that:

11. Children are provided with recreational activities.

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

Objective

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

Verification

We verified whether the outstanding recommendations from the last A-C's contract review report dated July 30, 2007 were implemented.

Results

The A-C's prior monitoring report contained 10 outstanding findings. Nuevo FFA was to ensure that certified foster homes adequately secure knives, detergents and toxins, medications and other items that could pose a safety hazard to children; certified foster homes have operable smoke detectors in the hallways to children's bedrooms; certified foster homes maintain a comfortable temperature for children at all times; certified foster homes have a working telephone unless alternative telephone access is approved and documented; NSPs and children's case files contain all the information required and that children taking psychotropic medication had the medications incorporated into their NSPs; that children were visited weekly by the agency social worker during the first 90 days of placement and that at least two of the visits per month occur in the children's foster home; certified foster parents spend a minimum of $50 dollars per month on the replacement of clothing for foster children; monitor and document children's educational progress and attempts to provide tutoring services when children are performing academically below grade level; documentation was maintained to ensure that foster parents attended 18 hours of initial training. Based on our follow-up of these recommendations, Nuevo FFA fully implemented eight of 10 outstanding recommendations from the A-C's July 30, 2007 report. Further corrective action was requested to address this finding.

Recommendations:

Nuevo FFA's management shall ensure that:

12. They fully implement the outstanding recommendations from the A-C's July 30, 2007 report, which is noted as Recommendations 3 and 10 in this report.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

Nuevo Amanecer Latino Children's Services

Accredited Since 2004

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5400 Pomona Blvd.
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June 20, 2012

Dario Villamarin, CSA I
Los Angeles Department of Children and Family Services
Out of Home Care Management Division
9320 Telstar Avenue # 216
El Monte, CA 91731

Subject: Corrective Action Plan

Dear Mr. Villamarin:

Nuevo Amanecer Latino Children's Services has maintained a process of continuous quality improvement in action. As part of our ongoing commitment to quality improvement, we are submitting the requested Corrective Action Plan (CAP) dated June 6, 2012.

The following information is provided as a Plan of Correction based on the Out of Home Care Management Division Review Performance Evaluation Results:

1. Certified Resource Homes:

All prospective families applying for certification as a resource family with Nuevo Amanecer Latino Children's Services will be required to have clearances from OHCMD as to their child abuse historical information. The office Recruiting Counselor (RC) will submit the complete packet with all required information to the OHCMD Monitor assigned to the agency requesting this historical information. This will be required for all prospective families for all servicing counties not exclusive to Los Angeles County including Riverside, Orange, and San Bernardino County prior to receiving certification.

All certified resource families will receive a total of 32 hours of training during 4 recertifications conducted through out the year on topics relevant to foster care and / or adoption such as children's personal rights, child development, child abuse, buildings and grounds safety and / or any other relevant topics not otherwise listed here. This will be a requirement for all certified foster families in order to maintain their certification current.

2. Facility and Environment:

All active certified resource homes will receive peer review quarterly house inspections by a Resource Family Social Worker RFSW. That is, an RFSW not assigned to the resource home will conduct the quarterly house inspection to ensure that the home meets all County, State, and NALCS guidelines. Every RFSW will be

responsible to report to the assigned Supervisor of the resource home on any changes to the resource home or deficiency identified in the home. If and when a deficiency is identified the Supervisor, and the assigned RFSW will work closely with the resource family to develop a plan to bring the home up to compliance. These deficiencies and plans will be reported to the office Administrator immediately. Prior to any major changes to the buildings and grounds of any resource home and / or sleeping arrangement, the resource family is to report this to their assigned RFSW. The RFSW will be required to report this plan to the Supervisor and the Supervisor to the office Administrator to receive final authorization to acertain and ensure the safety of all residents living in the resource home. The assigned RFSW will also conduct monthly supervisions with each assigned resource family where changes to the physical grounds and / or changes to people living in the home will be report, documented, and submitted to the assigned Supervisor. The QI Department will also continue to conduct randomly selected unannounced house inspections in between quarterly house inspections of resource homes identified to have swimming pools, firearms,and those resource homes identified as needing closer supervision or follow ups due to a corrective plan that has already been identified, developed, and implemented by the assigned office management.

3. *Maintenance of Required Documentation and Service Delivery*

On May 9, 2012 NALCS conducted an NSP/QR retraining to all Office Administrators, Supervisors, and Resource Family Social Workers. Please note that NALCS participated in the NSP/QR training on January 2012 as conducted by CCL and OHCMD. The power point presentation provided by CCL and OHCMD was used as the tool for the agency's NSP retraining. NALCS staff were retrained on how to develop comprehensive initial and NSP/QRs that are individualized and specific to the child's needs. Clarifications were made to all sections of the NSP template which indicate "Quarterly Only," the staff was instructed to include all information regarding the child whether it be their initial or quarterly report. Such information includes: monthly contacts with the child by the FCSW, monthly contacts by the child and his/her birth family and all other required information specified on the NSP template not otherwise listed in this section. Attention was also given as to the development of chidren's goals. That is, the goals must be comprehensive and specific to the child's needs and must specify the reason for the goal, the method of how it will be implemented including a time frame and the parties who will be responsible in guiding the child to achieve the identified goal. Supervisors will be responsible for tracking, reviewing and approving each completed children's NSP/QR (including the Initial) ensuring that reports are comprehensive, timely, and have all required information. Monthly reviews by this agency's Quality Improvement Department will be conducted for children's files in each office through out the year to ensure that children's files have all required documentation and are within compliance .

Please note the agency staff was instructed not to use the new NSP template until it has been approved by DCFS and that they are to continue using the current authorized template until further notice but that the required information as specified in the agency's NSP training (May 2012) should be included in the development of children's Initial/ NSP/QRs immediately.

As an effort to continue to improve our services as well as our documentation, all NALCS administrators will conduct and ensure that all Pre Placement Assessments are specific and detailed for each family, when placing more than two children for that home. Just like the NSP's for our children, our Pre Placement Assessments for our resource parents will be individualized, specific, and thorough.
Aside from years of experience, our Pre Placement Assesments will reflect specifics on capabilities, achievements, strengths, and available resources/support for that resource parent who is to receive more than two children.
Additionally, our assesments will demonstrate that our resource parents are providing quality care for the currently placed children and that they will be able to meet the needs of additional foster children.
Lastly, NALCS Quality Improvement Department, will conduct reviews to ensure that all Pre Placement Assesments are being generated accordingly and meet expectations.

4. *Education and Workforce Readiness*

As noted above, all Office Administrators, Supervisors, and Resource Family Social Workers were instructed during the NSP/QR training that all information pertinant to the child including his or her educational information is to be included in the Initial/NSP/QR. This includes all efforts made by the resource parents, the RFSW or otherwise to support the child's academic endeavors such as attendance to an IEP conference / parent teacher conference, referals for tutoring or adult school, ILP classes, after school clubs, and / or assistance provided to the child to complete home work or applications for employment or college. The child's educational goals are also to be comprehensive and specific to the child's needs and must also specify the reason for the goal, the method of how it will be implemented including a time frame and the parties who will be responsible in guiding the child to achieve the identified goals. Supervisors will be responsible for tracking, reviewing and approving each completed children's Initial/NSP/QR ensuring the reports are comprehensive, timely, and include all the required information. Monthly reviews by this agency's Quality Improvement Department will continue to be conducted for children's files in each office through out the year to ensure that files have all the required documentation.

5. *Personal Rights and Social / Emotional Well-Being*

RFSW's will ensure that children have access and participate in activities at school, in the community, and or with the family through weekly visitations to the resource home and with each child, including at least one monthly unannounced visit to the

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resource home and at least one visit in private with the child. Each office management team which includes the office Administrator and Supervisors will assess and ensure that each resource family's physical capacity to care for foster children is conducive to the resource family's ability to meet the needs of each child given their individualized birth family visitation plans, mental health appointments, school, medical, dental appointments, and all other needs not otherwise listed in this section so that the resource family will have the time to enroll, transport, and participate in activities with the children in their care.

We believe that working in collaboration with the Department of Children and Family Services and Community Care Licensing, any area for improvement can be addressed in a timely and thorough manner.

Sincerely,

for

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