County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
Director

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March 17, 2015

To: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

From: Philip L. Browning
Director

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

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a review of Nuevo Amanecer Latino Children's Services Foster Family Agency (the FFA) in April 2014. The FFA has five licensed offices in the First, Third and Fifth Supervisorial Districts, one office in San Bernardino County and one office in Orange County and provides services to DCFS foster children and youth, as well as youth from other counties. According to the FFA's program statement, its mission is "to provide children and families with love, education and family based concurrent planning services."

At the time of the review, the FFA supervised 413 DCFS placed children in 168 certified foster homes. The placed children's average length of placement was seven months, and their average age was seven.

SUMMARY

During CAD's review, the interviewed children generally reported: feeling safe at the FFA home; having been provided with good care and appropriate services; being comfortable in their environment; and being 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 8 of 11 sections of our Contract compliance review: Certified Foster Homes; Facility and Environment; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records.

CAD noted deficiencies in the areas of: Licensure/Contract Requirements, related to 13 Community Care Licensing Division (CCLD) citations including failure to cross report three Special Incident Reports; Maintenance of Required Documentation and Service Delivery, related to untimely Initial Needs and Services Plans (NSPs); and Personal Needs/Survival and Economic Well-Being, related to a lack of encouragement and/or assisting children to develop Life Books/Photo Albums and children being made to use their weekly allowance to purchase school pictures.

REVIEW OF REPORT

On May 21, 2014, the DCFS CAD Contracts Compliance Administrator Eboni Alexander, along with Children Services Administrator II Ali Bhatti and Dario Villamarin, Out-of-Home Care Management Division (OHCMD), Quality Assurance Monitor, held an Exit Conference with FFA representatives, David Danwing, Executive Director; Norma Duque, President and Chief Executive Officer; Enrique Montiel, Quality Improvement Supervisor; and Omar Palao, Chief Financial Director. The FFA's representatives agreed with the review findings and recommendations; were receptive to implementing systemic changes to improve their compliance with regulatory standards; and agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this compliance report has been sent to the Auditor-Controller and CCLD.

The FFA provided the attached approved CAP, addressing the recommendations noted in this compliance report. CAD will verify that these recommendations have been implemented in 90 days. The OCHMD will provide ongoing technical assistance prior to the next contract compliance review.

If you have any questions, your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

PLB:EM:LTI
DLF:AB:ea

Attachments

c: Sachi A. Hamai, Interim Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Norma Duque-Acosta, President, & CEO Nuevo Amanecer Latino Children's Services
David Danwing, Executive Director, Nuevo Amanecer Latino Children's Services
Lajuannah Hills, Regional Manager, Community Care Licensing Division
Lenora Scott, Regional Manager, Community Care Licensing Division

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

5400 Pomona Blvd.
Los Angeles, CA 90022
License Number: 197802088

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

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

2025 North D Street
San Bernardino, CA 91730
License Number: 366408237

322 West Katella Avenue, Suite 5-B
Orange, CA 92867
License Number: 306099621

	Contract Compliance Monitoring Review	**Findings: April 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. Improvement Needed
	3. Runaway Procedures in Accordance with the Contract	3. Full Compliance
	4. Are there CCL Citations/CONTRACT COMPLIANCE MANAGEMENT Safety Reports	4. Improvement Needed
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home (WFFH) Training	5. Full Compliance
	6. FFA Pays Certified Foster Parents (CFP) WFFH Required Supplemental Payments	6. Full Compliance
	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 2. Agency's inquiry with CONTRACT COMPLIANCE MANAGEMENT for Historical Information Prior to Certification 3. Timely Criminal Clearances (DOJ, FBI, CACI) Prior to Certification 4. Timely, Completed, Signed Criminal Background Statement 5. Health Screening & TB Test Prior to Certification 6. All Required Training Prior to Certification 7. Certificate of Approval on File/Including Capacity 8. Safety Inspections Completed At Least Every Six Months or Per Approved Program Statement 9. Completed Annual Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates 10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers, if Applicable Car Seat(s) 11. Criminal Clearances and Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance for Other Adults in the Home 12. FFA Assists CFPs in Providing Transportation Needs	Full Compliance (All)
III	**Facility and Environment** (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas/Interior Well Maintained 3. Children's Bedrooms/Interior Well Maintained 4. Sufficient and Appropriate Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. CFP Conducted Disaster Drills and Documentation Maintained 7. Money and Clothing Allowance Logs Maintained	Full Compliance (All)

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. Full Compliance
	2. CFPs Participated in Development of the NSPs	2. Full Compliance
	3. Children Progressing Towards Meeting NSP Goals	3. Full Compliance
	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. Full Compliance
	6. Therapeutic Services Received	6. Full Compliance
	7. Recommended Assessments/Evaluations Implemented	7. Full Compliance
	8. County Children Social Workers Monthly Contacts Documented in Child's Case File	8. Full Compliance
	9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports	9. Full Compliance
	10. FFA Social Workers Conduct Required Visits	10. Full Compliance
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	Full Compliance (All)
	2. Follow-Up Medical Exams Conducted Timely	
	3. Initial Dental Exams Conducted Timely	
	4. Follow-Up Dental Exams Conducted Timely	
VII	**Psychotropic Medication** (2 Elements)	
	1. Current Court Authorization for Administration of Psychotropic Medication	Full Compliance (All)
	2. Current Psychiatric Evaluation Review	

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

NUEVO AMANECER LATINO CHILDREN'S SERVICES 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. The compliance report addresses findings noted during the April 2014 review. The purpose of this review was to assess Nuevo Amanecer Latino Children's Services Foster Family Agency's (the FFA) compliance with the County contract and State regulations and included a review of the FFA's program statement, as well as administrative internal policies and procedures. The monitoring review covered the following 11 areas:

- Licensure/Contract Requirements;
- Certified Foster Homes;
- Facility and Environment;
- Maintenance of Required Documentation and Service Delivery;
- Educational and Workforce Readiness;
- Health and Medical Needs;
- Psychotropic Medication;
- Personal Rights and Social Emotional Well-Being;
- Personal Needs/Survival and Economic Well-Being;
- Discharged Children; and
- Personnel Records.

For purposes of this review, 12 Los Angeles County DCFS placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed 8 children (4 sampled children were either pre-verbal or too young to provide meaningful statements) and reviewed 12 case files to assess the care and services the children receive. Additionally, 4 discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, there was a placed child from the selected sample that was prescribed psychotropic medication. The case file for that child was reviewed to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

CAD reviewed 6 Certified Foster Parent (CFP) files and 68 staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with 6 CFPs to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

CAD found the following areas to be out of compliance:

Licensure/Contract Requirements

- Community Care Licensing Division (CCLD) noted deficiencies with cross-reporting 3 Special Incident Reports (SIRs) within the required timeframe and issued two citations to the agency on 11/27/2013.

The Plan of Correction (POC) was that the FFA would provide training to the FFA Social Worker (SW), Supervisor and CFP regarding the reporting requirements of special incidents. Proof of the training was provided and the POC was cleared by CCLD on 01/06/2014.

- The FFA received 10 other CCLD citations, totaling 12 citations during this review period.

On 04/05/2013, CCLD cited the FFA as a result of deficiencies and findings during an investigation for General Neglect, which was related to a referral made to the Child Protection Hotline (CPHL) for General Neglect on 01/10/2013. The allegations were that two children were being left alone with their biological mother by the CFP who was to monitor the visits between the mother and the children. The visit occurred at a restaurant and the CFP took one sibling to the restroom while the other two remained alone with their mother. The FFA submitted a POC to CCLD that included additional training for the CFP and CCLD cleared the POC on 05/30/2014. The Out of Home Care Investigations Section (OHCIS) and an Emergency Response Children's Social Worker (ER CSW) conducted an investigation and the findings were deemed to be inconclusive; however, the home was placed on an indefinite Hold on 04/19/2014 by Out of Home Care Management Division (OHCMD).

On 05/30/2013, CCLD cited the FFA as a result of deficiencies and findings for the same home listed above during their investigation of allegations that three children were being left alone with their biological mother by the CFP who was to monitor the visits. The CCLD substantiated the allegations, as the CFP denied the allegations, but other witnesses corroborated the report. The FFA decertified the home with cause on 04/30/2014.

On 05/31/2013, CCLD cited the FFA as a result of deficiencies and findings during their investigation of a Personal Rights violation related to a referral dated 01/23/2013 alleging Emotional Abuse and General Neglect, with a subsequent addition of Physical Abuse. The investigation involved a child that was reportedly yelled and cursed at by the CFP. The CFP admitted to yelling and cursing in the home, but denied yelling at one particular child; however, other witness statements were consistent with the allegation. The FFA decertified the home with cause on 05/06/2014. OHCIS and the ER CSW conducted an investigation and the allegations of Emotional Abuse were deemed to be inconclusive and the allegations of General Neglect and Physical Abuse were deemed unfounded. The home was placed on an indefinite Hold on 05/29/2013 by OCHMD.

On 08/13/2013, CCLD cited the FFA for Criminal Clearance violations, given that the husband of a CFP, who was residing in the home, had not submitted fingerprints to DOJ. Additionally, the adult daughter that lived in the home was arrested. The FFA submitted a POC to CCLD that included decertification of the home on 08/13/2013. OHCIS reported that they did not receive a referral or notification on this issue.

On 08/13/2013, CCLD cited the same FFA certified foster home listed above as a result of deficiencies and findings during their investigation of a Plant Deficiency violation. The CFP had a dead bolt lock on the garage door that she was unable to open during a home inspection. The inspecting Licensing Program Analyst explained that it was necessary for her to have access to all parts of the home, including the garage to ensure the safety of all the children in the home. The FFA submitted a POC to CCLD that included decertification of the home on 08/13/2013.

On 09/12/2013, CCLD cited the FFA as a result of deficiencies and findings during the investigation of a Personal Rights violation, related to a domestic violence incident in a certified foster home. The certified foster father struck the certified foster mother causing her nose to bleed. The certified foster mother denied the allegations; however, the certified foster father was arrested, as witness statements were consistent with the allegation. The FFA submitted a POC to CCLD that included decertification of the home. The home had been previously decertified due to the citation on 08/13/2013 and as such, no further action was required by CCLD.

On 11/27/2013, CCLD cited the FFA as a result of deficiencies and findings during their investigation of neglect because a 12-year-old child was not taken to see the doctor after developing a rash. The FFA submitted a POC to CCLD that included additional training for the CFP. CCLD cleared the POC on 01/06/2014.

On 12/19/2013, CCLD cited the FFA as a result of deficiencies and findings during their investigation for improper supervision. According to the CCLD report, four children ages, eight, seven, six and five were improperly supervised and reportedly called derogatory names. Witnesses reported that the children were allowed to play in the side and/or back yard of the home while the CFP was inside the home, but no information regarding the derogatory name calling was reported. The FFA submitted a POC to CCLD that included additional training for the CFP. The FFA appealed the decision and the POC is still pending clearance from CCLD.

On 01/22/2014, CCLD cited the FFA as a result of deficiencies and findings during their investigation of a sexual abuse complaint. According to the CCLD report, a previously decertified home was cited following the recent disclosure of prior sexual abuse of a former foster child. The CFP initially denied, but later admitted to sodomizing the victim as a form of discipline. The CFP's admission was obtained during a polygraph administered by law enforcement. By the time the sexual abuse investigation began, the home had already been decertified for nine years, since October 13, 2004, for a personal rights violation of a child. Consequently, no other plan of action was required by CCLD.

On 01/28/2014, CCLD cited the FFA as a result of deficiencies and findings during their investigation of neglect. According to the CCLD report, a 13-year-old child was left at home alone for a "few hours" a day over a period of one week while the CFP went to work. The CFP stated that she is the property manager and works on the premises where the child was residing. The CFP admitted that she did not notify the FFA SW that she was without a sitter for the week. The FFA submitted a POC to CCLD that included additional training for the CFP. CCLD cleared the POC on 03/17/2014.

During the exit conference, Executive Director, David Danwing, stated that additional training will be scheduled for their staff to ensure compliance and uniformity regarding documentation and cross-reporting of SIRs and details of these trainings will be included in the CAP, as well as the agency's plan to avoid future CCLD citations.

Recommendations

The FFA shall ensure that:

1. SIR's will be cross-reported in a timely manner.

2. The FFA is in full compliance with Title 22 regulations, free of CCLD citations.

Maintenance of Required Documentation/Service Delivery

- One child's initial Needs and Services Plan (NSP) was signed late by the CFP (it was due 3/13/14 but signed 4/3/14). It was also noted that the goals for this child were that "the agency will provide transportation" and "the child will receive therapeutic services". Both are services to be provided to the child as opposed to comprehensive and measurable goals for the child to achieve.

During the exit conference, this monitor explained to Executive Director David Danwing, that there is no grace period for signatures of the age appropriate child and foster parent. The CAD monitor also cleared up the misunderstanding regarding the difference between goals for the children to achieve and services to be provided to the children by agency and/or DCFS constituents. Executive Director, David Danwing confirmed his understanding and willingness to correct these mistakes in the agency's current practice going forward by providing additional training for the agency social worker staff.

Recommendation

The FFA shall ensure that:

3. FFA social workers develop timely and comprehensive Initial NSPs with child's participation.

Personal Needs/Survival and Economic Well-Being

- CFPs in two separate homes had not assisted the children in their homes with the development and/or maintenance of Life Book/Photo Albums.

- The children mentioned above also reported that they are being made to purchase their school pictures with their weekly cash allowance.

During the exit conference, Executive Director David Danwing expressed his surprise and concern that children placed in foster homes within the FFA were being made to purchase school pictures with their weekly allowance and stated that this problem would immediately be addressed with all CFPs. Specifically, Mr. Danwing stated that the FFA would retrain their CFPs with regard to their responsibility to facilitate the creation and maintenance of Life Books or Photo Albums for the children including, but not limited to, their responsibility to purchase school pictures for the children. Further, the CFPs will receive additional training with regard to the appropriate use of the children's monetary allowance.

Recommendation

The FFA shall ensure that:

4. Age-appropriate children are allowed to manage their allowance/earnings.

5. All children are encouraged/assisted with maintaining a Life Book/Photo Album.

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

The OHCMD's last compliance report dated October 3, 2013, identified 8 recommendations.

Results

Based on the results of the current review, the FFA has fully implemented 6 of 8 previous recommendations for which they were to ensure that:

- Foster parents have at least 12 months experience prior to placing more than two children in a certified foster home.
- Children's bedrooms/interiors are well maintained.
- Age appropriate children are made aware of their NSPs.
- NSPs indicate the reason children are replaced.
- FFA Social Workers receive CPR and First Aid training in a timely manner.
- Disaster drills are conducted with placed children and certified foster parents as required by Title 22 Regulations.

Based on the results of the current review, two recommendations were not implemented:

- The FFA is in full compliance with Title 22 regulations, free from CCL citations.
- Initial NSPs are developed timely.

Recommendation

The FFA's management shall ensure that:

6. The outstanding recommendations from the 2012–2013 monitoring report dated October 3, 2013, which are noted in this report as Recommendations 2 and 3, are fully implemented.

At the Exit Conference, the FFA representative expressed their desire to remain in compliance with all Title 22 Regulations and Contract requirements. The FFA agreed to include all CFPs and age appropriate children in the development of NSPs. The FFA Director will conduct periodic checks to monitor compliance with the Corrective Action Plan. OHCMD will provide ongoing technical assistance and CAD will follow-up on the implementation of the recommendations in 90 days.

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

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

Nuevo Amanecer Latino
CHILDREN'S SERVICES

Accredited Since 2004

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Norma A. Duque
President &CEO
norma@nalffa.org

David Danwing
Executive Director
davidd@nalffa.org

Corporate Office
Lic. # 197802088
Tel: (323) 720-9951
Fax: (323) 720-9953
5400 Pomona Blvd.
Los Angeles, CA 90022

September 29th, 2014

Eboni Alexander, Children's Services Administrator I
Contract Administration Division
3530 Wilshire Blvd, 4th Floor
Los Angeles, CA 90010

Re: Corrective Action Plan to Contract Compliance Review

Dear Eboni Alexander,

Nuevo Amanecer Latino Children's Services (NALCS) has received the exit summary report following the contract compliance annual review of our agency conducted by the Contracts Administration Division (CAD) and are submitting the following Corrective Action Plan to remediate and address the recommendations noted.

Licensure/Contract requirements.

1. *Is the agency free of substantiated community care licensing complaints.*
   - *In January 2014, Nuevo Amanecer Latino revamped its certification process for all prospective resource parents by including our Quality Assurance Department in the process in order to screen and assess their capability to foster/adopt as well as to ensure that they meet certification requirements. That screening process includes two assessments to be conducted by a social worker and an administrator with specific tailored questions to fully assess whether each family will be able to provide the services and responsibilities needed to become a certified resource parent. Subsequently, all prospective resource parents who pass the initial screening process initially receive 32 hours of intensive MAPP base trainings which focus on relevant topics such as Trauma informed care, Attachment, Personal Rights, different types of abuse, and investigations to equip them with the knowledge needed to provide services.*
   - *Lastly, in order to keep our resource families up to date and to continue to educate them on additional relevant topics, NALCS continues to provide 24 hours of required annual ongoing recertification trainings on relevant topics.*
   - *Once certified, NALCS social work staff conducts formal monthly supervisions with each resource parent to assess any concerns, inquire about children's needs, buildings and grounds, and any support or tools needed.*

2. *Are Special Incident Reports (SIR's) appropriately documented cross-reported.*

   - *All SIR's will be cross referenced, documented and filed for future references in the children's file. In order to ensure compliance and uniformity regarding appropriately documenting and cross-reporting SIR's NALCS staff will attend the upcoming training which will be provided by OHCMD on July 11, 2014 regarding SIR's. Subsequently on July 23rd NALCS Quality Assurance Department will provide training to all direct foster care staff regarding SIR's (the training material and information will be exact as the one provided during the OHCMD training) (please see training invitation). A training log will be generated and maintained in the FFA's direct staff file to be available for any future references.*

3. *Is the agency free of substantiated community care licensing complaints reports on safety and physical plant deficiencies.*

   - *As a means to continue to ensure the safety and well being of all children, NALCS Social Work staff will conduct weekly face to face home visits throughout the duration of the placement, each visit requires to meet in private with the children or youth, unannounced home visits, one monthly safety and risk assessment visit.*
   - *Additionally, to ensure physical plant compliance, NALCS Social Work staff will conduct a formal quarterly physical plant house inspection that includes emergency drills to ensure that homes are safe and free of physical plant deficiencies (please see attached physical plant inspection tool).*

Maintenance of required documentation and service delivery.

4. *Did the FFA social worker develop timely, comprehensive. Initial (NSP's) with the participation of the developmentally age appropriate child?*

   - *The agency will ensure that all NSP meet contractual requirements and are filed in the children's file. In order to ensure compliance and uniformity regarding initial NSP timely, comprehensive completion NALCS staff will attend the upcoming training which will be provided by OHCMD on July 11, 2014 regarding NSP. Subsequently on July 23rd NALCS Quality Assurance Department will provide training to all foster care staff regarding NSP (the training material and information will be exact as the one provided during the OHCMD training) (please see training invitation). A training log will be generated and maintained in the FFA's direct staff file to be available for any future references.*

Personnel Needs/Survival and Economic Well-Being.

5. *Does the certified foster parent encourage and assist children to update a life book or photo album?*

    - *FFA Social Workers met with all certified resource parents during the week of June 16 through June 18th 2014 to formally review contractual requirements regarding children's life book or photo albums, more specifically to ensure that school pictures are not purchased with the children's weekly allowance (please see attached affidavit). All resource parents agreed to sign the affidavit and acknowledge responsibility regarding this matter. All signed affidavits will be maintained and available in the resource parent file.*

At this time, we would like to extend a genuine thank you to the entire Contracts and Development team Ali Bhatti, Eboni Alexander, Viktoria Penchuk, Linda Lai, Vanessa Gutierrez, Christina Lee and Omnaya Zaklama for their professionalism before, during and after the annual review.

We welcome and appreciate the Department's feedback as a means to improve the quality of our services.

Should you have any further questions please feel free to contact me.

Sincerely,

David Danwing
Executive Director