County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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

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April 3, 2012

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

From: Philip L. Browning
Director

PENNY LANE FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

Penny Lane Foster Family Agency's (FFA) main office, located in North Hills, is in the 3rd Supervisorial District; the Palmdale satellite office is located in the 5th Supervisorial District; and the Commerce satellite office is located in the 1st Supervisorial District. All three offices provide services to Los Angeles County Department of Children and Family Services' (DCFS) foster children and youth. According to Penny Lane's FFA program statement, its stated purpose is "to provide for the care, supervision and well-being of children placed with the Agency, who have specialized needs, which require ongoing therapeutic services." The Agency's goal is to "provide children with a continuity of care, nurturance and services to meet their individual needs and those of their families." The Penny Lane FFA is licensed to serve children ages 0 through 17 years of age.

The Out-of-Home Care Management Division (OHCMD) conducted a review of the Penny Lane FFA in August 2011, at which time they had three licensed offices, supervising a total of 269 DCFS placed children in 93 certified homes. For the purposes of this review, 15 children were selected for review and all 15 children were interviewed. The placed children's overall average length of placement was 12 months, and the average age was 11. Seven certified foster parents' (CFP) files were reviewed, five discharge files and five staff files were reviewed for compliance with the Title 22 regulations and contract requirements.

NOTABLE FINDINGS

The following are the notable findings of our review:

- In one certified foster home, we noticed a broken second bed in the youth's bedroom. We immediately notified the FFA which confirmed the bed was unoccupied and would be repaired immediately.

- One age-appropriate foster youth did not participate in the development of the NSP. The FFA staff indicated they would ensure all age-appropriate children participate in the development of the NSPs and that documentation would be maintained in the children's files.

- One certified foster parent (CFP) did not participate in the development of the NSPs for the two foster children placed in her home. The FFA staff indicated that they would ensure that all CFPs participate in the development of the NSPs and that documentation would be maintained in the children's files.

- Two children's initial medical examinations were not timely. The FFA staff indicated that they would monitor for compliance that all placed children's initial medical examinations are timely, and that documentation would be maintained in the children's files.

- Three children's initial dental examinations were not timely. The FFA staff indicated that they would monitor for compliance that all placed children's initial dental examinations are timely, and that documentation would be maintained in the children's files.

- One child's follow-up examination was not timely. The FFA staff indicated that they would monitor for compliance that all placed children's follow-up dental examinations are timely, and that documentation would be maintained in the children's files.

- One child was not provided with the minimum monetary allowance. The FFA staff indicated that they would review the allowance policy with the foster parents and would ensure that all age-appropriate children are provided with the required monetary allowance and that documentation would be maintained in the children's files.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held August 16, 2011.

In attendance:

Judith Sandino, Director; Trisha Stewart, Regional Administrator; Monica Smith Regional Administrator; Charito Carrillo, Senior Supervisor; and Cori Shaffer, CSA I, Monitor, DCFS OHCMD.

Highlights:

The Administrators indicated many of the corrections were completed during the review to address the noted deficiencies. Penny Lane submitted a timely approved, and detailed CAP addressing each recommendation including written verification of corrected deficiencies and a plan for ensuring on-going monitoring for compliance and on-going oversight in the future. The approved CAP is attached.

We will assess for full implementation of the recommendations during our next review.

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

PLB:RS:KR:
EAH:NF:cs

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Ivalise Marcovits, Executive Director, Penny Lane FFA
Jean Chen, Regional Manager, Community Care Licensing

PENNY LANE FOSTER FAMILY AGENCY MONITORING REVIEW-SUMMARY

15305 Rayen Street
North Hills, CA 91343
License Number:
197804493

43520 Division Street
Lancaster, CA 93535
License Number:
197805739

2450 Atlantic Blvd., #102
Commerce, CA 90040
License Number:
197805207

	Contract Compliance Monitoring Review	Findings: August 2011
I	**Licensure/Contract Requirements** (6 Elements) 1. Timely Notification for Child's Relocation 2. SIRs documented and Cross-Reporting 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 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. Full Compliance 3. Needs Improvement 4. Full Compliance 5. Full Compliance 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. Needs Improvement 3. Needs Improvement 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Needs Improvement
V	**Education and Workforce Readiness** (7 Elements) 1. Child Enroll in School Within Three Days 2. Child Attends 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 Examination Timely 6. Follow-up Dental Examinations Timely	 1. Full Compliance 2. Needs Improvement 3. Full Compliance 4. Full Compliance 5. Needs Improvement 6. Needs Improvement
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 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	 Full Compliance (ALL)

IX	**Personal Needs/Survival and Economic Well-being** (8 Elements) 1. $50 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. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Needs Improvement 7. Needs Improvement 8. Full Compliance
X	**Discharge Children** (3 Elements) 1. Stabilization of Placement Prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School	 Full Compliance (ALL)
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	 Full Compliance (ALL)

PENNY LANE FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW

Penny Lane North Hills	Penny Lane Lancaster	Penny Lane Commerce
Main Site	Satellite Office	Satellite Office
15305 Rayen Street	43520 Division Street	2450 Atlantic Blvd, 102
North Hills, CA 91343	Lancaster, CA 93535	Commerce, CA 90040
License: 197804493	197805739	197805207

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the August 2011 monitoring review.

CONTRACTUAL COMPLIANCE

Based on the results of the monitoring review, Penny Lane FFA was in substantial compliance. Based on our review of 15 placed children's case files, seven certified foster parent files and five personnel files, Penny Lane FFA was in full compliance with seven of the 11 sections of our Contract Compliance review: Licensure/Contract Requirements; Certified Foster Homes; Educational and Workforce Readiness; Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; Discharge Children, and Personnel Records. The following report details the results of our review:

FACILITY AND ENVIRONMENT

Based on our review of seven certified foster home files and/or documentation provided, Penny Lane FFA fully complied with seven of eight elements in this section. Of the seven foster homes selected, one home had a broken second bed in a foster youth's bedroom. The matter was immediately addressed by the FFA staff, the bed was repaired and verification was provided to OHCMD.

Recommendation:

Penny Lane FFA management shall ensure that:

1. All beds are in good repair and that the FFA social work staff routinely monitors the homes for ongoing compliance and documentation is maintained in the files.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of 15 children's files and/or documentation from the provider, Penny Lane FFA fully complied with eight of eleven elements. We noted that for two children in the same foster home, the Needs and Services Plans (NSPs) were not comprehensive. More specifically, in one certified foster home reviewed, one age-appropriate youth and the certified foster parent for two foster children did not participate in the development of the NSPs as indicated by the lack of signatures. Once brought to the Agency's attention, the FFA staff provided verification that the NSPs were reviewed with the foster parent, signed by both, the age-appropriate child

and foster parent and submitted to the OHCMD. Penny Lane representatives attended the NSP training provided by the OHCMD in January 2012.

Recommendations:

Penny Lane FFA management shall ensure that:

2. All age-appropriate children participate in the development of the NSPs and documentation is maintained in the children's files.

3. The FFA reviews the NSPs with the certified foster parents and verification is maintained in the children's files.

4. Children's NSPs are comprehensive and include all required elements.

HEALTH AND MEDICAL NEEDS

Based on our review of 15 children's files and/or documentation from the provider, Penny Lane FFA fully complied with three of six elements reviewed in the area of Health and Medical Needs.

Of the 15 foster children's files reviewed, two children in the same certified foster home did not have timely initial medical examinations. One child's initial medical examination was two months late, and another child's initial medical examination was two weeks late.

Two children did not have timely initial dental examinations. One child's initial dental examination was two months late. Another child's initial dental examination was one month late and according to the documentation from the dentist, a six-month follow-up examination was requested in March 2011, which had not been completed at the time of the August 2011 review.

Recommendations:

Penny Lane FFA management shall ensure that:

5. Children's initial medical examinations are timely and that documentation is maintained in the files.

6. Children's initial dental examinations are timely and that documentation is maintained in the files.

7. Children's follow-up dental examinations are timely and that documentation is maintained in the files.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

Based on our review of 15 children's files and/or documentation from the provider, Penny Lane FFA fully complied six of eight elements reviewed in the area of Personal Needs/Survival and Economic Well-Being.

Of the 15 children's files reviewed, one eight-year-old child was not receiving the minimum amount of monetary allowance. According to the child and foster parent interviewed, the child had broken a cell phone and was not receiving his allowance to pay for the phone. OHCMD did not find any documentation in the file as to this arrangement made by the foster parent, including the cost of the phone, the amount of weekly allowance allotted to the child and the tally of monies paid towards the cost of the phone. During the review, this issue was brought to the attention of the FFA supervisor who indicated that she reviewed the issue with the certified foster parent and together they developed an allowance log and back monies were paid to the child.

Penny Lane FFA management to ensure that:

8. All children receive at least the required minimum monthly allowance, as per the FFA's Program Statement, and ongoing documentation is maintained in the children's files.

9. Children's allowance requirements are routinely discussed by the FFA social work staff with the certified foster parent to ensure ongoing compliance.

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

The Auditor-Controller's (A-C) last compliance review of the Penny Lane FFA was completed on April 8, 2009.

Objective

To determine the status of the recommendations reported in the prior A-C's monitoring report.

Verification

We verified whether the outstanding recommendations from last A-C's Contract Review Report issued April 8, 2009 were implemented.

Results

The A-C prior monitoring report contained four outstanding findings. Specifically, Penny Lane FFA was to ensure that NSPs contained goals that were specific and time-limited; Quarterly reports were timely; children's medical and dental examinations were timely; and certified foster parents completed the required 15 hours of annual training. Based on our follow-up review of these recommendations, Penny Lane FFA implemented three of the four recommendations as they did not have timely medical and dental examinations during the follow-up review. Penny Lane FFA administration submitted an approved CAP to address these findings.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

Penny Lane

Foster / Adoption Families

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Ivelise Markovits, MFCC

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September 7, 2011

DCFS Out of Home Care Management Division (OHCMD)
9320 Telstar Ave, Suite 216
El Monte, CA 91731
Attn: Nestor Figueroa

RE: Corrective Action Plan for August 2011 Audit

Dear Mr. Figueroa,

As a result of the recent audit conducted of Penny Lane Centers Foster Family Agency (FFA) in August 2011 (Antelope Valley Office, Commerce Office, and North Hills Office), Penny Lane Centers has implemented the following corrective action plan in order to help address future related issues. Documentation of the training will be included in the social worker's file:

a. Furniture broken in the foster youth's bedroom – Staff will continue to complete the monthly foster home inspection, which is to include inspection of furniture even if it is not in use by current foster children. Any damaged furniture needs to be documented in the note (as appropriate) and/or monthly home inspection. Foster care social workers will advise foster parents of when the furniture/repair needs to be completed and this will be documented.
b. Foster youth did not participate in development of Needs and Services Plans – Foster care social workers will include youth (as age appropriate) in the development of the Needs and Services Plan (NSP), this includes initial and quarterly plans. The foster care social worker will be responsible for having the foster youth sign the NSP. Supervisors will be responsible for following up during individual supervision with social workers. A review of Needs and Service Plan requirements will be held with all social workers and Supervisor.
c. Foster parent did not participate in the development of the Needs and Services Plans – Foster care social workers will include the foster parents in the development of the Needs and Services Plan (NSP), this includes initial and quarterly plans. The foster care social worker will review the plan with the foster parent, foster youth (if age appropriate), county social worker, and other involved parties as applicable. The foster care social worker will be responsible for having the foster parent sign the NSP. Supervisors will be responsible for following up during individual supervision with social workers.

Penny Lane's mission is to foster hopes and dreams by empowering children, youth and families to reach their highest potential.

Monica Smith, Regional Manager
Penny Lane Centers
15305 Rayen Street
North Hills, CA

RE: August 2011 Audit

Monica,

Below is a description of the items we addressed (and need to continue to address) for the Commerce FFA as a result of the August 2011 audit with Cori.

- A broken second bed in the youth's bedroom: Note faxed from PLSW (date of visit 08/22/2011), date faxed 08/29/2011.
- One age-appropriate foster youth did not participate in the development of the Needs and Services Plans: Signature pages faxed to Cori on 08/29/2011. We will conduct a training with staff regarding involvement of children with their NSP.
- One certified foster parent did not participate in the development of the Needs and Services Plans for the two foster children placed in her home: Signature pages faxed to Cori on 08/29/2011. We will conduct a follow up training with staff and foster parents at the next quarterly meeting, regarding the involvement of the foster parents in the child's NSP.
- Children's initial medical and dental examinations were not timely: We will complete a training with staff regarding improving the timeliness of initial medical and dental examinations and proper documentation of medi-cal issues. We will also provide additional training to foster parents regarding timely examinations.
- One child was not provided with the minimum monetary allowance: We provided documentation to Cori on 09/07/2011. A training will be conducted with staff to address proper documentation of allowance when withheld.

Let me know if you require additional documentation or information.

Charito Carrillo, LCSW
FFA Supervisor