County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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June 22, 2012

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

From: Philip L. Browning
Director

SOUTHERN CALIFORNIA ADOPTION AND FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Out-of-Home Care Management Division (OHCMD) conducted a review of the Southern California Adoption and Foster Family Agency (FFA) in May 2011, at which time, they had one office supervising 75 placed Department of Children and Family Services (DCFS) children and 85 certified foster homes.

Southern California Adoption and FFA is located in the 1st Supervisorial District and provides services to Los Angeles County DCFS' foster youth. According to Southern California Adoption and FFA's program statement, its stated goal is "to provide foster and adoptive families who offer stable, secure and nurturing environments to children who are dependents of the court until they are reunited with their birth families, are adopted or become independent."

For purposes of this review, 12 placed children were interviewed in four certified foster homes. Twelve children's case files were reviewed. The placed children's overall average length of placement was 12 months, and the average age was nine. Five certified foster parent files, five discharge files and five staff files were reviewed for compliance with Title 22 Regulations and the contract requirements.

We reviewed the case files of four children whom were on psychotropic medication to assess the timeliness of psychotropic medication authorizations and confirm that documentation of psychiatric monitoring was maintained.

SCOPE OF REVIEW

The purpose of this review was to assess Southern California Adoption and FFAs' compliance with the 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 parent files, five discharged files and five personnel files. Four certified foster homes were visited to assess the quality of care and supervision provided to children. Interviews were also conducted with 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

Overall, the children interviewed indicated that they were provided with appropriate services and good care; were comfortable in their environments and were treated with respect and dignity.

The deficiencies noted during the monitoring review were in the areas of certified foster homes, education and work force readiness. For one certified foster home with five placed siblings, we noted that the two oldest siblings had recently changed schools due to the foster family relocating to a larger home. These siblings had poor grades that needed to be addressed with the FFA social worker, certified foster parent and staff from the new school. The youngest sibling, who had turned two, was sleeping in a toddler bed in the certified foster parent's room. Additionally, for one certified foster home, the substitute caregiver did not have current CPR and First-Aid certificates on file. For another certified home reviewed, there was no current California Driver's License (CDL) or car insurance on file with the agency. All of these findings were promptly resolved during the monitoring process.

Based on our review, these deficiencies revealed the need for thorough documentation. Additionally, routine monitoring of the files by supervisory staff would decrease or eliminate documentation issues found in the files. Overall, Southern California Adoption and FFA was providing services as outlined in its program statement. The foster parents and children interviewed stated that they were provided with good care, support and services, which was evident in the relationships formed between the FFA staff, foster parents and placed children and among the staff at the agency.

In conclusion, Southern California Adoption and FFA was receptive to implementing systemic changes to improve compliance with regulation and contract requirements. The Administrator agreed to address noted deficiencies in a Corrective Action Plan (CAP).

During the Exit Conference, Sylvia Fogelman, Executive Director, Southern California Adoption and FFA indicated that the agency would make immediate corrections to improve its compliance with Title 22 regulations and contract requirements. The Executive Director for Southern California Adoption and FFA indicated that the agency would provide verification that the issues related to the two children's educational performance and the two-year-old's sleeping arrangement were immediately addressed. Additionally, the Executive Director indicated that they would provide verification that the CPR and First-Aid certification for one foster home substitute caregiver is completed and that a current CDL and car insurance for another substitute caregiver is on file.

NOTABLE FINDINGS

The following were notable findings of our review.

- For one certified foster home, the substitute caregiver did not have a current CPR and First-Aid certificate on file with the agency. The Executive Director indicated that they would ensure the babysitter obtained his CPR and First-Aid certification.

- For one certified foster home, there was no current CDL or car insurance on file with the FFA for the substitute caregiver. The Executive Director indicated they would obtain the current information immediately.

- There was no improvement in the overall academic progress for two child siblings. This was discussed with the Executive Director of Southern California Adoption and FFA who stated that her staff would immediately address this matter with the school and certified foster parent to ensure there was academic success.

- One two-year-old child was sharing a room with the certified foster parent. The Executive Director indicated that the child had just turned two and the Executive Director was unaware he was still sleeping in the foster parent's bedroom. There was a bed available for him in his sibling's bedroom and they would ensure that his room was changed immediately.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held May 19, 2011.

In attendance:

Sylvia Fogelman, Executive Director and Kimberly Sutton, Supervising Social Worker, Southern California Adoption and FFA and Cori Shaffer, CSA I, Monitor, DCFS, OHCMD.

Highlights:

Southern California Adoption and FFA Executive Director, Sylvia Fogelman, was in agreement with our findings and recommendations. The Executive Director indicated that she would provide written verification to OHCMD to address the missing CPR and First-Aid, and CDL and car insurance for the substitute caregivers. Additionally, the Executive Director indicated that the FFA staff and supervisor would provide immediate educational intervention for the two siblings who were demonstrating poor academic progress to ensure that academic success is achieved by school year's end. The Executive Director also indicated that verification would be provided to OHCMD and that documentation will be maintained in the files and on-going oversight by administrative staff.

Southern California Adoption and FFA submitted an approved written CAP, which 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:RS:KR
EAH:NF:cs

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Sylvia Fogelman, Executive Director, Southern California Adoption and FFA
Jean Chen, Regional Manager, Community Care Licensing

SOUTHERN CALIFORNIA ADOPTION AND FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW-SUMMARY

155 N. Occidental Blvd.
Los Angeles, CA 90026
License Number: 191500291

	Contract Compliance Monitoring Review	**Findings: October 2011**
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 13. Transportation	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
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	Full Compliance (ALL)
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 Children'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 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. 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	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 California 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)

SOUTHERN CALIFORNIA ADOPTION AND FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW

155 N. Occidental Blvd.
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The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the May 2011 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of 12 children's files, five certified foster parent files, five discharge files and five staff files and/or documentation from the provider, Southern California Adoption and FFA was in full compliance with eight of 11 sections of our contract compliance review: Licensure/Contract Requirements; Maintenance of Required Documentation and Service Delivery; Health and Medical Needs; Psychotropic Medication; Personnel Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharge Children and Personnel Records. The following report details the results of our review:

CERTIFIED FOSTER HOMES

Based on our review of five certified foster parent files and/or documentation from the provider, Southern California Adoption and FFA fully complied with 12 of 13 elements reviewed.

We found that required documentation for the substitute caregivers for two certified foster parents were missing. In one certified foster home, there was no documentation for the babysitter's CDL and current car insurance. For one certified parent, the current CPR and First-Aid certificates were not in their file.

Recommendation:

Southern California's Adoption and FFA management shall ensure that:

1. All adults providing regular care and supervision to the children have current CPR and First-Aid certificates, CDLs, proof of car insurance and that agency staff provide on-going monitoring of the certified foster parent files to ensure compliance.

FACILITY AND ENVIRONMENT

Based on our review of five certified foster parent files and/or documentation from the provider and our visits to the certified foster homes, Southern California Adoption and FFA fully complied with seven of eight elements reviewed.

In one of the certified foster homes, there were five siblings who had been placed together since October 2009. In addition to the five foster siblings, the foster mother's two children also resided in the home. While the CSW gave her approval for the siblings to be placed in the home, during the review, as per DCFS policy, the SCSW and ARA also provided signatures to the FFA for approval for seven children to be in the home. During our visit to the certified foster

home, we noted that the two-year-old sibling sleeps in a toddler bed in the certified foster parent's bedroom. The child had just turned two approximately two weeks prior to our visit; however, no new sleeping arrangement had been made to comply with Title 22 requirements. Following our exit review, the FFA submitted an exception request to CCL for the two year old to share a room with his two male siblings. The FFA staff indicated that verification of the room change and CCL's exception approval would be provided to OHCMD upon completion.

Recommendation:

Southern California's Adoption and FFA management shall ensure that:

2. All certified foster homes are in compliance with Title 22 regulations with regard to children's sleeping arrangements and that agency social work staff be made aware of the requirements and routinely inspect the home to ensure on-going compliance.

EDUCATION AND WORKFORCE READINESS

Based on our review of 12 children's files and/or documentation from the provider, Southern California Adoption and FFA fully complied with six of seven elements.

During a review of the educational file, we noted that the academic progress for this year had not improved for two siblings placed in the same certified foster home. The eight-year old child had numerous D's on her report card and the 12-year-old had a least one D but had several A's. We were recently informed by the certified foster parent that the family had moved to a larger home and that the children had to change schools. And that they were getting adjusted to the new school. We were also informed that the children had received tutoring in their previous school but that no tutoring was offered at the new school. The certified foster parent indicated that she maintained on-going contact with the children's teachers and that the teacher for the eight year old had contacted her to report that the child was very talkative in class but no concerns about grades were discussed. The foster mother reported that the child had similar issues at the previous school.

OHCMD remains concerned that the children, who had regular attendance were performing at low levels and that nothing was being done to address the matter. OHCMD is concerned that something was not being addressed with regards to their academic performance and that agency staff, the foster mother and school needed to attend to the matter before the end of the school year. OHCMD may recommend an IEP, educational assessment and therapeutic intervention and additional resources to address the issue. This was brought to the attention of agency management staff who indicated that they would address the issue immediately. Following the exit meeting, the agency provided verification that formal tutoring for the children was requested, an IEP for the two children was also formally requested on May 23, 2011, a Student Study Meeting took place on June 10, 2011 for the two children at which time an educational plan was developed. In the interim, the Agency social worker provided on-going educational support to the children. Additionally, they provided verification that training was provided for their staff with regard to monitoring academic staff, prudent parenting and CCL exception requirements on May 25, 2011. The agency reported that the children are involved in a tutoring program this summer and therapeutic services have also been requested.

Recommendations:

Southern California and Adoption FFA's management shall ensure that:

3. Placed children's academic progress and educational services and needs are closely and routinely monitored by the certified foster parent and agency staff to ensure that all educational needs are addressed and that academic progress is maintained.

4. Documentation of reports and on-going communication is maintained in the children's files.

Of noteworthy mention, the Agency Executive Director provides placed youth, ages 12-17, monetary incentives for good grades. The children interviewed indicated that this academic recognition encouraged them to perform well in school. Additionally, the FFA Administrator provides financial assistance for graduating youth.

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

Objective

Determine the status of the recommendations reported from the A-C's last monitoring review.

Verification

We conducted a follow-up to verify implementation of the A-C's recommendations, which were noted in their last monitoring report, dated October 1, 2008. The A-C's report had three recommendations to findings which included five homes that did not adequately secure kitchen knives and one home that did not secure prescription medication. Needs and Services Plans (NSPs) for six children did not contain goals that were measurable and were not approved by the children's DCFS CSWs. One Special Incident Reports (SIR) was not prepared timely.

Recommendations:

Southern California Adoption and FFA is to adequately monitor foster homes and ensure they comply with Title 22 regulations and contract requirements. Foster parents are to adequately secure knives, medication and other items that could pose a potential safety hazard to the children. The NSPs contain goals that are specific, measureable and time-limited and are approved by the children's DCFS social worker and that the SIRs are prepared when required.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Southern California Adoption and FFA has not been posted by the A-C.

3-26-12

Department of Children and Family Services
9320 Telstar Ave., Suite 216
El Monte, CA 91731
Attention Cori Shaffer

Dear Ms. Shaffer,

Per your request, we are providing you with a summary of the corrective action measures submitted to you in May 2011.

Substitute Caregiver documentation:

- 5-23-11: verification of current auto insurance and California Driver's License submitted via FAX
- 5-24-11: verification of CPR and First Aid (substitute caregiver) submitted via FAX
  - Southern California Foster Family and Adoption Agency has made sure that foster parent files contain all necessary documentation for substitute caregivers (CPR, First Aid, insurance etc.).

Client's education:

- On 5-23-11, FFA Social Worker [redacted] requested tutoring and an IEP for the two students who had poor academic grades. Documentation of this request was submitted via FAX on same date.

CCL Exception:

- 5-23-11, A CCL exception allowing three siblings to share a room was submitted. Verification was sent to you via FAX on same date.
- 5-24-11: evidence of all staff training, conducted by [redacted], regarding monitoring client's academic progress and timely CCL exceptions. Evidence of the training was submitted to you via FAX.
  - Southern California Foster Family and Adoption Agency routinely monitors all homes to ensure that sleeping arrangements are in compliance with Title 22 requirements.

As requested, all documentation necessary to demonstrate our compliance with the Corrective Action Plan for the 2011 DCFS Monitoring Review was submitted. Please feel free to contact me at (213) 365-2900 if you require any additional information or documentation.

Sincerely,

Kimberly Sutton, MA, LMFT
Foster Care Supervisor
Southern California Foster Family and Adoption Agency