



County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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November 13, 2013

To: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Gloria Molina
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Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

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TEENS HAPPY HOME FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a review of Teens Happy Home Foster Family Agency (the FFA) in January 2013. The FFA had one licensed office in the Second Supervisorial District, and provided services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, its mission is "to maintain minors placed in our homes within their existing support system. In doing so, we maintain the minors' existing attachments that they are familiar and comfortable with. We maintain attachments to birth parents when possible and when appropriate. When birth parents are not available our goal then becomes centered on developing and maintaining substitute parents. All children must be attached to an adult that is loving, nurturing, and consistently there for them. Without appropriate relationships with adults that are consistent, minors are unable to develop appropriately."

At the time of the review, the FFA supervised 78 DCFS placed children in 38 certified foster homes. The placed children's average length of placement was 8 months, and their average age was 11.

SUMMARY

During OHCMD's review, the interviewed children generally reported: feeling safe at the FFA; having been provided with good care and appropriate services; being comfortable in their environment and generally 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 2 of 11 sections of our contract compliance review: Health and Medical Needs and Psychotropic Medications.

OHCMD noted deficiencies in the areas of Licensure/Contract Requirements, related to Community Care Licensing (CCL) citations as a result of deficiencies and findings during CCL investigations of complaints; Certified Foster Homes, related to a home study for one certified foster parent not being

"To Enrich Lives Through Effective and Caring Services"

completed prior to certification; Facility and Environment, related to one child's bedroom not having a heat source and none of the children had access to a working computer; Maintenance of Required Documentation/Service Delivery, related to children's progress towards meeting goals was not documented in the Needs and Services Plans (NSPs), Initial NSPs were not comprehensive and did not include all elements in the NSP template and NSP Quarterly Reports were not comprehensive; Education and Workforce Readiness, related to one child's academic performance not having improved, nor was the FFA facilitating meeting the child's educational goals; Personal Rights and Social Emotional Well-Being, related to the children reporting not being treated with respect and dignity by a certified foster parent; Personal Needs/Survival and Economic Well-Being, related to none of the children being assisted in updating a Life Book or Photo Album; Discharged Children, related to discharge summaries not being completed for each discharged child; and Personnel Records, related to criminal clearances and health screenings not being completed in a timely manner.

Attached are the details of our review.

REVIEW OF REPORT

On February 26, 2013, the DCFS OHCMD Monitor, Greta Walters, held an Exit Conference with the FFA representative, Curtis Haynes, Administrator. The FFA's representative: agreed with the review findings and recommendations; was 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).

However, on May 9, 2013, the OHCMD imposed a Do Not Refer (DNR) status on the FFA. Subsequent to the FFA being placed on DNR status, the County of Los Angeles Board of Supervisors approved the Contract termination of the Agency's Foster Family Agency and Group Home Foster Care Services Contracts effective September 9, 2013.

On June 21, 2013, OHCMD began the safe transition of DCFS placed children and their certified foster parents. On September 6, 2013 all appropriate certified foster parents and children were transitioned from the FFA.

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

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

PLB:EM:KR
RDS:Nf:gw

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy L. Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Beautina Robinson, Executive Director, Teens Happy Home FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

**TEENS HAPPY HOME FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY**

**6801 S. Western Avenue
Los Angeles, CA 90047
License Numbers: 123456789**

	Contract Compliance Monitoring Review	Findings: January 2013
I	<p><u>Licensure/Contract Requirements</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. Serious Incident Report Documentation and Cross Reporting 3. Runaway Procedures in Accordance with the Contract 4. Are there CCL Citations/OHCMD Safety Reports 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home (WFFH) Training 6. FFA Pays Certified Foster Parents (CFP) WFFH Required Supplemental Payments 7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or More Children 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Not Applicable 6. Not Applicable 7. Full Compliance
II	<p><u>Certified Foster Homes (CFHs)</u> (12 Elements)</p> <ol style="list-style-type: none"> 1. Home Study and Safety Inspection Conducted Prior to Certification 2. Agency's inquiry with OHCMD 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 	<ol style="list-style-type: none"> 1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance

III	<p><u>Facility and Environment</u> (7 Elements)</p> <ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance
IV	<p><u>Maintenance of Required Documentation/Service Delivery</u> (10 Elements)</p> <ol style="list-style-type: none"> 1. FFA Obtains or Documents Efforts to Obtain County Children's Social Worker's (CSW) Authorization to Implement NSPs 2. CFPs Participated in Development of the NSPs 3. Children Progressing Towards Meeting NSP Goals 4. FFA Social Workers Develop Timely, Comprehensive Initial NSP with Child's Participation 5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with Child's Participation 6. Therapeutic Services Received 7. Recommended Assessments/Evaluations Implemented 8. County Children Social Workers Monthly Contacts Documented in Child's Case File 9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Improvement Needed 5. Improvement Needed 6. Improvement Needed 7. Full Compliance 8. Improvement Needed 9. Improvement Needed 10. Full Compliance
V	<p><u>Education and Workforce Readiness</u> (5 Elements)</p> <ol style="list-style-type: none"> 1. Children Enrolled in School within Three School Days 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 	<ol style="list-style-type: none"> 1. Full Compliance 2. Improvement Needed 3. Improvement Needed 4. Full Compliance 5. Full Compliance

VI	<p><u>Health and Medical Needs</u> (4 Elements)</p> <ol style="list-style-type: none"> 1. Initial Medical Exams Conducted Timely 2. Follow-up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted Timely 	Full Compliance (ALL)
VII	<p><u>Psychotropic Medication</u> (2 Elements)</p> <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	Full Compliance (ALL)
VIII	<p><u>Personal Rights and Social Emotional Well-Being</u> (10 Elements)</p> <ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance
IX	<p><u>Personal Needs/Survival and Economic Well-Being</u> (7 Elements)</p> <ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed

X	<p><u>Discharged Children</u> (3 Elements)</p> <ol style="list-style-type: none"> 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable) 	<ol style="list-style-type: none"> 1. Improvement Needed 2. Full Compliance 3. Not Applicable
XI	<p><u>Personnel Records</u> (9 Elements)</p> <ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance

**TEENS HAPPY HOME FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2012 - 2013**

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the January 2013 monitoring review. The purpose of this review was to assess Teens Happy Home Foster Family Agency's (the FFA's) 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, ten children were selected for the sample. The Out-of-Home Care Management Division (OHCMD) interviewed nine children. One child was not interviewed due his young age. During the home visit, the child was observed to be comfortable in the certified foster home and the certified foster parent was observed to be attuned to the needs of the child. OHCMD reviewed all ten case files to assess the care and services they received. Additionally, four discharged children's files were also reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, five placed children were prescribed psychotropic medication. We reviewed their case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

OHCMD reviewed four certified foster parent files and five staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with four certified foster parents to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

OHCMD found the following nine areas to be out of compliance.

Licensure/Contract Requirements

- Community Care Licensing (CCL) cited the FFA as a result of deficiencies and findings during the investigations of CCL complaints. According to the complaint report by CCL, on July 17, 2012, CCL cited the FFA for Criminal Record Clearance violation. The certified foster parent's adult son was found to be residing in the home and not criminally cleared. It was also determined that the certified foster mother did not disclose to the FFA, CCL and the Department of Children and Family Services (DCFS) that she had an additional four children residing in the home. The FFA submitted a Plan of Correction (POC) to CCL that included decertifying the certified foster parent to their CCL Licensing Program Analyst (LPA), which was approved.
- According to the complaint report by CCL, on November 26, 2012, CCL cited the FFA for Criminal Record Clearance violation. It was determined that a certified foster parent's mother and grandmother's criminal record clearances were not associated to the FFA. The FFA submitted a POC to CCL that included decertifying the certified foster parent to their CCL LPA, which was approved.
- According to the complaint report by CCL, on January 17, 2013, CCL cited the FFA for Personal Rights violation. During a complaint visit to a certified foster home, it was determined that the certified foster parent had placed the children with their relative without prior approval from the FFA and DCFS. The FFA submitted a POC to CCL that included decertifying the certified foster parent to their CCL LPA, which was approved.
- According to the complaint report by CCL, on February 15, 2013, CCL cited the FFA for Building and Grounds and Personal Rights violations. It was determined that the smoke detector in one child's bedroom was not operable, extended bed rails were used on beds being used by toddlers, and the bedroom was being used as a common passageway to another room. CCL further determined the certified foster parent had hit one of the children. The FFA submitted a POC to CCL that included decertifying the foster parent to their CCL LPA, which was approved.

Recommendation

The FFA's management shall ensure that:

1. The FFA is in full compliance with Title 22 Regulations, free of CCL citations.

Certified Foster Homes

- The home study for one certified foster parent was not completed prior to certification. During the Exit Conference, the FFA's Administrator stated that a FFA social worker would be authorized and trained to complete the home studies prior to certification.

Recommendation

The FFA's management shall ensure that:

2. All certified foster parents' home studies are completed prior to certification.

Facility and Environment

- One of four certified foster homes visited did not have a heat source in one child's bedroom.
- None of the children in the four certified foster homes visited had access to a working computer.

During the Exit Conference, the FFA's Administrator provided documentation that the certified foster parent had installed a wall heater to provide warmth to the area of the house where the child's bedroom was located. The FFA Administrator also reported that the certified foster parents and the FFA social workers will develop a plan for the children to access computers at the public libraries to complete school assignments and homework.

Recommendations

The FFA's management shall ensure that:

3. Children's bedrooms are well maintained and comfortable.
4. Children have access to educational resources and supplies.

Maintenance of Required Documentation/Service Delivery

- Progress towards meeting NSP goals for the ten reviewed children was not documented.
- The initial NSPs for seven children were not comprehensive, as they did not include all elements in the NSP template.
- The updated NSPs for five children were not comprehensive, as they did not include all elements in the NSP template.
- The NSP quarterly reports for two children did not document therapeutic services.
- There was no documentation in one child's case file that monthly contact with the DCFS CSW was conducted.
- The NSP Quarterly Reports for the ten reviewed children were not comprehensive.

During the course of the compliance review the OHCMD monitor met with the FFA Executive Director and FFA Administrator to review the problematic NSPs. The FFA Executive Director expressed that she understood what was needed in the NSPs. During the Exit Conference, the FFA's Administrator stated that the FFA social workers had received NSP training and the FFA Supervising Social Workers would emphasize the development of Specific, Measurable, Attainable, Results Oriented and Time-Limited goals.

It should be noted the FFA representative attended the OHCMD NSP training for providers on January 27, 2012 and was made aware of the NSP requirements. Some of the NSPs were developed prior to the training.

Recommendations

The FFA's management shall ensure that:

5. Children's progress towards NSP goals is documented.
6. Initial NSPs are comprehensive and include all elements in accordance with the NSP template.
7. Updated NSPs are comprehensive and include all elements.
8. All required assessments are implemented and documented in the children's case files and NSPs.
9. Monthly contact with the DCFS CSWs is documented in the children's case files.
10. NSP Quarterly Reports are comprehensive.

Education and Workforce Readiness

- The FFA was not facilitating the educational goals for one of ten children, as the child was not receiving tutoring or resource services.
- One of ten children was doing poorly in school. The child earned an F in one class, Ds in three classes and unsatisfactory work habits in six classes.

During the Exit Conference, the FFA's representative reported that the FFA Social Workers would address school progress at each weekly visit. Further, the FFA Social Workers and the certified foster parents would work together to obtain educational resources for the children.

Recommendations

The FFA's management shall ensure that:

11. They facilitate in meeting educational goals of each child.
12. Services are provided to enhance the children's academic performance.

Personal Rights and Social/Emotional Well-Being

- Two of ten children reported that their certified foster parent used "bad words." This matter was reported to the DCFS Child Protection Hotline (CPHL) by the OHCMD. The call was

downgraded by CPHL as "information to CSW." A referral was not generated and cross reported to OHCIS.

During the Exit Conference, the FFA's representative stated that the FFA would provide training in the area of Personal Rights for the certified foster parents.

Recommendation

The FFA's management shall ensure that:

13. All children are treated with respect and dignity.

Personal Needs and Social/Economic Well-Being

- None of the ten reviewed children have a Life Book or Photo Album. During the Exit Conference, the FFA's representative stated that the FFA would provide re-training to the certified foster parents on encouraging children to develop and maintain Life Books/Photo Albums.

Recommendation

The FFA's management shall ensure that:

14. All children are encouraged and assisted in updating a Life Book/Photo Album.

Discharged Children

- One discharged child did not have a completed discharge summary in their file. During the Exit Conference, the FFA's representative stated that the FFA Supervising Social Workers would ensure the discharge summaries were completed.

Recommendation

The FFA's management shall ensure that:

15. Discharge summaries are completed for all children leaving the FFA's care.

Personnel Records

- A criminal clearance was not completed timely for one staff, it was two years late.
- Health screenings were not completed timely for two staff, they were one year late.

During the Exit Conference, the FFA's representative stated that the FFA would ensure that all staff had approved clearances and health screenings prior to date of hire and the Administrator would ensure that all documents were in the personnel files prior to hire date.

Recommendations

The FFA's management shall ensure that:

16. Criminal clearances for all FFA staff are completed prior to hire date.
17. Health screenings for all FFA staff are completed prior to hire date.

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

The OHCMD's last compliance report dated August 10, 2012, identified 15 recommendations.

Results

Based on our follow-up, the FFA fully implemented 9 of 15 previous recommendations for which they were to ensure that:

- Initial required training is completed before initial certification.
- Re-evaluations are completed of certified foster parents prior to recertification.
- All adults residing in certified foster homes participate in CPR/First-Aid training; and certificates of completion are maintained in the certified foster parents' case files.
- The exteriors of the certified foster homes are maintained.
- The common areas of the certified foster homes are maintained, including having ample seating for dining and that all appliances are safe and secure.
- All children receive timely initial medical examinations and documentation of examinations be maintained in the children's case files.
- All children receive timely medical follow-up medical examinations and documentation of examinations be maintained in the children's case files.
- All children receive timely dental examinations and documentation of examinations be maintained in the children's case files.
- All staff members receive the minimum one-hour training in the area of child abuse identification and reporting as required per Title 22 Regulations and the FFA's program statement.

Six recommendations were not fully implemented:

- The children's bedrooms are maintained.
- Children's progress in meeting their NSPs goals is documented.
- Initial NSPs are comprehensive and include all elements.
- Monthly contact with the DCFS CSWs is documented in the NSPs.
- Updated NSPs are comprehensive and include all elements.
- Provide children with the opportunity to create and maintain photo albums/life books.

Recommendation

The FFA's management shall ensure that:

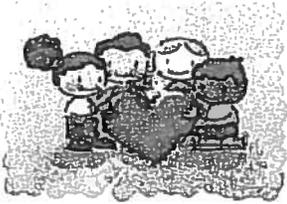
The outstanding recommendations from the 2011–2012 monitoring report dated August 10, 2012, which are noted in this report as Recommendations 3, 5, 6, 7, 9 and 14, are fully implemented.

On May 9, 2013, the OHCMD imposed a Do Not Refer (DNR) status on the FFA. Subsequent to the FFA being placed on DNR status, the County of Los Angeles Board of Supervisors approved the Contract termination of the Agency's Foster Family Agency and Group Home Foster Care Services Contracts effective September 9, 2013.

On June 21, 2013, OHCMD began the safe transition of DCFS placed children and their certified foster parents. On September 6, 2013, all appropriate certified foster parents and children were transitioned from the FFA.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of the FFA was posted on May 17, 2013. The Auditor-Controller (A-C) identified \$27,623 in unallowable costs and \$79,746 in unsupported/inadequately supported expenditures. It was recommended that DCFS immediately place the FFA in the County's Contractor Alert Reporting Database (CARD), and re-evaluate the need to continue doing business with the FFA. If DCFS continues to contract with the FFA, DCFS should ensure that the actions result in permanent changes. DCFS should also resolve the questioned costs, and collect any disallowed amounts. Per the A-C report, the report was issued before the FFA's appeal period and the submission of their Fiscal Corrective Action Plan due to the serious findings and numerous discussions with the FFA.



TEENS HAPPY HOMES, INC.

April 10, 2013

Nestor Figueroa, Manager
Department of Children and Family Services
Out-of-Home Care Management Division (OHCMD)
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

**RE: CORRECTIVE ACTION PLAN (CAP) DCFS COMPLIANCE REVIEW 2012,
ADDENDUM #2**

I. LICENSURE/CONTRACT REQUIREMENTS

**4. Is the agency free of substantiated Community Care Licensing complaints reports on safety and physical plant deficiencies since the last review? (SAFETY)
How do we deal with substantiated allegations?**

In order for the Agency to be free of substantiated Community Care Licensing complaints reports on safety and physical plant deficiencies, the Agency will provide monthly Certified Foster Parents trainings provided by the Agency Administrator, Supervising Agency Social Worker or a qualified person in the field. Additionally, to ensure compliance, the Agency Social Worker will make two unannounced visits each month, the Supervising Agency Social Workers will make quarterly unannounced visits to the homes and the Administrator reviews these report to ensure that the homes are in compliance. If a certified home continues to be out of compliance with physical plant deficiencies, this may include, but not limited to, decertification of the Certified Foster Parent.

II. CERTIFIED FOSTER HOMES

8. Were home studies and safety inspections conducted prior to initial certification?

After the completion of PS-MAPP training class or equivalent training and home inspection, the home studies will be conducted by the Social Worker authorized and trained to complete the Safe Home Studies. The Administrator will ensure that the Home Study, the Home Inspection and the Safe Home Studies are completed prior to the certification of a foster parent's home.

TEENS HAPPY HOMES, INC.

III. FACILITY AND ENVIRONMENT

22. Are children's bedrooms well maintained? (Clean/sanitary, neat, comfortable, adequate lighting, window covering and storage space; beds, mattresses, furniture, flooring, full complement of clean linens on beds, age-appropriate decorations and appropriate sleeping arrangements) (SAFETY)

Foster mother provided documentation for the installation of a wall heater that will circulate a comfortable temperature for the bedrooms in the rear of the home. In the future prior to certification, the Agency will check to see that all bedrooms are maintained at a comfortable temperature.

23. Does the certified foster home maintain sufficient selection of (quantity and quality) reading materials and educational resources and supplies, including computers, which are age appropriate, readily available to children, and in good repair? (SELF-SUFFICIENCY)

Three homes computers did not work and one did not have a computer. The Agency needs a plan for assessing computers to do home work, etc. going to the library.

One computer was repaired in one home. The other homes will develop a plan to use public computer in the county or city public library for the children to do homework or other research. The Certified Foster Parent and the Agency Social Worker will develop a plan for the children to go to the county or city libraries to do their homework or other research. The ASW is to report to their Supervising Agency Social Worker to ensure that the plan is implemented by the CFP.

IV. MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

29. Are the placed children progressing toward meeting the NSPs case goals (initial and updated)? (review agency's documentation of their efforts) (WELL-BEING)

30. Did the FFA social worker develop timely, comprehensive, initial (NSPs) with the participation of the developmentally age-appropriate child? (WELL-BEING)

31. Did the FFA social worker develop timely, comprehensive, updated (NSPs) with the participation of the developmentally age-appropriate child? (WELL-BEING)

TEENS HAPPY HOMES, INC.

34. Are County workers contacted monthly and are the contacts appropriately documented in the case file? (WELL-BEING)

35. Does the FFA social worker complete timely, comprehensive, quarterly reports? (to County workers by 10th business days following the end of each quarter from the date the child was placed) (WELL-BEING)

Training was provided on March 18, 2013 for all of the issues in numbers 29 to 35 addressed in the NEEDS AND SERVICE PLAN/QUARTERLY REPORT TRAINING.

Each Agency Social Worker is responsible for the NSPs/QRs. The Supervising Social Workers are to ensure the following:

1. The Agency has a consistent understanding of the language contained in the Needs and Services a Plan NSP) and Quarterly Report (QR), including the collaborative approach to developing comprehensive NSPs/QRs.
2. A clear understanding of how to complete the NSP/QR;
3. Emphasize development of written individualized "SMART" goals.

V. EDUCATION AND WORKFORCE READINESS

38. Does the FFA ensure the child attend school as required and facilitate in meeting the child's educational goals (e.g. IEP conference, tutoring, parent/teacher conference, homework, etc.) If applicable for children placed over 90 days? (WELL-BEING)

The FFA will ensure that the child attend school as required by having the Agency Social Worker inquire on the weekly visits to the home. The Certified Foster Parents and/or the Agency Social Workers will attend the IEP conference with the child. The Certified Foster Parent (with the assistance of the Agency Social Worker) will be responsible for obtaining tutoring services for the child. The Certified Foster Parent will be responsible for attending all parent/teacher conference for the child. It is the Certified Foster Parent's responsibility to ensure that the child has an appropriate area to complete his/her homework. If the home does not provide a computer for the child to do research, then the Certified Foster Parent's responsibility to arrange for alternate community sources (county or city library, community center s, churches , etc.)for the child to have computer access.

TEENS HAPPY HOMES, INC.

40. Based on the services provided by the FFA, has the child's academic performance and/or attendance increased (e.g. improved grades, test scores, promotion to the next level, H.S. graduation, IEP goals)? (WELL-BEING)

The Agency Social Worker (ASW) is responsible for collecting all report cards from the CFP after each reporting period. During the supervision meeting, the Supervising Agency Social Worker will ensure that all report cards are in the children's file.

The Agency Social Worker is to review the report cards with the Certified Foster Parent to determine the academic status of the child. If the child needs tutoring services, then the CFP will arrange for the service. The ASW will follow-up with the CFP to ensure that the child is receiving tutoring.

Additionally, once the services are in place, the ASW and Certified Foster Parent will continue to follow-up with the tutors, teachers, after school programs and anyone involved with the child. The Agency Supervising Social Worker will monitor the progress of each child through the Supervision Meetings with the ASW's.

VIII. PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING

51. Do children report being treated with respect and dignity? (WELL-BEING)

In order to ensure that children are being treated with respect and dignity, the Agency will provide the Certified Foster Parents training in Personal Rights. The Agency Social Workers will ask the children how they are being treated by the foster parents. Then the ASW will record the child's responses in their case notes and inform their Supervising Agency Social Worker about any concerns in the Supervision Meeting. If there are any concerns, the Supervising Agency Social Worker will inform the Administrator for appropriation to be taken with respect to the Certified Foster Parent.

IX. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

64. Does the certified foster parent encourage and assist children to update a life book or a photo album? (PERMANENCY)

The Agency Social Worker will ensure that the foster parent encourage and assist children in the update of the life book or a photo album. In our monthly meetings, the Administrator will follow-up to ensure that the certified foster parents are including photos, certificates from school, programs from event the child attends and any other activity that involves the child. Then, the Administrator will ask to examine the life book at the next monthly meeting.

TEENS HAPPY HOMES, INC.

X. DISCHARGED CHILDREN

Was a discharge summary completed for each discharge child reviewed? (PERMANENCY)

When a child leaves the Agency, the ASW will be responsible for completing the discharge summary (Termination Report). The Supervising ASW will reviews the report to ensure that the report is completed correctly.

XI. PERSONNEL RECORDS

68. Were all criminal clearances (CACI, DOJ, FBI) Signed and submitted timely prior to employee's hired date? (SAFETY)

Human Resources is responsible for Personnel Records prior to the hire of all employees. The Administrator will ensure that all criminal clearance (CACI, DOJ, FBI) are signed and submitted timely prior to an employee's hired date.

71. Have employees received timely health-screenings/TB clearances? (SAFETY)

Human Resources is responsible for Personnel Records prior to the hire of all employees. The Administrator will ensure that all documents are in the personnel file prior to the any hire date.

Thank you for your assistance and cooperation with this Corrective Action Plan (CAP).

Respectfully Submitted,



Curtis E. Haynes, J. D.
Administrator
Foster Family Agency