County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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November 12, 2014

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

From: Philip L. Browning
Director

THE VILLAGE FAMILY SERVICES 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 The Village Family Services Foster Family Agency (The FFA) in August 2013. The FFA has two licensed offices, one in the First Supervisorial District and one in the Third Supervisorial District. Both offices provide services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, its mission is "to protect children from abuse, preserve families, and build a stronger and safer community for all."

At the time of the review, the FFA supervised 261 DCFS placed children in 98 certified foster homes. The placed children's average length of placement was 11 months, and their average age was 10.

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 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 7 of 11 sections of our Contract compliance review: Facility and Environment; Education and Workforce Readiness; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records.

OHCMD noted deficiencies in the areas of Licensure/Contract Requirements, related to a Community Care Licensing (CCL) citation as a result of deficiencies and findings during CCL investigations complaints and the FFA not completing a SIR for an incident related to a child not taking her psychotropic medication; Certified Foster Homes, related to two certified foster families not having

timely initial health screenings/TB clearances prior to certification; Maintenance of Required Documentation/Service Delivery, related to the FFA staff not obtaining or documenting efforts to obtain the DCFS Children's Social Worker's authorization to implement the Needs and Services Plans/Quarterly Reports; and Psychotropic Medication, related to one child not having a refill for her medication for 13 days.

Attached are the details of our review.

REVIEW OF REPORT

On August 29, 2013, the DCFS OHCMD Monitor, Cori Shaffer, held an Exit Conference with FFA representative, Hugo Villa, Executive Director, Diana Fernandez, FFA Administrator; Ari Levy, Vice President of Community Services and Krista Gonzalez, Contracts Director. The FFA's representatives: agreed with the review findings and recommendations with the exception of the finding in the area of CCL Citations, as the citation they received was for Personal Rights Violation and not for Safety Issue. The FFA staff 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).

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

The FFA provided the attached approved CAP addressing the recommendations noted in this compliance report.

OHCMD conducted a visit to the FFA on October 3, 2014 to provide technical assistance to assist the FFA with the implementation of their CAP. CAD will verify that these recommendations have been implemented during the next monitoring review.

Additionally, with the upcoming implementation of the Contract Monitoring Section, we will be able to focus more on quality assurance for an increased uniform standard and comprehensive measure of overall programmatic efficacy by providing additional training, support and oversight to the FFAs.

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

PLB:EM:KR
RDS:NF:gh

Attachments

c: William T Fujioka, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Hugo Villa, Executive Director, The Village Family Services FFA
Lajuannah Hills Regional Manager, Community Care Licensing

THE VILLAGE FAMILY SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEWSUMMARY

6736 Laurel Canyon Blvd., Suite 200
North Hollywood, CA 91606
License Number: 197805014

2677 Zoe Ave., Suite 110
Huntington Park, CA 90255
License Number: 197806197

	Contract Compliance Monitoring Review	Findings: August 2013
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/OHCMD 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	1. Full Compliance
	2. Agency's Inquiry with OHCMD for Historical Information Prior to Certification	2. Full Compliance
	3. Timely Criminal Clearances (DOJ, FBI, CACI) Prior to Certification	3. Full Compliance
	4. Timely, Completed, Signed Criminal Background Statement	4. Full Compliance
	5. Health Screening & TB Test Prior to Certification	5. Improvement Needed
	6. All Required Training Prior to Certification	6. Full Compliance
	7. Certificate of Approval on File/Including Capacity	7. Full Compliance
	8. Safety Inspections Completed At Least Every Six Months or Per Approved Program Statement	8. Full Compliance
	9. Completed Annual Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates	9. Full Compliance
	10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers, if Applicable Car Seat(s)	10. Full Compliance
	11. Criminal Clearances and Health Screening/CDL/CPR/DOJ/FBI/CACI/Auto Insurance for Other Adults in the Home	11. Full Compliance

	12. FFA Assists CFPs in Providing Transportation Needs	12. Full Compliance
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 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	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
V	**Education and Workforce Readiness** (5 Elements) 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	Full Compliance (ALL)

VI	**Health and Medical Needs** (4 Elements) 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	**Psychotropic Medication** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	1. Full Compliance 2. Improvement Needed
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	Full Compliance (ALL)

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)

THE VILLAGE FAMILY SERVICES 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. The compliance report addresses findings noted during the August 2013 review. The purpose of this review was to assess The Village Family Services 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, 13 children were selected for the sample. The Out-of-Home Care Management Division (OHCMD) reviewed 13 children's case files and interviewed 11 children to assess the care and services they received. We did not interview 2 children due to their young ages and inability to comprehend the questions; however, we observed the 2 children to be well-cared for in a nurturing home environment. Additionally, 5 discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, 12 placed children were prescribed psychotropic medication. We reviewed 10 of the children's case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

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

CONTRACTUAL COMPLIANCE

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

Licensure/Contract Requirements

- The FFA did not follow the protocol for reporting Special Incident Reports (SIRs) to OHCMD and appropriate parties. During our review, the child's medication log revealed that a child was off her psychotropic medication for 13 days. According to the FFA staff, the child refused to attend an appointment in June 2013 and the foster mother was unable to make another

appointment with the psychiatrist until the following month. During that time, the child ran out of her medication and the foster mother was unable to get a refill without a prescription until the psychiatrist prescribed it in July 2013. The FFA Administrator indicated that they did not submit a SIR in error and that she would ensure that her staff is made aware that SIRs should be completed for any serious incident and for children missing medication.

- Community Care Licensing (CCL) cited the FFA for a Personal Rights Violation as a result of deficiencies and findings during the investigation of CCL complaints. According to the complaint report by CCL on July 31, 2013, a certified foster mother was verbally abusive to the children by telling them to wear appropriate clothes to school so they don't turn out like those "bitches" in school. CCL found the comments made to the children inappropriate. The FFA completed a Plan of Correction, which included Personal Rights training. The Department of Children and Family Services (DCFS) Emergency Response Children's Social Worker (CSW) and the Out-of-Home Care Investigation Section (OHCIS) investigated the matter and found the allegations of Emotional Abuse to be unfounded since the children in the home denied that the comment made by the Certified Foster Parent was directly stated to them. During the Exit Conference, the FFA representative indicated that they were not in agreement with this being a finding on the Compliance Report, as the incident was not a safety issue and that DCFS found the same allegation to be unfounded.

Recommendation

The FFA's management shall ensure that:

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

2. SIRs are completed and are cross-reported for any serious incident that occurs with placed children.

<u>Certified Foster Homes</u>

- For two certified foster homes, the health screenings/TB clearances were untimely. For one certified foster mother, certified in February 2011, her TB clearance was from September 2009, which is not within the required timeframe of one year prior to or one week after certification of the home. For another certified foster family who was certified in February 2010, the health screenings/TB clearances for both foster mother and foster father were from December 2008 and July 2010, which were not within the required timeframe. During the Exit Conference, the FFA Administrative staff indicated they would ensure that foster parents have timely initial health screenings/TB clearances within the required timeframe.

Recommendation

The FFA's management shall ensure that:

3. Certified Foster Parents obtain health screenings/TB clearances prior to certification or one week after certification and documentation is maintained in the certified foster parent files.

Maintenance of Required Documentation/Service Delivery

- The FFA did not obtain or document efforts to obtain the DCFS CSW authorization to implement the Needs and Services Plan (NSP)/Quarterly Reports for three children. Specifically, for two children placed February 21, 2013, the documentation in the children's files indicates that the Initial NSPs were sent to the CSWs in June 2013, three months late. For another child placed in February 2010, the Updated NSP from February 2013 and the Quarterly Reports from May 2013 were both sent to the CSW at the same time, in August 2013, which was untimely. During the Exit Conference, the FFA's Administrator stated the matter has already been addressed with the FFA Supervising Social Worker, Social Worker and support staff and they will ensure that the NSPs/Quarterly Reports are sent to the DCFS CSW timely and that all efforts to obtain the CSW's authorization are clearly documented in the children's files.

It should be noted that the FFA representative attended the OHCMD NSP Training for providers on August 1, 2013, and was made aware of the NSP requirements. The NSPs reviewed were developed prior to the training.

Recommendation

The FFA's management shall ensure that:

4. The FFA obtains or documents efforts to obtain the CSWs' authorization to implement the NSP/Quarterly Reports in a timely manner and documentation is maintained in the children's files.

Psychotropic Medication

- For one child who was prescribed psychotropic medication, we noted that in June 2013, the child refused to attend her psychiatrist appointment. During that time, the child's prescription ran out, no refills were authorized and the child went without medication for 13 days until she was able to obtain a new prescription for her medication after an appointment with the psychiatrist the following month. We noted that the FFA did not complete a SIR on the matter nor did they have a back-up plan for these types of situations. The deficiency was brought to the attention of the FFA's representative and the FFA immediately completed a SIR on the matter. During the Exit Conference, the FFA Administrator provided OHCMD with a copy of the SIR in question and indicated that she will ensure that an emergency plan is in place to ensure ongoing medication management, to ensure consistency, and compliance with prescribed medication.

Recommendation

The FFA's management shall ensure that:

5. All placed children prescribed and taking psychotropic medication are routinely seen by their prescribing psychiatrist, and that prescribed medication is taken as prescribed. Also, that a back-up plan is devised by the FFA to ensure ongoing medication management.

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

The OHCMD's last compliance report dated December 28, 2012, identified 10 recommendations.

Results

Based on OHCMD follow-up, the FFA fully implemented 9 of 10 previous recommendations for which they were to ensure that:

- The FFA staff contacts OHCMD for historical information about potential certified foster parents prior to certification and documentation is maintained in the certified foster parent files.
- The FFA ensures that certified foster parents obtain annual vehicle inspections and documentation is maintained in the certified foster parents' files.
- Placed children are provided with monthly clothing allowances and that appropriate monthly clothing allowance logs are maintained in the children's files.
- The children's NSPs are discussed with the foster parents and documentation is maintained in the children's files.
- The FFA staff develops Initial NSPs with the participation of all age-appropriate children and documentation is maintained in the children's files.
- The FFA staff routinely monitors the children's educational needs and documentation is maintained in the children's files.
- All age-appropriate children are provided with emancipation services, including YDS and documentation is maintained in the children's files.
- Children's follow-up medical examinations are timely and documentation is maintained in the children's files.
- FFA social work staff have timely health screenings and documentation is maintained in the personnel files.

One recommendation was not implemented:

- The children's Initial NSPs include the CSW's authorizations to implement the NSP and documentation is maintained in the children's files.

Recommendation

The FFA's management shall ensure that:

6. The outstanding recommendation from the 2012-2013 monitoring report dated December 28, 2012, which is noted in this report as Recommendation 4 is fully implemented.

At the Exit Conference, the FFA representatives expressed their desire to remain in compliance with all Title 22 Regulations and Contract requirements. To ensure that development of comprehensive NSPs, the FFA Administrator, Program Director, and Executive Director will review the NSPs prior to submittal, and they will ensure all efforts made to obtain the DCFS CSW's authorization to implement NSPs are documented. Additionally, the FFA will conduct monthly meetings to address the children's progress toward achieving NSP goals. The FFA Administrator attended the NSP training in August 2013 and subsequently met with the entire staff to review the NSP requirements.

OHCMD conducted a visit to the FFA on October 3, 2014 to provide technical assistance to assist the FFA with the implementation of their CAP. CAD will verify that these recommendations have been implemented during the next monitoring review.

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

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

the village
family services

November 8, 2013

Nestor Figueroa, Manager, CSA II
Gladys Hidayat, CSA I
Out-of-Home Care Management Division
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

Dear Mr. Figueroa and Ms. Hidayat,

We have reviewed the **Draft Compliance Review Report** for the fiscal year 2013-2014 and are in agreement with each of the summaries. However, we need to correct two items to ensure ongoing compliance is clearly maintained and reflects accurate information provided during the review.

1). Page 2 of the review under **SUMMARY**, the report states "and Psychotropic Medication related to one child not having a refill for her medication for a month". This should be corrected to 13 days instead of a month.

2.) Page 4 of the **SCOPE OF REVIEW** under **Psychotropic Medication** there is another correction required. Please remove the statement, "The FFA intends to utilize their staff psychiatrist for emergencies for all placed children and ensure that timely psychiatric visits are conducted and documentation is maintained". Although this statement was discussed during the exit interview with Ms. Shaffer, the process would require us to open a mental health episode with one of our TVFS therapist before meeting with the psychiatrist. While this process will be available for our clients, it is lengthier in time and will require case management and authorization from the court (i.e. minute order).

We would like to thank you for providing us with the feedback on the specific areas of improvement. Your feedback was extremely helpful and we look forward to continuing our partnership with protecting and improving the lives of our youth.

Please contact me if you have any additional questions.

Thank you,

Diana Redeemer, MA
Director of Foster Care, Adoptions, and ITFC
The Village Family Services
818-755-8786 Ext. 1052
dredeemer@thevillagefs.org

the village
family services

9/27/13

Department of Children and Family Services
Out of Home Care Management Division
9320 Telstar Ave, Suite 216
El Monte, CA 91731

ATTN: Nestor Figueroa
Re: Annual Compliance Review

Dear Mr. Figueroa,

This letter is in response to the foster family agency Annual Compliance Review conducted in August of 2013 by DCFS monitor, Cori Shaffer.

Please note: On August 28, 2013, Administrator reviewed findings and trained staff on ways of improving our systems and correcting our deficiencies.

Findings:
It was noted that the FFA did not appropriately document and cross-report a SIR.

- FCSW and supervisors were retrained on SIR reporting requirements on August 28, 2013 and the importance of completing all SIRs in a timely manner as well as cross referencing the report with all appropriate parties. Although not submitted in a timely manner, the FFA did complete the required SIR and submitted it to all appropriate parties.

There was one substantiated Community Care Licensing (CCL) citation for one home in 2013.

- Although DCFS concluded their investigation as unfounded, CCL concluded their investigation as substantiated for personal. A POC was completed to included training for the foster parent to use appropriate language at all times in front of the children she provides care for and the POC was approved for the CCL citation given. FFA will continue to conduct ongoing trainings with foster parents to ensure children's personal rights are clearly understood and will make every effort possible to ensure they are enforced.

For two certified foster homes, DCFS noted that the foster parents did not obtain timely health screenings/TB clearances prior to certification. Specifically, in one certified foster home, both the certified foster mother and foster father had untimely health screenings/TB clearances. In another home, the certified foster mother had an untimely TB test (her health screening was timely).

- As a result of the deficiencies noted, the FFA administrative staff has implemented new protocols to ensure timeliness of health screening and TB tests prior to certification of the home. Effective October 2012, for all newly certified foster homes, the

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Administrator will review the home file to ensure there is proper documentation provided showing the foster parent's timely and completed health screening/TB clearances prior to certifying the home. In the above mentioned cases, the homes were certified before the check and balances system was established.

For three children, the FFA did not obtain or document efforts to obtain the DCFS county CSW's authorization to implement the NSPs.

- On August 28 2013, during an all-staff training, FFA social workers were trained on ensuring all efforts to receive CSWs authorization to implement NSPs are documented. FFA supervisors will also check and ensure all attempts are made to receive CSW authorization to implement the NSP in a timely manner. A checklist has also been implemented to ensure all signatures are received and all attempts are made to receive CSW authorization (see attached checklist).

For one placed child DCFS noted that there was no documentation indicating that the child was seen by the prescribing psychiatrist for the month of June 2013 and this resulted in the child being off the prescribed psychotropic medication for a two-week period in June 2013.

- While the FFA social worker did have documentation in the child's file indicating that the child did not see the psychiatrist in June 2013, in the future the FFA social worker will ensure that clear documentation is maintained in the file including: the reason why the child did not see the psychiatrist (in this case the child refused); the FFA's ongoing efforts and contacts with the child to ensure the child visits the psychiatrist as required; the agencies ongoing correspondence with the child's CSW, attorney (if need be) and medical practitioner and/or psychiatrist and the completion of a SIR if necessary. Additionally, the FFA social worker will also include ongoing documentation and correspondence with regard to ongoing medication management to ensure consistency and compliance with prescribed medication. FCSW will make every effort possible to encourage minor to attend all psychiatric appointments. The FFA Supervising social worker will review the case file on a monthly basis to ensure ongoing compliance.

I thank you for your professionalism and appreciate your quality improvement feedback. Should you have any questions, please do not hesitate to contact me.

Sincerely,

Diana L. Redeemer
Administrator
The Village Family Services
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dfernandez@thevillagefs.org