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DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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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

WESTSIDE CHILDREN'S SERVICES FOSTER FAMILY AGENCY MONITORING REVIEW

Westside Children's Services Foster Family Agency (FFA) is located in the 2nd Supervisorial District and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster children. According to the Westside Children's Services' FFA program statement, its goal is "to provide an interdisciplinary resource that provides crucial support to our community by uniting and strengthening families so that all children can achieve their optimal growth and development and reach their full potential in the safety of permanent and nurturing families." The Westside Children's Services FFA is licensed to serve children ages 0 through 17.

The DCFS Out-of-Home Care Management Division (OHCMD) conducted a review of Westside Children's Center FFA in December 2011, at which time they were supervising 12 DCFS placed children in ten certified foster homes. The placed children's average length of placement was ten months and the average age was five. Six children were selected for the review; two placed children were interviewed, as four children were non-verbal. Six sampled children's files were reviewed, six certified foster parents' files were reviewed; five discharged children's files and five staff files were reviewed for compliance with the Title 22 regulations and the contract requirements.

One placed child was prescribed psychotropic medication. We reviewed the case file to assess the timeliness of the psychotropic medication authorizations, to confirm that the medication logs documented correct dosages and that medications were administered as prescribed.

SCOPE OF REVIEW

The purpose of this review was to assess Westside Children's Services FFA's compliance with the contract and State regulations. The visit included a review of the Agency's program statement; administrative internal policies and procedures; six placed children's case files; five discharge files; one psychotropic medication file; six certified foster parent files and five personnel files. Face-to-face visits and interviews were conducted with six certified foster homes to assess the care and supervision provided to children and we conducted interviews with two DCFS placed 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

The Westside Children's Services FFA was in substantial compliance with the contract, program statement and regulatory standards reviewed. Overall, the Westside Children's Services FFA was providing good care and services to the children and support to the certified foster parents as outlined in its program statement and as evident in the relationships formed.

The children interviewed indicated that they were provided with good care and appropriate services, were comfortable in their environment and were treated with respect and dignity.

The deficiencies noted during the monitoring review were in the areas of Certified Foster Homes and Health and Medical Needs, revealing the need for more thorough documentation and oversight.

NOTABLE FINDINGS

The following are the notable findings of our review.

- One certified foster father did not have a health-screening and TB test results on file with the FFA. Per the FFA staff, the foster mother was initially certified alone. Subsequently, her boyfriend moved into her home, completed MAPP classes and criminal clearances, however, no health clearances were completed.

- One 19-year-old youth did not have her required follow-up dental examination.
- Two of the certified foster homes had safety inspections conducted only once a year instead of the twice a year contract requirement.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held December 20, 2011.

In attendance:

Judi Grey, Director of Foster Care and Adoption and Jolie Laurant, Administrative Coordinator of Westside Children's Services FFA and Cori Shaffer, CSA I, Monitor, DCFS, OHCMD.

Highlights:

The Westside Children's Services FFA administrative staff members were in agreement with our findings and recommendations. The Director of Foster Care and Adoption and Administrative Coordinator indicated that they would ensure that all certified foster parents and persons providing care and supervision to placed children would have a timely health screening and TB test. The FFA would also ensure that Safety Inspections for all certified foster homes are completed twice per year, one of which is to be completed on or just before re-certification, and that children have timely follow-up dental appointments.

The Westside Children's Services FFA submitted a timely approved written Corrective Action Plan (CAP), to address each recommendation noted in the compliance report. A copy of 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
Heather Carrigan, Executive Director, Westside Children's Services FFA
Jean Chen, Regional Manager, Community Care Licensing

WESTSIDE CHILDREN'S SERVICES FOSTER FAMILY AGENCY
MONITORING REVIEW-SUMMARY

5721 Slauson Avenue, Suite 200
Culver City, CA 90230
License #: 197804924

	Contract Compliance Monitoring Review	**Findings: May 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. Needs Improvement 6. Full Compliance 7. Full Compliance 8. Needs Improvement 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance 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	Full Compliance (ALL)
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. 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 Program	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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 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 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, Dental Care and Psychiatric 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	Full Compliance (ALL)
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)

WESTSIDE CHILDREN'S SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW

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Culver City, CA 90230
License Number: 197804924

The following report is based on a "point in time" at the time of the monitoring visit and addresses findings noted during the December 2011 monitoring review.

CONTRACTUAL COMPLIANCE

Based on the results of the monitoring review, the Westside Children's Services FFA was in substantial compliance. The Westside Children's Center FFA was in full compliance with nine of the 11 sections of our contract compliance review: Licensure/Contract Requirements; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Psychotropic Medications; Personal 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 six certified foster parent files and/or documentation from the provider, the Westside Children's Services FFA fully complied with 11 of 13 elements reviewed in the area of Certified Foster Homes.

One certified mother's partner, who resides in the home, had no documentation indicating that the foster father had a health-screening and TB examination as per the Title 22 regulations. The FFA provided verification that the foster father completed his health-screening and TB test on December 27, 2011. For two of the certified foster families reviewed, home inspections were completed only once in 2011, prior to re-certification period.

Recommendation:

Westside Children's Services FFA management shall ensure that:

1. All certified foster parents and substitute caregivers have the required timely health-screening and TB test in accordance with the Title 22 regulations; the FFA staff will monitor the FFA for ongoing compliance; and timely documentation is maintained in the certified foster parent file.

2. Home inspections are conducted twice a year in accordance with the contract requirements, and FFA staff members ensure that timely documentation is maintained in the certified foster parent files.

HEALTH AND MEDICAL NEEDS

Based on our review of six children's files and/or documentation from the provider, the Westside Children's Services FFA fully complied with five of six elements reviewed in the area of Health and Medical Needs.

We noted that a 19-year-old foster youth's follow-up dental examination had not been conducted. Her previous dental examination was in August 2010, and per the FFA staff, the youth indicated that she has not been able to see the dentist in 2011 due to her hectic school and work schedule. Per the FFA staff, a follow-up dental examination has been scheduled and the FFA social worker will ensure compliance.

Recommendation:

Westside Children's Services FFA shall ensure that:

3. Placed children's follow-up dental examinations are conducted timely; and the FFA will routinely monitor to ensure that documentation is maintained in the children's files.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S (A-C's) CONTRACT REVIEW REPORT

Objective

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

Verification

We verified whether the outstanding recommendations from the last A-C's contract review report issued May 12, 2011 were implemented.

Results

The A-C's prior monitoring report was issued May 12, 2011, for their review of the Westside Children's Services FFA completed in January 2010. The findings included three children in one certified foster home reported inappropriate discipline by the certified foster mother. The children were replaced and the home was decertified by the FFA. Three certified homes reviewed did not secure potentially dangerous items; one home did not have a readily available disaster plan; one home did not have an adequate means of escape from the second story; two certified foster parents did not have current first-aid certificates and one certified foster parent file did not have documentation that the required annual 15 hours of training were completed. The Westside Chidlren's Services fully implemented the recommendations made in the Auditor-Controller's May 12, 2011 report.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of the Westside Children's Center FFA was published on December 2, 2011. The review report states that the A-C identified $1,829 in unsupported/inadequately supported expenditures. Also, the Westside Children's Services FFA did not submit two of its Semi-Annual expenditure reports to the A-C and did not submit a cost allocation plan to DCFS in accordance with the Contract requirements. The Westside Children's Center FFA submitted a fiscal CAP, which is monitored by the DCFS Fiscal Monitoring Section.

January 12, 2012

Cori Shaffer, CSA I, FFA Monitor
Department of Children and Family Services
Out of Home Care Management Division
9320 Telstar Avenue, Room 216
El Monte, CA 91731

Re: FFA Review Summary of Findings

Dear Ms. Shaffer,

Thank you for meeting with us and completing our Westside Children's Center FFA review for December 2011. We are submitting the following response and corrective action plan:

DCFS findings: Late medical/TB test for significant other of certified foster parent.
Agency Response: On 12-27-11, [redacted] had his health screen and his TB test. While this is a standard requirement for our foster parents we will also be looking more carefully at other adults in the home. We will make sure that we emphasize this more clearly both in our orientation and MAPP trainings so that our foster parents are aware of this requirement. We will review requirements during supervision and staff meetings with FFA social workers.

DCFS findings: Late follow-up dental exam for [redacted]
Agency Response: [redacted] has a follow up appointment on 1/13/12. Medical and dental requirements will be reviewed with FFA social workers during supervision and staff meetings.

DCFS findings: Some safety inspections were not completed twice a year.
Agency Response: After reviewing the contract, and understanding both contract requirements and best practice we will ensure that safety inspections are done every six months. We always do a safety inspection at certification and we have created a tracking system that will be implemented in order to know when families are due for their next safety inspection. We will review requirements with FFA social workers during supervision and at staff meetings.

Thank you very much for your support and guidance. We appreciate our collaboration and partnership with the Department of Children and Family Services. We strive to provide safe and stable foster homes to the children placed through Westside Children's Center. We will continue to meet all state and federal requirements in order to ensure the health and safety of all children placed in our care. Should you need additional information or clarification on anything that is stated, please feel free to contact me directly.

Sincerely,