County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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July 31, 2013

To: Supervisor Mark Ridley-Thomas, Chairman
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From: Philip L. Browning
Director

WESTSIDE CHILDREN'S CENTER 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 Westside Children's Center Foster Family Agency (the FFA) in February 2013. The FFA has one licensed office and is located in the Second Supervisorial District and provides services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, its mission 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."

At the time of the review, the FFA supervised 11 DCFS placed children in eight certified foster homes. The placed children's average length of placement was 14 months, and their average age was two.

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 nine of the 11 sections of our program compliance review: Licensure/Contract Requirements; 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; Discharge Children and Personnel Records.

One area was not applicable since there were no children taking psychotropic medication at the time of our review.

OHCMD noted deficiencies in the area of Certified Foster Homes. One certified foster home did not have documentation that the FFA staff submitted an inquiry to the OHCMD monitor for historical abuse/neglect information prior to certification. Also for two certified foster parents, the health screenings were untimely.

In the area of Maintenance of Required Documentation, the FFA social worker failed to conduct a required visit.

Attached are the details of our review.

REVIEW OF REPORT

On February 12, 2013, the DCFS OHCMD Monitor, Cori Shaffer, held an Exit Conference with the FFA's Director of Foster Care and Adoptions, Judy Grey. 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).

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

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

OHCMD will confirm that these recommendations have been implemented during our next monitoring review.

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: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 Center FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

WESTSIDE CHILDREN'S CENTER 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 February 2013 review.

The purpose of this review was to assess Westside Children's Center Foster Family Agency (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, six children were selected for the sample. The FFA works with primarily adoptive families, infants and toddlers. The Out-of-Home Care Management Division (OHCMD) interviewed two of the six children as four children were not interviewed due to being non-verbal. The four non-verbal children appeared to be well-cared for and comfortable in their respective homes. We reviewed all six children's 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, there were no placed children prescribed psychotropic medication.

OHCMD reviewed four certified foster parent files and two staff files were reviewed 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 two areas to be out of compliance.

Certified Foster Homes

- For one certified foster home, OHCMD did not find documentation that the FFA submitted an inquiry to OHCMD for historical abuse/neglect information on the prospective certified foster parents prior to certification. During the review process, OHCMD completed a review

of historical information for the certified foster parents and there were no issues noted. During the Exit Conference the FFA Administrator indicated that it was an oversight on their part and that they will ensure that every prospective foster parent is cleared by OHCMD prior to certification and that a record of this is in each file.

- OHCMD noted that for one certified foster home, the foster father's health screening was two months late and neither the foster mother or foster father had a timely TB test. The foster parents transferred to the agency from another agency in October 2011 and had a TB test on file from July 2009. During the review process both foster parents completed new TB test with negative results. During the Exit Interview the FFA staff indicated that they will ensure that all certified foster parents have the required health screenings and TB tests prior to certification with their agency.

Recommendations

The FFA's management shall ensure that:

1. Prior to certification of a foster home, the FFA will submit an inquiry to OHCMD for historical information.

2. All certified foster parents have the required health screenings in accordance with Title 22 regulations and that documentation is maintained in the certified foster parent files.

Maintenance of Required Documentation and Service Delivery

- OHCMD noted that for one child, the FFA social worker did not visit the child two times per months as required in August 2012. During the Exit Interview the FFA administrator indicated that in the future they will ensure that all children are visited in accordance with the Contract requirements.

Recommendations

3. Children are visited in accordance with the Contract requirements by the FFA social work staff and the visits are documented in the children's files.

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

The OHCMD's last compliance report completed in April 3, 2012 identified three recommendations.

Results

Based on our follow-up, the FFA fully implemented two of the three previous recommendations.

- One 19-year old foster youth did not have a timely follow-up dental examination.

- Two certified foster homes had safety home inspections conducted only once a year.

The FFA did not implement the following recommendation:

- One certified foster father did not have a timely health screening and TB test on file with the agency.

Recommendation

The FFA's management shall ensure that it fully implements the outstanding recommendation in the follow up review:

- All certified foster parents have the required health screenings in accordance with Title 22 regulations, that documentation is maintained in the certified foster parent files, that the FFA administration provides ongoing training to the intake and social work staff and ongoing oversight to ensure compliance.

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

A fiscal review of the FFA by the A-C was posted December 2, 2011. The A-C identified $1,829.00 in unsupported/inadequately supported expenditures. A-C recommended that the Department of Children and Family Services (DCFS) resolve the questioned costs and collect any disallowed amounts from the FFA. On April 4, 2013, OHCMD verified with the DCFS Fiscal Section that the FFA had paid all of the past monies owed.

WESTSIDE CHILDREN'S CENTER FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

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Culver City, California 90230
License #197804924

	Contract Compliance Monitoring Review	**Findings: February 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. Full Compliance
	3. Runaway Procedures	3. Full Compliance
	4. Are there CCL Citations/OHCMD Safety Reports	4. Full Compliance
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training	5. Not Applicable
	6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments	6. Not Applicable
	7. Assessment of Certified Foster Parent (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 Prior to Certification	1. Full Compliance
	2. Contact with References/Including Check with OHCMD	2. Improvement Needed
	3. Timely DOJ, FBI, CACI	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. Required Training Prior to Certification	6. Full Compliance
	7. Certificate of Approval on File/Including Capacity	7. Full Compliance
	8. Safety Inspection Every Six Months or Per Approved Program Statement	8. Full Compliance
	9. Completed 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	10. Full Compliance
	11. Other Adults in the Home: Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance	11. Full Compliance
	12. FFA Assists CFPs with Transportation Needs	12. Full Compliance

III	**Facility and Environment** (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	Full Compliance (ALL)
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. Department of Children and Family Services Children's Social Worker's (CSW) Authorization to Implement NSPs 2. NSPs Implemented and Discussed with CFPs 3. Children Progressing Towards Meeting NSP Goals 4. Develop Timely, Comprehensive Initial NSP with Child's Participation 5. Develop Timely, Comprehensive Updated NSPs with Child's Participation 6. Therapeutic Services Received 7. Recommended Assessments/Evaluations Implemented 8. DCFS CSWs Monthly Contacts Documented in Child's Case File 9. Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	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. Improvement Needed
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 Children's Educational Goals Met 3. Children's Academic Performance and/or Attendance Increased 4. Current Report Cards Maintained 5. FFA Facilitates Child's Participation in YDS/Equivalent/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. Not Applicable 2. Not Applicable
VIII	**Personal Rights and Social Emotional Well-Being** (10 Elements) 1. Children Informed of Agency's Policies and Procedures 2. Children Feel Safe 3. CFPs' Efforts to Provide 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 7. Reasonable Chores 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse 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. Clothing Allowance in Accordance with FFA Program Statement ($50 Minimum if After November 1, 2012) 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children's Involvement in Selection of Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 5. Minimum Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book	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. DOJ, FBI, CACI Submitted Timely 2. Timely, Completed, Signed Criminal Background Statement 3. Education/Experience Requirements 4. Employee Health Screening/TB Timely 5. Valid CDL and Auto Insurance 6. Signed Copies of FFA Policies and Procedures 7. Staff Completed All Required Training and Documentation Maintained 8. FFA Social Workers Have Appropriate Caseload Ratio 9. Written Declarations for Contract FFA Social Workers That Caseloads Not Exceed Total of 15 Children	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. Not Applicable

WESTSIDE CHILDREN'S CENTER

Working Hand in Hand to Change Lives

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March 11, 2013

Cori Schaffer, CSA 1
DCFS OHCMD
9320 Telstar Ave, Suite 216
El Monte, CA 91731

Dear Ms. Schaffer,

Thank you for meeting with us on February 12, 2013 for our Compliance Review Exit Meeting. We appreciate your constructive feedback and value our collaborative relationship with you and the Department of Children and Family Services. We look forward to continuing our partnership to provide quality foster and adoptive families to children in our communities.

Here is our Corrective Action Plan (CAP) for the following three items.

1.) **Finding:** For one certified foster home there was no documentation in the file indicating that OHCMD was contacted prior to certification of the home by your agency.

Response/Action: Regarding this foster home we immediately checked with OHCMD and put documentation of no previous DCFS history in the foster parent's file. We will insure that every prospective foster parent be cleared by OHCMD and that a record of this is in each file. We currently contact OHCMD, via e-mail when prospective parents come to our orientation for MAPP classes. We will now have another check in place to make sure that this e-mail is in the file, so Director will visually look at this document in the file prior to signing the certification paperwork.

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2.) **Finding:** Two certified foster parents had untimely health screenings. More specifically, for one certified foster home who transferred to your agency from another agency on 10/28/11, we did not find documentation in the file that certified foster parents had a TB test at least one year prior or one week subsequent to certification. As per the documentation in the file, the certified foster parents had a TB exam in July 2009 on file. We also noted that the foster father had his health screen over one year prior to certification with your agency in February 2010), and then again two months after certification with Westside (in December 2011).

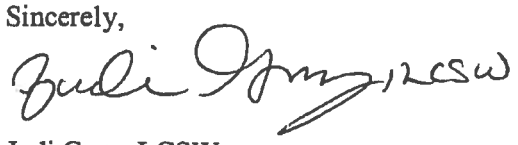
Response/Action:
This family does have current health screenings and negative TB screenings and the family did have previous health screenings and TB tests; however, they were not within the right timelines. To insure that this does not happen again we will be more diligent when transferring clients and make sure that we have timely exams. We will insure that we receive all records immediately and if not, then we will ask families to have a new medical exam and TB test before we are able to certify them with our Agency.

3.) **Finding:** We noted that for one child in the sample, there was only one visit to the child, by the FFA social worker in August 2012 and two face to face visits are required.

Response/Action:
In this situation the family had gone on vacation from 8-2-12 through 8-19-12. The FFA social worker did a visit on 8-23-12. In the future we will insure that if a family is going on vacation the FFA social worker will see them either prior to the vacation or right after they return. This has been discussed this during supervision and will be re-iterated during staff meetings and trainings.

Thank you again for this opportunity to continually improve and strengthen our Foster Care and Adoptions program. Please let me know if you have any questions.

Sincerely,



Judi Grey, LCSW
Director of Foster Care and Adoptions

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