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DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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December 24, 2012

To: Supervisor Mark Ridley-Thomas, Chairman
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Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

WINGS OF REFUGE 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 Wings of Refuge Foster Family Agency (Wings FFA) in August 2012. Wings FFA has two licensed offices; one in the Second Supervisorial District and one in the Fifth Supervisorial District and provides services to Los Angeles County DCFS foster children and youth. According to Wings FFA program statement, its mission is "to provide a comprehensive range of support services to children, youth, parents and certified foster parents in an effort to prevent the need for multiple placements/replacements." The agency's goal is to "provide a safe, nurturing, therapeutic foster home where children can receive protection from abuse, maltreatment and from an unsafe environment."

At the time of the review, Wings FFA supervised 194 DCFS placed children in 78 certified foster homes. The placed children's average length of placement was 12 months and their average age was nine.

SUMMARY

During our review, the children interviewed generally reported feeling safe at Wings 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 Wings FFA staff in their efforts to provide care, supervision and services to children placed in their homes.

Wings FFA was in full compliance with five of 11 sections of our program compliance review: Facility and Environment; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being and Discharged Children.

We noted a deficiency in the area of Licensure/Contract Requirements with regard to Community Care Licensing (CCL) complaints on safety and physical plant deficiencies since the agency's last review for July 2011 through June 2012.

We noted a deficiency in the area of Certified Foster Homes related to one certified foster home reviewed not having a vehicle inspection at the time of the initial home certification in 2011.

We noted deficiencies in the area of Maintenance of Required Documentation and Service Delivery related to the Needs and Service Plans/Quarterly Reports (NSP/QR), the documentation of monthly contacts with the child's Children's Social Worker (CSW) and for a 10-year old youth placed with the agency since October 2011, we did not find documentation that the FFA social worker maintained face-to-face visits.

We noted deficiencies in the area of Education and Workforce Readiness related to the lack of progress reports or report cards in children's files and we were unable to assess if academic performance or attendance increased for these children.

We noted deficiencies in the area of Health and Medical Services related to untimely initial medical and dental examinations.

We also noted deficiencies in the area of Personnel Records related to an untimely signed Criminal Background statement and untimely health screenings.

Attached are the details for our review.

REVIEW OF REPORT

On September 4, 2012, the DCFS OHCMD Monitor, Cori Shaffer, held an Exit Conference with Wings FFA representative Paulette Buchanan, Foster Care Program Director and Los Angeles Office Administrator. Also in attendance via conference call were Executive Director, Renee Moncito and Palmdale Office Administrator, Vajezatha Payne. The representatives for the Wings FFA agreed with the review findings and recommendations; were 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 (A-C) and Community Care Licensing (CCL).

Wings FFA provided the attached October 4, 2012 CAP and CAP addendum dated November 14, 2012, addressing the recommendations noted in this compliance report.

We will confirm that these recommendations have been implemented 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:RRS:KR
EAH:NF:cs

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Renee Moncito, Executive Director, Wings of Refuge FFA
Rosalie Guiterrez, Regional Manager, Community Care Licensing

WINGS OF REFUGE 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 August 2012 review. The purpose of this review was to assess Wings of Refuge FFA's (Wings FFA) compliance with the County contract requirements, State regulations, a review of the Wings FFA 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
- Personnel Records

For the purpose of this review, 12 children were selected for the sample. We interviewed 11 children as one child was not at home at the time of the review, and reviewed the 12 children's case files to assess the care and services they received. Additionally, five discharged children's files were reviewed to assess Wings FFA's compliance with permanency efforts. At the time of the review, six placed children were prescribed psychotropic medication. We reviewed their case files to assess for timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm the required documentation of psychiatric monitoring.

We reviewed six 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 they provided to children.

CONTRACTUAL COMPLIANCE

We found the following six areas to be out of compliance.

Licensure/Contract Requirements

- We noted that there were five substantiated complaints with Community Care Licensing (CCL) since the agency's last review. The five substantiated complaints for July 2011 through June 2012 pertained to:

    - Building & Grounds - January 2012;
    - Personal Rights - January 2012;
    - General Neglect - March 2012;
    - Personal Rights and Lack of Supervision - March 2012; and
    - Personal Rights, Building & Grounds and Reporting Requirements - March 2012.

The FFA Administrator indicated that she completed corrective action plans for each of the reports including decertifying for cause three of the homes, and individualized training was provided by FFA staff for the two other homes. The FFA Administrator indicated that she or the FFA supervisor will closely monitor the homes and will provide weekly supervision to social work staff to ensure compliance with regulations and requirements.

Recommendation

Wings FFA's management shall ensure that:

1. Oversight of certified foster homes is provided by Wings FFA social workers and supervisory staff to ensure that safety and compliance Title 22 regulations are maintained.

Certified Foster Homes

- We noted that one of six certified foster homes reviewed did not have a vehicle inspection at the time of the initial home certification in June 2011. During the review, the foster father provided a vehicle inspection dated August 13, 2012. The FFA Administrator indicated that she was not aware that annual vehicle inspections were required and now that she is aware, she will ensure that all certified foster parents have annual vehicle inspections at the initial certification and re-certifications.

Recommendation

Wings FFA management shall ensure that:

2. All certified foster parents have the required vehicle inspections and documentation is maintained in the files.

Maintenance of Required Documentation and Service Delivery

- We noted that for one 19-year old foster youth, who was 17 at the time of placement, there was no documentation that the FFA social worker developed a

timely, comprehensive Needs and Services Plan (NSP) with the youth. The Wings FFA Administrator indicated that she was not employed by Wings FFA at that time, but she will ensure that all children's initial NSPs are timely and comprehensive.

- In regards to comprehensive updated NSPs, there were no educational progress reports or therapy information for two placed siblings. Per Wings FFA Administrator, although it was not documented in the children's NSPs, their educational and therapeutic progress was monitored by the FFA social worker. The Administrator indicated that she would ensure that all NSPs and children's files contained documentation of monitoring and progress of educational and therapeutic services and that she would ensure that thorough oversight would be provided and include on-going, individualized NSP training for their staff. For one nine-year old child, who participated in and signed his initial NSP, we did not find any verification that he participated in his updated NSP. The FFA Administrator indicated that this was in error and she will ensure that all age-appropriate children participate in their updated NSPs and that documentation is maintained in the files.

- For one foster youth, there was no documentation of monthly contacts with the Children's Social Worker (CSW) for December 2011, February 2012 and March 2012. Per Wings FFA Administrator, she will ensure that all FFA social workers maintain monthly contact with the CSW, documentation is maintained in the files and the FFA supervisor will provide on-going monitoring of the files to ensure maintenance.

- For one 19-year old youth placed with the agency since October 2011, there was no documentation that the FFA social worker had the required number of monthly face-to-face contacts with the youth per the contract requirements for the following months: (1) December 2011 - four required visits were made to the foster home by the FFA social worker, but the youth was only home during two of the visits; (2) January 2012 - three of the four required visits were made to the home and the youth was only home for two of the visits; (3) April 2012 - the FFA social worker made the two required visits to the home, but the youth was home only during one of the visits; (4) May 2012 - the FFA made the two required visits to the home and the youth was only home for one of the visits and (5) June 2012 - the FFA social worker made the required two visits to the home; however, the youth was not home for either visit. The Wings FFA Administrator indicated that she would ensure that face-to-face contacts with all placed children are conducted per contract requirements.

Recommendations

Wings FFA management shall ensure that:

3. The development of initial NSPs is completed with the age-appropriate children and documentation is maintained in the children's files.

4. FFA staff will ensure that the updated NSPs are comprehensive and contain all required elements, including the signatures of age-appropriate children.

5. FFA staff will ensure that the agency assists children to receive the recommended therapeutic services and documentation is maintained in the children's files.

6. FFA staff will ensure that DCFS CSWs are contacted monthly and documentation is maintained in the children's files.

7. FFA staff will ensure that face-to-face visits with children are conducted per contract requirements and documentation is maintained in the children's files.

Education and Workforce Readiness

- We noted that for two children, both placed in the same FFA home in April 2012, there were no progress reports or report cards in the children's files and we were unable to assess if academic performance or attendance increased for the children. The Wings FFA Administrator indicated that she would ensure that documentation of educational progress will be maintained in the children's files and the FFA supervisor will monitor the files for compliance.

Recommendation

Wings FFA management shall ensure that:

8. FFA staff obtain current copies of children's report cards or progress reports and documentation is maintained in the children's files.

Health and Medical Services

- We noted that one 19-year old youth placed in October 2011, who was AWOL from this home for over five months, had his initial medical examination three months late and another 19-year old youth placed in March 2010, had her initial dental examination one month late. The FFA Administrator indicated that they would ensure the FFA staff monitors the children for on-going compliance and documentation would be maintained in the files.

Recommendation

Wings FFA management shall ensure that:

9. All placed children have an initial medical examination within 30 days of placement, FFA staff routinely monitors for on-going compliance and documentation is maintained in the children's files.

10. All placed children have an initial dental examination within 30 days of placement, FFA staff routinely monitor for on-going compliance and documentation is maintained in the children's files.

Personnel Records

- One agency social worker's criminal background statement was not signed in a timely manner. He was hired May 18, 2011, and his criminal background statement was signed June 22, 2011. The FFA Administrator indicated that their Human Resources Department will ensure that all staff sign criminal background statements prior to the date of hire.

- Three social worker staff had untimely health screenings. One staff hired May 2011, did not have a current health screen on file with the FFA; the only documentation of a health screen was from September 2007. Another staff hired on August 30, 2011, had her health screening on September 16, 2011, and one staff hired January 2012, had her health screening on April 25, 2012. The FFA Administrator indicated that their Human Resources Department will ensure that all hired social work staff members have a timely health screening on file with the agency per Title 22 regulation requirements.

Recommendations

Wings FFA management shall ensure that:

11. Criminal Background statements for all Wings FFA staff are completed prior to the date of hire and documentation is maintained in the personnel files.

12. Timely health screenings are obtained for all FFA staff per Title 22 requirements, documentation is maintained in the personnel files and the FFA staff routinely monitor the files for on-going compliance.

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

The OHCMD's last compliance report dated April 26, 2012, identified 26 recommendations.

Results

Based on our follow-up, Wings FFA did not ensure full implementation of previous recommendations. Of the 26 recommendations from 2011, the following 17 were fully implemented.

- Home studies were completed and signed timely.

- Criminal background statements for foster parents were completed timely and documentation was maintained.

- Initial health screenings and TB tests were conducted prior to hire/certification as a foster parent and documentation was maintained.

- Home inspections and home evaluations/assessments for re-certification of foster parents were completed prior to re-certification and documentation was maintained.

- Certified foster parent's required annual training hours were completed timely and documentation was maintained.

- Certified foster parents had a current California Driver's License or a current designated driver plan on file with the FFA.

- All co-parents and substitute caregivers residing in the home and providing on-going care and supervision to the foster children had a current health-screening/TB test.

- All co-parents and substitute caregivers residing in the home and providing on-going care and supervision to the foster children had current CPR/First-Aid certificates on file.

- All co-parents and substitute caregivers residing in the home and providing on-going care and supervision to the foster children and who transport the foster children had current California Driver's Licenses (CDLs) and car insurance on file with the FFA.

- Foster children's bedrooms were properly maintained and furniture was in good repair, the FFA staff routinely monitored the home for on-going compliance and documentation was maintained.

- The DCFS CSW's authorizations to implement the children's NSPs were obtained and documentation was maintained.

- Children were progressing toward the NSP goals, with goals that are clear and specifically noted on NSPs.

- Children were enrolled in school within three school days and FFA staff monitored the children and certified foster parent for on-going compliance and documentation was maintained.

- Children's current IEPs were maintained in the files.

- All social work staff completed the required initial training and documentation was maintained.

- All social work staff completed the required one-hour training in child abuse reporting and documentation was maintained.

- All social work staff completed the required on-going training and documentation is maintained.

The following nine recommendations were not fully implemented. The OHCMD is concerned with Wings FFA's failure to significantly improve their overall service delivery to placed children.

- All age-appropriate children participate in the development of updated NSPs and documentation is maintained.
- Initial NSPs are developed with the age-appropriate children and documentation is maintained.
- Children are receiving required therapeutic services and documentation is maintained.
- Recommendations on required assessments/evaluations for children are implemented and documentation is maintained.
- FFA social workers develop required comprehensive NSPs for all placed children.
- Children's school performance and regular attendance are regularly monitored and documentation is maintained.
- Children's report cards are regularly obtained by the foster parents and FFA social workers and documentation is maintained.
- Children's initial dental examinations are timely and documentation is maintained.
- Children receive their required initial dental examinations and documentation is maintained.

Recommendations

The Wings FFA management shall ensure that it fully implements the outstanding recommendations in the follow up review:

- All age-appropriate children participate in the development of updated NSPs and documentation is maintained in the children's files.
- Initial NSPs are developed with the age-appropriate children and documentation is maintained in the children's files.
- Children are receiving therapeutic services and documentation is maintained in the children's files.
- Recommendations on required assessments/evaluations for children are implemented and documentation is maintained in the children's files.

- FFA Social workers develop required comprehensive NSPs for all placed children and documentation is maintained.

- Children's school performance and regular attendance are being regularly monitored and documentation is maintained.

- Children's report cards are regularly obtained by the foster parents and FFA social workers and documentation is maintained.

- Children's initial dental examinations are timely and documentation is maintained.

- Children receive their required initial dental examinations and documentation is maintained.

OHCMD is concerned about the noted findings and will increase the frequency of visits to assess for implementation of Wings FFA CAP and appropriate services delivery to placed children. As a result, a hold status has been imposed on Wings of Refuge FFA.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

On December 19, 2011, a fiscal review of Wings of Refuge FFA was completed for January 1, 2008 to December 31, 2008. The following findings were noted:

- A total of $32,026 in unallowable expenditures and $49,831 in unsupported/inadequately supported expenditures. Also noted in the Agency's 2008 financial statements reported significant debt of $2.2 million and negative net assets of $18,176.

- A Fiscal Corrective Action Plan (FCAP) was completed and reviewed by DCFS Fiscal Monitoring and Special Payments Section. Wings FFA signed a repayment agreement for the amount of $81,857, and is monitored by the Fiscal Monitoring Section.

WINGS OF REFUGE FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

5777 W. Century Blvd., Suite 910, Los Angeles, CA 90045
38345 30th Street East, Palmdale, CA 93535
License Numbers: 197803995; 197804903

	Contract Compliance Monitoring Review	**Findings: August 2012**
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. Improvement Needed
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training	5. Full Compliance
	6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments	6. Full Compliance
	7. Assessment of Certified Foster Parent (CFP) Prior to Placement of Two 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. Full Compliance
	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. Full Compliance
	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. Improvement Needed
	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. County Worker's Authorization to Implement NSPs 2. NSPs Implemented and Discussed with Foster Parents 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. County Workers 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. Improvement Needed 5. Improvement Needed 6. Improvement Needed 7. Full Compliance 8. Improvement Needed 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	1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Improvement Needed 5. Full Compliance
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	1. Improvement Needed 2. Full Compliance 3. Improvement Needed 4. Full Compliance

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** (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. On-going 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/Photo Album	Full Compliance (ALL)

X	**Discharged Children** (2 Elements) 1. Completed Discharge Summary 2. Child Completed High School (if applicable)	Full Compliance (ALL)
XI	**Personnel Records** (9 Elements) 1. DOJ, FBI, Child Abuse Criminal Index (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. Improvement Needed 3. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance

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HEALING FAMILIES CHILDREN COMMUNITIES

Reuniting Families and Building Sustainable Communities Through Economic and Community Development

November 14, 2012

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

RE: ***AMENDED CORRECTIVE ACTION PLAN***: Foster Family Agency Monitoring Review Field Exit Summary Report – Wings of Refuge Foster Family Agency (WOR), August 2012 Review

Dear Cori Shaffer:

The following is in response to your request regarding the above-referenced 2012-2013 Review. Please note the Amended sections are **bolded and italicized** for your convenience.

I. LICENSURE/CONTRACT REQUIREMENTS:

DISCREPENCIES:

****No. 4 – Is the agency free of substantiated Community Care Licensing complaints' reports on safety and physical deficiencies since the last review? - (Yes – 0; No – 5)***

There have been 5 Substantiated allegations for period: July 2011 through June 2012.

1. Building & Grounds - 1/19/12
2. Personal Rights – 1/19/12
3. General Neglect – 3/24/12
4. Personal Rights, Lack of Supervision – 3/13/12
5. Personal Rights, Building & Grounds, Reporting Requirements – 3/21/12

Corrective Action Plan (CAP)

- ***#1: To ensure compliance, oversight and monitoring of this home was increased. All building and grounds violations were corrected in a timely manner. This certified home subsequently voluntarily decertified when legal guardianship of the foster child was awarded this foster parent.***
- ***#2-4 The substantiated allegations resulted in three foster homes no longer being utilized as placement resources for LA County DCFS and as such have been decertified "For Cause".***

- ***#5: Training: Provided the following training and review of Title 22 Regulations in particular those related to Personal Rights. Monitoring: Wings of Refuge Supervising Social Worker increased his monitoring of this home by additional unannounced visits completed and documented by agency social worker. Building & Grounds: Personal family issues that resulted the Title 22 Building and Grounds Violation have been resolved. The certified home is now Title 22 compliant.***

To ensure ongoing compliance Wings of Refuge Supervising Social Worker and/or Administrator will provide the following:

- ***Weekly supervision with all social worker staff on all matters pertaining to this certified home and the foster child who continues to reside there; conduct random unannounced visits to the certified foster home; provide ongoing staff meetings and trainings to review that address contractual reporting requirements.***

- ***Administrator and Supervising Social Worker will continue to meet together minimally on a weekly basis to review the ongoing casework and ensure compliance.***

II. CERTIFIED HOMES

DISCREPENCIES:

No. 17 – Do the certified foster parents and/or designated drivers have a valid California driver's license, auto insurance, annual documentation of vehicle maintenance, and if applicable, car seat(s)? (Yes 5, No 1)

1. No vehicle maintenance (2011) on file.

There was no vehicle maintenance record in family file for 2011.

- CAP: Certified Foster Parents must have their vehicle inspection at the time of certification and annually thereafter as a requirement for recertification. To ensure compliance, Wings of Refuge will closely monitor the family files for compliance to policy concerning vehicle maintenance records, and remind families in writing well before the maintenance record has expired.
- Administrator will conduct random monthly reviews to ensure the policy is being adhered to.

III. FACILITY AND ENVIRONMENT: DISCREPANCIES

No deficiencies noted – No CAP Required.

IV. MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

No. 30 – Did the FFA social worker develop timely, comprehensive, initial (NSPs) with participation of the developmentally age-appropriate child? (Yes – 10; No – 1).

To ensure ongoing compliance Wings of Refuge Supervising Social Worker and/or Administrator will provide the following:

- ***Review all initial NSPs at the time of completion and will ensure social workers review initial NSPs and updated with age-appropriate children at the time of development; provide staff with ongoing individualized training on DCFS NSP development to ensure goals are measurable and quantifiable specific to the needs of the child and provide ongoing oversight to ensure the initial NSPs are complete. More specifically, Wings of Refuge Supervising Social Worker staff for both LA and Palmdale locations attended the January 2012 DCFS NSP training. Subsequent trainings in the LA office were provided by the LA Senior Administrator on June 20, 2012 with Palmdale trainings conducted by the Supervising Social Worker on June 25, 2012 and July 25, 2012 respectively.***

- ***Administrator and Supervising Social Worker continue to meet minimally on a weekly basis to review the ongoing case work and ensure compliance.***

No. 31 – Did the FFA social worker develop timely, comprehensive, updated (NSPs) with the participation of the developmentally age-appropriate child? (Yes – 6; No – 3)

To ensure ongoing compliance Wings of Refuge Supervising Social Worker and/or Administrator will provide the following:

- ***Continues to provide ongoing trainings to social worker staff to ensure the updated NSPs are complete and are comprehensive to include education and therapeutic information; review all updated NSPs at the time of completion and will ensure social workers review updated NSPs with age-appropriate children at the time of development.***

- ***Administrator and Supervising Social Worker meet minimally on a weekly basis to review the ongoing case work and ensure compliance.***

No. 34 – Are County workers contacted monthly and are the contacts appropriately documented in the case file? (Yes 11; No 1)

- CAP: Wings of Refuge Supervising Social Worker will review files on a monthly basis to ensure that social workers comply with and appropriately document the monthly county worker contact in the children's file.
- Administrator and Supervising Social Worker meet minimally on a weekly basis to review the ongoing case work and ensure compliance.

No. 36 – Do FFA social workers conduct required visits with placed children in accordance with the contract? (Yes 11, No 1)

- CAP: During supervision, the Wings of Refuge Supervising Social Worker reviews and monitors children's files to ensure that the required visits are made in accordance with the contract.
- In those instances where placed children – in particular 18 year and older adult dependents who are in foster homes - present challenges to meet contract requirements to conduct required visits, the Wings of Refuge Supervising Social Worker will assist staff in developing a plan to ensure visitation requirements.
- The Wings of Refuge Supervising Social will then review the visitation plan weekly with the social worker to make sure plan is working and required visits are being made.
- Administrator and Supervising Social Worker meet minimally on a weekly basis to review the monitoring process and ensure compliance.
- We are hopeful that AB 12 will address some of these issues.

V: EDUCATION AND WORKFORCE READINESS

No. 39 – Are current copies of the children's report cards or progress reports maintained? (Yes 8; No 2)

- CAP: To ensure the academic needs of the child are being met, Wings of Refuge Supervising Social Worker will review children's files and monitor the child's school academic performance and/or attendance and will require that social workers maintain report cards and progress reports in each child's file as appropriate.
- Administrator and Supervising Social Worker meet minimally on a weekly basis to review the monitoring process and ensure compliance
- Administrator will randomly audit files on a monthly basis.

VI: HEALTH AND MEDICAL NEEDS

No. 42 – Are initial medical examinations timely? (Yes 11; No 1)

- CAP: During weekly supervision, the Wings of Refuge Supervising Social Worker and the agency social worker review the file and supporting documentation to ensure that initial medical examinations are completed and appropriately maintained in the file as required by the contract.

- Wings of Refuge Supervising Social Worker staff will provide oversight to ensure that social workers follow up and document any medical examination challenges in the child's file.
- Administrator and Supervising Social Worker meet minimally on a weekly basis to review the monitoring process and ensure compliance.

No. 44 – Are initial dental examinations conducted? (Yes 11; No 1)

- CAP: During weekly supervision, the Wings of Refuge Supervising Social Worker staff reviews the file and supporting documentation with social workers to ensure that dental examinations are timely and appropriately maintained in each child's file.
- Wings of Refuge Supervising Social Worker staff will provide oversight to ensure that social workers follow up and document any dental examination challenges in the child's file.
- It is hopeful that AB 12 will address placed 18 year and older adult dependents that refuse to go to scheduled appointments.
- Administrator and Supervising Social Worker meet minimally on a weekly basis to review the monitoring process and ensure compliance

VII: PSYCHOTROPIC MEDICATION

No deficiencies noted – No CAP Required.

VIII. PERSONAL RIGHTS AND SOCIAL/EMOTIOINAL WELL-BEING

No deficiencies noted – No CAP Required.

IX. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

No deficiencies noted – No CAP Required.

X. DISCHARGE CHILDREN

No deficiencies noted – No CAP Required.

XI. PERSONNEL RECORDS

No. 69 – Did appropriate employees sign criminal background statements in a timely manner? (Yes 4; No 1)

- CAP: In keeping with company policy, the Wing of Refuge Administrator and/or Supervising Social Worker staff continue to follow up with Human Resources to ensure criminal background statements are signed prior to employment and is documented and maintained in the employee's personnel file. A personnel file checklist was developed and reviewed with HR to ensure that criminal background statements are signed.

No. 71 – Have employees received timely health-screenings/TB? (Yes 2; No 3).

- CAP: Wings of Refuge Administrator and/or Supervising Social Worker will continue to follow up with Human Resources to ensure that new employees meet the health screening/TB testing requirement within one year or 7 days after employment. A personnel file checklist was developed and reviewed with Human Resources to ensure that the health screen/TB tests are timely.

PRIOR YEAR FOLLOW-UP

With regard to implementation of the CAP from the 2011 Compliance Review, of the 26 recommendations, the following eight recommendations were not fully implemented:

1). All age-appropriate children participate in the development of on-going NSPs and documentation is maintained

- CAP: Wings of Refuge Supervising Social Workers will review all updated at the time of completion and will ensure social workers review NSPs and updated with age-appropriate children at the time of development.
- Wings of Refuge Supervising Social Workers are providing staff with individualized training on DCFS NSP Development to ensure measurable and quantifiable goals specific to the needs of the child.
- Administrator and Supervising Social Worker meet minimally on a weekly basis to discuss cases, review the monitoring process and ensure compliance.
- Administrator will continue to randomly audit files on a monthly basis.

2). Initial NSPs are developed with the age-appropriate children and documentation is maintained.

- CAP: To ensure compliance, Wings of Refuge Supervising Social Workers will review all initial NSPs at the time of completion and will make certain social workers review NSPs with age-appropriate children at the time of development.
- Wings of Refuge Supervising Social Workers are providing staff with individualized training on DCFS NSP Development to ensure measurable and quantifiable goals specific to the needs of the child.
- Administrator and Supervising Social Worker meet minimally on a weekly basis to discuss cases, review the monitoring process and ensure compliance.
- Administrator will continue to randomly audit files on a monthly basis.

3). Children are receiving required therapeutic services and documentation is maintained.

- CAP: To ensure that children are receiving the required therapeutic services and documentation is maintained, the Wings of Refuge Supervising Social Workers will review the file with the social workers to monitor that therapeutic services for children placed in our care are provided in a timely manner and such services are documented as appropriate and maintained in the child's file.

- Administrator and Supervising Social Worker will meet minimally on a weekly basis to discuss cases and review the monitoring process.
- Administrator will continue to randomly audit files on a monthly basis to ensure compliance.

4). Recommendations on required assessments/evaluations and documentation is maintained.

- CAP: The Administrator will conduct random audits on a monthly basis to review files and provide quality assurance that recommendations on required assessments/evaluations are documented and maintained.
- During supervision Wings of Refuge Supervising Social Workers will review the file with the social worker staff to ensure that there is ongoing monitoring and follow up to ensure that all required and/or recommended assessments/evaluations are implemented in a timely manner and such services are documented as appropriate and maintained in the child's file.
- Administrator and Supervising Social Worker meet on a weekly basis to review the monitoring process and ensure compliance.

5). FFA social workers develop required comprehensive NSPs for all placed children.

- CAP: During supervision, the Wings of Refuge Supervising Social Worker is providing staff with one-on-one training on NSP development to make certain child age-appropriate participation to ensure measurable and quantifiable goals individualized to meet the needs of the child and maintained in the child's file.
- Administrator and Supervising Social Worker meet minimally on a weekly basis to review the monitoring process and ensure compliance.

6). Children's school performance and regular attendance are being regularly monitored and documentation is maintained.

- CAP: Administrator will conduct file random audits on a monthly basis to ensure compliance and provide quality assurance.
- Wings of Refuge Supervising Social Worker staff continue to monitor the child's school academic performance and/or attendance to ensure the academic needs of the child are met and will require that social workers maintain report cards and progress reports in each child's file as appropriate.
- Administrator and Supervising Social Worker meet on a weekly basis to review the monitoring process and ensure compliance

7). Children's report cards are report cards are regularly obtained by the foster parents and FFA social workers and documentation is maintained.

- CAP: Administrator will conduct random audits on a monthly to provide quality assurance and ensure compliance.

- To ensure the academic needs of the child are being met, Wings of Refuge Supervising Social Worker will review children's files and monitor the child's school academic performance and/or attendance and will require that social workers maintain report cards and progress reports in each child's file as appropriate.
- Administrator and Supervising Social Worker meet minimally on a weekly basis to review the monitoring process and ensure compliance

8). Children's initial dental examinations are timely and documentation is maintained.

- CAP: Administrator will conduct random audits on a monthly basis to ensure compliance.
- During weekly supervision, the Wings of Refuge Supervising Social Worker staff reviews the file and supporting documentation with social workers to ensure that dental examinations are timely and appropriately maintained in each child's file.
- Wings of Refuge Supervising Social Worker staff will provide oversight to ensure that social workers follow up and document any dental examination challenges in the child's file.
- Administrator and Supervising Social Worker meet minimally on a weekly basis to review the monitoring process and ensure compliance

Again, thank you for the opportunity to address the audit findings. If you have any questions or comments, please do not hesitate to contact me.

Sincerely yours,

Paulette Buchanan, M.A., MFTI
FFA Senior Administrator

CC: Renee Moncito, CEO
Vajezatha Payne, LCSW