County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
Director

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April 25, 2012

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

From: Philip L. Browning
Director

EGGLESTON FAMILY SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Out-of-Home Care Management Division (OHCMD) conducted a review of Eggleston Family Services (Eggleston) Foster Family Agency (FFA) in May 2011, at which time they had 86 placed DCFS children and 57 certified foster parents. The placed children's overall average length of placement was six months, and the average age was 12.

The Eggleston FFA has offices, located in the 1st and 2nd Supervisorial Districts and provides services to the Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to the Eggleston FFA program statement, its goal is "to provide short-term emergency and long-term therapeutic foster care to children and siblings who cannot immediately return home to their birth families. The program selects, trains, certifies, and supports foster families for care to the children. The aim of the program is to work with all related parties toward reunification or some other appropriate permanency plan".

For purposes of this review, 10 children were selected for the review. Eight placed children were interviewed, as two children were too young to answer meaningful questions. All ten sampled children's case files were reviewed. Four certified foster parents' files were reviewed; four discharged children's files were reviewed; and five staff files were reviewed for compliance with Title 22 regulations and contract requirements.

Five of the placed children were on psychotropic medication. We reviewed their case files to assess the timeliness of the Psychotropic Medication Authorizations (PMA) and to confirm documentation of psychiatric monitoring was maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess Eggleston 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, ten placed children's case files, four certified foster parent's files, five discharged children's files, and a random sampling of five personnel files. A visit was made to the offices to review files and we conducted interviews with the children and certified foster parents at the foster homes 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

Generally, the Eggleston FFA was providing services as outlined in its program statement. The children interviewed stated that they were satisfied with the services they were receiving and the certified foster parents stated that they were pleased with the support they received from the Agency.

At the time of our review, Eggleston FFA needed to address deficiencies in the area of Needs and Services Plan/Quarterly Reports (NSP/QR) and ensure its compliance with Title 22 regulations and contract requirements.

Eggleston FFA was receptive to implementing some systemic changes to improve its compliance with regulations and the Foster Care Agreement. Further, the Administrator stated that the FFA welcomed the findings in the review so that current operating systems could be improved.

NOTABLE FINDINGS

The following are the notable findings in our review:

- Eggleston FFA had two Community Care Licensing (CCL) citations for physical plant deficiencies. The FFA submitted the required Corrective Action Plan (CAP) to CCL.

- Of the 10 children reviewed, one was not progressing in the case goals stated in the NSPs despite the services she had been provided. Following the review, the Eggleston FFA conducted a training to ensure their social workers work in

collaboration with the foster parents and the children to assess the children's progress in meeting all treatment goals.

- Of the 35 updated NSPs reviewed, four were not developed timely, 13 were not comprehensive and did not reflect the children's overall progress and other goals were not specific and measurable. The Agency indicated that they had been providing on-going training to their social workers pertaining to the development of the NSPs and monitored their reports closely to ensure compliance with the contract and Title 22 regulations. Following the review, the Agency social workers were retrained on the requirements of the NSP and an internal audit protocol was established to ensure timeliness of NSPs. Lastly, all FFAs were trained in January 2012 on NSP concerns. The training focused on developing timely, comprehensive NSPs, participation of treatment teams, including the youth, and placement worker, and developing goals that are Specific, Measurable, Attainable, Results-Oriented and Time-limited (SMART).

- Of the eight school-age children, two did not show improvement in their academic performance. Both children resided in a foster home that did not have a computer readily available for the placed children. Following the review, the Agency indicated that they will ensure all school-age children will have library cards and developed a study center in the Agency office, which offers access to computers.

- Of the 10 children reviewed, three did not have timely initial medical examinations and six did not have timely initial dental examinations. The Agency representative reported that some newly placed children required disenrollment from their previous medical plan, which resulted in the delay in obtaining the initial examinations. There was no documentation noted to confirm the Agency's explanation. According to the Agency representative, following the review, the FFA social workers were required to document all attempts to resolve the medical/dental issue and ensure that children's medical/dental examinations were conducted timely.

- Three children taking psychotropic medications had been informed of their right to refuse medication or reject voluntary medical, dental and psychiatric care by the Agency affiliated Mental Health Department staff. However, two children taking psychotropic medications were seen by non-Agency affiliated psychiatrists and therefore, it is unknown whether or not they were informed of their rights. Following the review, the Agency implemented a protocol whereby all children taking psychotropic medications were informed of their medication side effects and their right to refuse the medications.

- One age-appropriate youth was not involved in the selection of her clothing; however, she was satisfied with the clothing the foster mother selected. The Agency representative stated that age-appropriate children will be offered the opportunity to be involved in the selection of their clothing.

- None of the 10 children reviewed were encouraged or helped in updating a life book or photo album. The Agency representative stated they would provide each child with a life book and require their social worker and the foster parent to facilitate its completion.

- The Agency had only one social worker supervisor for ten social workers while the number of placed children and certified foster parents had increased during the past years. The Agency representative reported to be in the process of hiring another supervising social worker.

The Eggleston FFA was in full compliance with four of the 11 areas reviewed. As Eggleston FFA was informed of the deficiencies, immediate action was taken to correct the significant findings related to physical plants, record maintenance, personal rights, well-being and personnel issues. In addition, management provided an approved plan to correct the deficiencies.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held July 13, 2011.

In attendance:

Kenneth Cook, Program Director of Eggleston FFA; Sarah Lagarnia, Supervising Social Worker; and Gladys Hidayat, Monitor, DCFS OHCMD.

Highlights:

The Program Director, Kenneth Cook, was in agreement with our findings and recommendations regarding the deficiencies. He stated that a review of each finding described in the exit interview was helpful. Mr. Cook would like their staff to receive additional training in the area of NSPs and ensure placed children obtained library cards. We have noted that the Eggleston FFA representatives attended the NSP training in January 2012.

Eggleston FFA submitted a timely approved written CAP, which addressed each recommendation noted in this compliance report. The approved CAP is attached.

We will assess for full implementation of the recommendations during our next monitoring review.

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

PLB:RS:KR
EAH:NF:gh

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Clarence Brown, Executive Director, Eggleston FFA
Jean Chen, Regional Manager, Community Care Licensing

EGGLESTON FAMILY SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

3701 Stocker Street, Suite 200
Los Angeles, CA 90008
License Numbers: 197805862 & 197804012

	Contract Compliance Monitoring Review	Findings: May 2011
I	**Licensure/Contract Requirements** (6 Elements) 1. Timely Notification for Child's Relocation 2. Special Incident Report Documentation and Cross Reporting 3. Runaway Procedures 4. Are there CCL Citations/OHCMD Safety Reports 5. Does FFA ensure Whole Foster Family Homes Attend Training 6. FFA Paying Required Supplemental Payment to Whole Foster Family	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Need Improvement 5. Full Compliance 6. Full Compliance
II	**Certified Foster Homes** (13 Elements) 1. Home Study Prior to Certification 2. Contact with References 3. Safety Inspection Prior to Certification 4. Timely DOJ, FBI, CACI, Criminal Background Statement 5. Health Screening & TB Test 6. MAPP or Equivalent Training Prior to Certification 7. Certificate of Approval on File 8. Home Inspection/Evaluations for Re-certification 9. Completed Training Hours for Re-certification 10. CPR/First Aid/Water Safety Certificates 11. CA Driver's License/Auto Insurance 12. Other Adults: Health Screening /CDL/CPR/ DOJ/FBI/CACI 13. FFA assist Certified Foster Parents with transportation needs	Full Compliance (ALL)
III	**Facility and Environment** (8 Elements) 1. Exterior/Grounds 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 and Documentation	Full Compliance (ALL)

	Maintained 8. Allowance Logs Maintained	
IV	**Maintenance of Required Documentation/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 Progressing Towards NSP Goals 5. Timely Initial NSP Developed with Children 6. Comprehensive Initial NSP Developed with Children 7. Therapeutic Services Received 8. Recommended Assessments/Evaluations Implemented 9. DCFS CSWs Monthly Contacts Documented 10. Timely Updated NSP Developed with Children 11. Comprehensive Updated Needs and Services Plans	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Need Improvement 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Need Improvement 11. Need Improvement
V	**Educational and Workforce Readiness** (7 Elements) 1. Children Enrolled in School Within Three Days 2. Children Attend School as Required 3. Children's Educational Goals Met 4. Academic Performance/Attendance Increased 5. Current IEPs Maintained 6. Current Report Cards Maintained 7. YDS (Emancipation)/Vocational Programs Provided	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Need Improvement 5. N/A 6. Full Compliance 7. Full Compliance
VI	**Health and Medical Needs** (6 Elements) 1. Initial Medical Exams Conducted 2. Initial Medical Exams Timely 3. Follow-up Medical Exams Timely 4. Initial Dental Exams Conducted 5. Initial Dental Exams Timely 6. Follow-Up Dental Exams Timely	1. Full Compliance 2. Need Improvement 3. Full Compliance 4. Full Compliance 5. Need Improvement 6. 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** (13 Elements) 1. Children Informed of Foster Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. CFP 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 Medication 10. Children Aware of Right to Refuse Psychotropic Medication 11. Children Aware of Right to Refuse Medical, Dental & Psychiatric Care 12. Children Participate in Activities at Home/Community 13. Children Offered Opportunities to Participate in Extra Curricular Activities	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. Need improvement 11. Need improvement 12. Full Compliance 13. Full Compliance
IX	**Personal Needs/Survival and Economic Well-Being** (8 Elements) 1. Clothing Allowance in Accordance With FFA Program Statement 2. Adequate Quantity of Clothing Inventory 3. Adequate Quality of Clothing Inventory 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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Need Improvement 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Need Improvement
X	**Discharge Children** (3 Elements) 1. FFA Attempts to Stabilize Placement Prior to Removal 2. Completed Discharge Summary 3. Did Child Complete High School (If applicable)	Full Compliance (ALL)

XI	**Personnel Records** (14 Elements) 1. Timely DOJ 2. Timely FBI (if Applicable, effective January 1, 2008) 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Education/Experience Requirements 6. Employee Health Screening Timely 7. Valid Driver's License 8. Signed Copies of FFA Policies and Procedures 9. Required Initial Training 10. One Hour Training in Child Abuse/Reporting 11. CPR Training Documentation 12. First Aid Training Documentation 13. On-going Training Documentation 14. FFA Social Workers have Appropriate Case Ratio	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. Full Compliance 11. Full Compliance 12. Full Compliance 13. Full Compliance 14. Need Improvement

EGGLESTON FAMILY SERVICES FFA
CONTRACT COMPLIANCE MONITORING REVIEW

3701 Stocker Street Suite 200
Los Angeles, CA 90008
License Numbers: 197805863 & 197804012

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the May 2011 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of 10 children's files, and five staff files and/or documentation from the provider, the Eggleston's FFA was in full compliance with four of the 11 sections of our contract compliance review: Certified Foster Homes; Facility and Environment; Psychotropic Medications; and Discharge Children. The following report details the results of our review.

LICENSURE/CONTRACT REQUIREMENTS

The Eggleston FFA was in full compliance with five of the six elements reviewed in the area of Licensure/Contract Requirements. Eggleston FFA had two Community Care Licensing (CCL) citations for physical plant deficiencies and had submitted the required Corrective Action Plan (CAP) to CCL. The Eggleston FFA representatives reported they had corrected the deficiencies and had since implemented new protocols to ensure physical plants compliance of the certified homes.

Recommendation:

The Eggleston FFA management shall ensure:

1. The safety of placed children and comply with CCL regulations concerning maintenance of physical plants.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of ten children's files and/or documentation from the provider, Eggleston's FFA fully complied with eight of the 11 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

We noted that the children's initial Needs and Services Plans (NSPs) were developed timely and were comprehensive; however, one child was not progressing toward meeting the NSPs case goals despite the services she received.

Of the 35 updated NSPs reviewed, four were not developed timely and 13 were not comprehensive as they did not reflect the children's overall progress and others had goals that were not specific or measurable.

The FFA indicated that they had provided on-going training to their staff pertaining to the development of children's NSPs and that all reports were reviewed by the supervising social worker to ensure they were completed correctly. Following the review, the social workers were provided with additional training on the requirements of the NSP, and a weekly audit on all children in their caseloads to ensure the timeliness of their reports. Further, the social workers are required to work in collaboration with the foster parents and the children to assess the progress of all the treatment goals. The Eggleston FFA representatives attended a training session conducted by OHCMD in January 2012.

Recommendations:

The Eggleston FFA management shall ensure:

2. They assess children's needs, monitor their progress and update their NSP goals accordingly.

3. All placed children's NSPs are updated timely.

4. All placed children's updated NSPs are comprehensive and reflect the children's overall progress.

EDUCATION AND WORKFORCE READINESS

Based on our review of ten children's files and/or documentation from the provider, Eggleston FFA fully complied with four of the six elements reviewed in the area of Education and Workforce Readiness. One element was not applicable as none of the children reviewed required an Independent Education Plan (IEP).

During the review, we noted that the academic performance by two placed youth had not improved. While both children received tutoring services, one youth did not like to study and did not turn in his homework. The other youth also did not turn in her home work, showed impulsive and disrespectful behavior at school and had been suspended from school on several occasions. The latter had been receiving Therapeutic Behavioral Services (TBS) daily during school days.

In one home, the children were using one foster child's laptop. However, when her computer was broken, the children had no other computer access. At the time of the review, no alternative plan was in place as the children did not have library cards, which would allow them access to a computer at the library.

The FFA reported they have since developed a study center in the Agency office, which allowes the children access to computers, educational assessments, tutoring and numerous study books. The FFA social workers are required to monitor the children's educational progress and assist them with obtaining the needed educational services.

The FFA had also implemented a reading program to assist school-age youth to read daily and receive assistance with any reading problems.

Recommendation:

The Eggleston FFA management shall ensure:

5. Monitor all school-aged children's educational progress closely and ensure that necessary educational services are provided.

HEALTH AND MEDICAL NEEDS

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

Although all 10 children received initial medical and dental examination, a set of three siblings did not have timely initial dental examinations.

The FFA reported that there had been on-going problems with the children's enrollment and disenrollment from their previous Medi-cal/HMO plan, medical/dental providers refusing to evaluate the children due to their receiving recent medical/dental treatments prior to their placement at Eggleston FFA, and delay in obtaining the medical/dental documents for children formerly residing in another County. As a result, the children did not receive medical/dental examination within 30 days of placement. However, there was no documentation noted to confirm the FFA comments. Following the exit meeting, the FFA Administrator re-trained their social workers to ensure certified foster parents comply with the required timeliness of the children's medical/dental examinations and that the social workers document efforts and maintain verification for the delay. Further, the FFA social workers were required to document all attempts to resolve the Medi-Cal issue.

Recommendations:

The Eggleston FFA management shall ensure:

6. All placed children's medical appointments are timely or document efforts to schedule timely appointments.

7. All placed children's dental appointments are timely or document efforts to schedule timely appointments.

PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING

Based on our review of ten children's files and/or documentation from the provider, Eggleston's Family Services FFA fully complied with 11 of the 13 elements reviewed in the area of Personal Rights and Social/Emotional Well-Being.

Three children taking psychotropic medications had been informed of their right to refuse medications or reject voluntary medical, dental and psychiatric care by the FFA affiliated Mental Health Department staff. However, two children taking psychotropic medications were seen by non-FFA affiliated psychiatrists and therefore it is unknown whether they were informed of their right to refuse medication or reject voluntary medical, dental and psychiatric care.

The Agency reported that during orientation, the children were given an explanation as well as a copy of their rights. Following the Exit meeting, the FFA implemented a procedure whereby each child taking psychotropic medication is given information about the medication, opportunity to discuss it and a form explaining of their rights to refuse medications as well as reject voluntary medical, dental and psychiatric care.

Recommendations:

The Eggleston FFA management shall ensure:

8. All placed children are informed about their rights to refuse medication and that documentation is maintained.

9. All placed children are informed about their rights to receive or rejects voluntary medical, dental and psychiatric care and that documentation is maintained.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

Based on our review of ten children's files and/or documentation from the provider, Eggleston FFA fully complied with six of the eight elements reviewed in the area of Personal Needs/Survival and Economic Well-Being.

One child reported that she was not involved in the selection her clothing; however she was pleased with the clothes her foster mother bought her. All children reported that neither the FFA social workers nor the foster parents encouraged or assisted them in creating and maintaining their photo albums/life books. Following the Exit meeting, the FFA representatives stated they would provide each child with a life book and require the FFA social worker and the foster parent to facilitate its completion.

Recommendations:

The Eggleston FFA management shall ensure:

10. All placed children are provided the opportunity of selecting their own clothing.

11. All placed children are encouraged and assisted in creating and updating photo album/life books.

PERSONNEL RECORDS

Based on our review of five employees' files and/or documentation from the provider, Eggleston Family Services FFA fully complied with 13 of the 14 elements reviewed in the area of Personnel Records.

It was noted that a social worker's background clearances (DOJ, FBI, CACI), were received four days after her date of hire. However, the FFA Administrator reported that she was not assigned cases until the FFA received her clearances.

During the review, it was noted that the child population and the number of certified foster parents had significantly increased during the prior years, yet the FFA had only one supervising social worker for ten social workers. The FFA representative reported that the FFA is in the process of hiring another supervising social worker.

Recommendations:

The Eggleston FFA management shall ensure:

12. DOJ clearance of prospective employee is received prior to the date of hire.

13. FBI clearance of prospective employee is received prior to the date of hire.

14. Child Abuse Clearance (CACI) of prospective employee is received prior to the date of hire.

15. FFA social worker supervisor –social worker ratio is maintained at all times.

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

Objective

Determine the status of the recommendations reported in the A-C's prior monitoring report dated June 9, 2009.

Verification

We verified whether the outstanding recommendations from the last A-C's contract compliance review report issued June 9, 2009 were implemented.

Results

The A-C's prior monitoring report contained 13 outstanding recommendations that covered several deficiencies in the area of foster homes' compliance with the CDSS Title 22 regulations and the County Contract, children's NSPs and visitation. Specifically, Eggleston FFA was to ensure that foster parents adequately secure detergents, cleaning solutions and other items that could pose a potential safety hazard to children; conduct disaster drills with the children upon placement and every six months thereafter. Further, foster parents also were to maintain daily medication logs for all prescription and non-prescription medications administered to the children. Moreover, the FFA was to ensure that foster home assessments were completed for homes where more than two children are placed and that foster parent certification files contain copies of current CPR and First-Aid certificates.

In addition, the FFA was to ensure that children's NSP's contained goals that were specific, measurable, attainable and time-limited, and indicate the reason the children were in placement; that NSP's were updated within the required timeframes and contain documentation that the children and foster parents were offered the opportunity to participate in the development of the NSP; that NSPs were approved by the DCFS Children's Social Workers (CSW) and Quarterly reports are prepared timely, are dated and contain the Agency social worker's signature. Lastly, the FFA was to ensure that children's orientation about the Agency was comprehensive and included all of information the County contract requires and that the FFA social workers visit the children weekly during the first three months of placement and twice a month, approximately 14 days apart, after the first three months of placement.

The Eggleston FFA fully implemented 12 of the A-C's recommendations. As noted, the Agency did not fully implement the outstanding recommendation in the area of children's NSPs. Some of the NSP goals did not meet the guidelines set forth in the County contract and Title 22 regulations as they were not specific and measurable.

Recommendation:

Eggleston FFA shall ensure that:

16. They fully implement the outstanding recommendation from the A-C's June 9, 2009, which is also noted as recommendation 4 in this report.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

The A-C conducted a fiscal review of the Eggleston FFA for the Fiscal Year 2003-2004. The fiscal report, dated June 5, 2009, states that the Eggleston FFA had a total of $37,806 in unallowable costs and $43,842 in unsupported/inadequately supported costs. Additionally, DCFS records show potential overpayments made to the Agency.

The Eggleston FFA submitted a fiscal CAP on September 29, 2011, and established an agreement with the County of Los Angeles Treasurer and Tax Collector to make installment payments for the overpayments. The fiscal status of the FFA is monitored by DCFS Fiscal Monitoring Section.

EGGLESTON FAMILY SERVICES

A FOSTER FAMILY AGENCY

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[illegible] 2011

Gladys Hidayat
DCFS Out of Home Care Management Division
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

Dear Ms. Hidayat,

In response to the Compliance Review for 2011 for Eggleston Family Services please find our attached corrective action plan to address the deficiencies discussed in our Exit Conference on Wednesday, July 15, 2011.

Section One: Licensure/Contract Requirements

Eggleston Family Services has received two citations for physical plant deficiencies in 2010 and since then have completed a corrective action plan regarding physical plant deficiencies for the Certified Foster Home of Stanley Hutchinson and Gabriela Rivera. To eliminate physical plant deficiencies, Eggleston has implemented quarterly home inspections which are unannounced and conducted either by the assigned foster care social worker or the FFA Director. This new protocol has reduced the number of deficiencies identified in the certified foster homes. If a deficiency is found during the quarterly home inspection, the certified foster parent is given a deadline to fix the deficiency. If the deficiency is minor, the certified foster parent is advised to correct the deficiency before the conclusion of the home inspection. Eggleston Family Services recognizes the importance of all certified foster homes being in compliance with the physical plan as it is part of the assurance of the safety of our foster youth.

Section IV: Maintenance of Required Documentation and Service Delivery

Eggleston Family Services recognizes that the completion of the Needs and Services Plan requires collaboration with the CSW, Caregiver, FCSW and the foster youth to be successful in obtaining the goals of the foster youth. All Foster Care Social Workers are reminded on a m monthly basis of the requirement to fax all completed Needs and Services Plan to the CSW. All FCSW's have been advised that the Needs and Service Plans must have a minimum of three faxed attempts to the CSW to obtain his/her signature confirming receipt and review of the Needs and Services Plan. All copies of the fax confirmations are required to be attached to all the Needs and Services Plan that are missing signatures from the CSW to verify the minimum of three faxed attempts.

days of placement. All foster care social workers are required to document all attempts to resolve the medi-cal issue and ensure that the medical and dental examinations are done timely.

Section VIII: Personal Rights and Social/Emotional Well Being

The agency has implemented a form that explains to all children who are going to be administered psychotropic medication. Please see attached form regarding minor's right to refuse medication.

All of our children who are administered psychotropic medication are given the common side effects of the medication and are given the opportunity to ask questions. After the side effects are reviewed the minor is given a form by the Psychiatrist that allows them to accept or refuse the medication. This form will be maintained in the foster child's file effective immediately. Prior to this, the mental health department maintained record of the child's right to refuse medication.

Section IX: Personal Needs/Survival and Economic Well Being:

All foster youth at the time of placement will now be given a life book. The caregiver and the FCSW will be responsible in facilitating the completion of the life book. During quarterly home inspections, the inspector will also assess if the photos of foster youth are posted in the certified foster home to allow the child to have a sense of belonging in the family.

Section X: **Discharge Children:**

Upon discharge of all of our foster youth, the educational status will be documented and assessed. For our foster youth who have completed high school and or obtained their GED , a copy of their high school diploma or their GED will be obtained for the record. If a child is not attending school daily, all FCSW have been trained to complete a special incident report documenting the caregivers efforts to encourage the minor to attend school daily. Any school challenges will also be documented to the county social worker. If a child does not have enough credit to complete high school, there will be documentation on the needs and service plans indicating what efforts have been made to assist the child in catching up on credits, i.e. school meetings and additional coursework that school can provide.

Eggleston Family Services will continue to ensure that all certified foster homes continue to be monitored closely and compliant with all DCFS, Community Care Licensing Title 22 regulations and the agency program statement. Should you have any questions please do not hesitate to contact me at (323) 954-1464 ext. 109.

Sincerely,

Sarah Lagarnia, MA
Supervising Social Worker

Cc: Kenneth Cook, FFA Director
Michael O. Graham, Executive Director

EGGLESTON FOSTER FAMILY AGENCY
STAFF MEETING
SIGN-IN SHEET

MEETING CALLED BY
KENNETH COOK, FFA DIRECTOR
SARAH LAGARNIA, SUPERVISING SOCIAL WORKER

Date: WEDNESDAY, JUNE 1, 2011 ~ 10:00 AM

Name	Signature
KENNETH COOK	
SARAH LAGARNIA	
MEMIKA MCLEMORE	
CATALINA FLORES	
MELISSA BANALES	
ANGELA BARBEE	
TAMITRA CLARK	
DELIA COLON	
KEISHA DOWNEY	
DEBRA GROVES	
HECTOR MARTINEZ	
JEANETTE MONTFORT	
ANA PICHARDO	
FESSEHA TESSEMA	

Eggleston Family Services

Meeting Agenda

WEDNESDAY, JUNE 1, 2011

10:00 AM

I. **FATHERS DAY – SUGGESTIONS NEEDED**

II. **NO TOLERANCE POLICY FOR MISSED HOME VISITS:** Please note that Eggleston holds all foster care social workers with a high standard of work ethics. If it has been determined that a home visit has not been conducted disciplinary action, up to termination of employment will be implemented. Please note that the FFA Director and FFA Supervising Social Worker are going to CFH unannounced and it may be determined at that point that a visit has been missed.

III. **[illegible]:** Per CCL regulations, respite can only be for a total of 72 hours at a time. Any respite beyond 72 hours must require CSW support letters and a request to CCL. Please advise your supervisor, Sarah Lagarnia, immediately should a family need respite beyond 72 hours.

IV. **SCHOOL PROGRESS REPORTS:** Please make sure that caregivers are submitting progress and report cards regarding foster youth to foster care social workers in a timely manner. If there are outstanding progress/report cards, please obtain from the school to ensure your files have current grades. Many school reports in the file are dated 12/2010. Please note that a progress report should have been issued approximately March 2011 and another one is expected by June 2011. Please collect all outstanding school reports asap.

V. **SUMMER CAMPS:** Happy Trails for ages 7 to 12. Prior campers who are over the age of 12 will be allowed to apply to participate in the camp this year. There is another contact, Tony Campbell. Her contact information can be found in the resource shelf in the social worker office.

VI. **SUMMER CLOTHING CHECKS:** $100 summer clothing checks were issued to all caregivers for minors in placement. Checks were issued the last week of April. During collection of May paperwork, please ensure that foster parents submit original receipts for the items purchased. If the caregiver anticipates the foster child will be attending camp, the funds can be spent on the items which will be needed for camp i.e. sleeping bags, towels, duffle bags, bathing suits, and backpacks. This is not for camp registration fees.

VII. **TUTORING:** Tutoring continues to be offered on Mondays and Tuesdays from 4:30 pm to 6:30 pm.

VIII. **MONTHLY PAPERWORK: ALL** monthly paperwork is due on the fifth of every month or earlier. **MAY paperwork is due MONDAY, JUNE 6, 2011.** Please advise your supervisor immediately of any challenges in meeting this deadline. Failure to comply with this deadline

may result in a letter of concern. Please make sure that you are working closely with your foster parents to complete all paperwork. Incomplete and late paperwork is not acceptable.

IX. **NEEDS AND SERVICE PLANS:** All reports must be e-mailed to your supervisor one week before the due date. A rough draft, with the **signed** signature page needs to be printed and filed in the minor's case file. Upon submission of the report, you must have completed at least one fax attempt to obtain CSW signature. It is every FCSW responsibility to obtain the CSW signature with a **minimum of three faxed attempts. Also, please note that pre-printed dates on the signature pages are unacceptable.** Please follow up all faxes with a phone call to assure timely response by CSW. After supervisor review of NSP, feedback will be provided for needed corrections and a **final** copy will be filed. Currently there continues to be a pattern of repeated goals. After 3 **months**, if a minor has not met his/her goals, all goals should be reassessed and revised.

X. **MENTAL HEALTH REFERRALS:** Eggleston/Masada Mental Health is now taking referrals for mental health services. All referrals must be submitted with the following: 1. Mental Health Referral Form, Medi-cal card, Court Order specifying counseling, most recent physical exam. Please advise all caregivers that if any minor is seen by a MAT assessor to advise you immediately and provide you with the name of the MAT assessor as well as his/her number so you can follow up to advise of our mental health program. Please also inform the CSW of our in house mental health program.

XI. **CASE ACTIVITY NOTES:** Notes are not to be more than 7 days or 14 days apart from each other. Please assure that your notes meet the above mentioned guidelines. Reminder all case activity notes for visits in the prior week must be turned in by 5:00 pm every Monday. Case activity notes that continue to be submitted incomplete will not be accepted for filing. Please review your case activity notes prior to submitting and check that all applicable areas have been filled out.

XII. **BIRTHDAY CELEBRATIONS:** Please advise your supervisor of an upcoming birthday of a minor on your caseload so a gift certificate can be provided by our donors (In N Out, Weinerschnitzel, Tommy Burgers, Pinks Hot Dogs, etc) as well as a gift that is available for all ages in the office. Please also plan to buy an individual size cake (no more than $6) to celebrate with minor on your scheduled visit. Please take a picture of the minor as we are going to be creating a birthday board of all the birthday celebrations in 2011 of all minors in placement.

XIII. **TRAINING: NEEDS AND SERVICE PLAN GOALS (SMART)**

XIV. **OPEN FORUM**

Eggleston Family Services

Needs and Service Plans

GOALS must be SMART!

S - SPECIFIC

M - MEASURABLE

A - ATTAINABLE

R – REALISTIC/RELAVANT

T - TIMELY

Independent Living Goals

- Minor to cook three meals during the week.
- Minor to obtain part – time employment
- Minor to open a bank account
- Minor will brush his/her teeth twice daily

Educational Goals

- Minor to submit homework assignments daily to facilitate improvement in minor's grades
- Minor to attend school five days per week.
- Minor will achieve a minimum of a C average during current school reporting period or minor will achieve a minimum of a C in Math.

- Minor to obtain an additional ? school credits towards earning his/her high school diploma.

Behavioral Goals

- Minor will decrease tantrumming behaviors from 7 days per week to 4 days per week.
- Minor will reduce stealing 2 times per week to 0 times per week
- Minor will reduce talking back to caregiver from 7 days per week to 4 days per week.
- Minor will comply with house rules 7 days per week.

Developmental Goals

- Minor will learn at least five colors
- Minor will learn his/her alphabet
- Minor will learn to sit up
- Minor will begin to walk
- Minor will increase vocabulary by 5 new words
- Minor will transition from formula to solid foods
- Minor will learn to count to ten
- Minor will be introduced to the potty

All goals must include Plan/Method as well as Responsible Parties.

Sample Goal:

Goal: Minor will be able to brush her teeth twice a day.

Plan/Method:

Minor will brush her teeth at least twice a day in the morning and in the night. Caregiver will provide guidance and supervision to ensure that minor brush her teeth appropriately. Caregiver will praise minor for her efforts.

Responsible Parties:

Minor to consistently make efforts to brush her teeth daily. Caregiver to ensure minor is brushing her teeth as required.

PERSONAL RIGHTS
Children's Residential Facilities

YOU HAVE THE RIGHT:

- To live in a safe, healthy, and comfortable home and to be treated with respect.
- To be free from physical, sexual, emotional or other abuse, or corporal punishment.
- To be free from discrimination, intimidation, or harassment based on sex, race, color, religion, ancestry, national origin, disability, medical condition or sexual orientation or perception of having one or more of those characteristics.
- To receive adequate and healthy food and adequate clothing.
- To wear your own clothing.
- To possess and use personal possessions, including toilet articles.
- To receive medical, dental, vision, and mental health services.
- To be free of the administration of medication or chemical substances, unless authorized by a physician.
- To contact family members (unless prohibited by court order) and social workers, attorneys, foster youth advocates and supporters, Court Appointed Special Advocates (CASA), and probation officers.
- To visit and contact brothers and sisters, unless prohibited by court order.
- To contact Community Care Licensing Division of the State Department of Social Services or the State Foster Care Ombudsperson regarding violations of rights, to speak to representatives of these offices confidentially and to be free from threats or punishments for making complaints.
- To be informed by the caregiver of the provisions of the law regarding complaints.
- To make and receive confidential telephone calls and send and receive unopened mail (unless prohibited by court order).
- To attend religious services and activities of your choice.
- To maintain emancipation bank account and manage personal income, consistent with your age and developmental level, unless prohibited by the case plan.
- To not be locked in any room, building, or facility premises, unless placed in a community treatment facility.
- To not be placed in any restraining device, unless placed in a postural support and if approved in advance by the licensing agency or placement agency.
- To attend school and participate in extracurricular, cultural, and personal enrichment activities, consistent with your age and developmental level.
- To work and develop job skills at an age appropriate level that is consistent with state law.
- To have social contacts with people outside of the foster care system, such as teachers, church members, mentors, and friends.
- To attend Independent Living Program classes and activities if you are 16 or older.
- To attend court hearings and speak to the judge.
- To have storage space for private use.
- To review your own case plan if you are over 12 years of age and to receive information regarding out-of-home placement and case plan, including being told of changes to the plan.
- To be free from unreasonable searches of personal belongings.
- To have all your juvenile court records be confidential (consistent with existing law).

Reference: California Code of Regulations - Foster Family Homes Regulations, Section 89372; Group Homes Regulations, Section 84072; Small Family Homes Regulations, Section 83072.

PACIFIC CLINICS
CONSENT FOR PRESCRIPTION OF SPECIFIED MEDICATION (S)

Patient Name: _____ MIS#: _____

Please read this form carefully. If you have problems reading it, ask to have it read to you. This form is also available in other languages.

Prescriber Barbara J. Saunders M.D met with the undersigned and we talked about the following:
(Please Print)

The specific symptoms that led to the above named patient being evaluated at Pacific Clinics were discussed. The prescriber described medications that are known to be of help in treating such conditions. The prescriber also discussed the likelihood of the above named patient improving or not improving with or without such medication(s). In addition to having medication(s) prescribed, the patient may participate in other forms of treatment. The medications prescribed are:

General Category	Medication(s)
Antipsychotics	
CNS Stimulants	
Antidepressants	
Anxiolytics	
Mood Stabilizers	
Hypnotics	
Other	

- The prescriber discussed the dose, range, frequency, route, and duration of taking medication(s).
- The prescriber discussed with me the more common and /or serious side effects that may occur, probable additional side effects which may occur if medication is taken beyond (3) three months, and the symptoms of tartive dyskinesia which is a rare but potentially irreversible movement disorder that can occur with certain medications.
- The prescriber discussed the possible side effects that may occur if this medication is taken with:
  - alcohol/substance use
  - herbal/homeopathic remedies
  - over the counter medications
- If a medication is being used for a purpose other than it's FDA approved use ("off-label"), it was discussed with me.
- I understand that I have the RIGHT TO ACCEPT OR TO REFUSE recommended medication(s) by telling the prescriber at any time.
- I agree to contact the prescriber for any concerns I may have regarding my medication regime.

Date of last physical examination: _____ (REQUIRED FOR MINORS ONLY)

I HAVE READ THIS FORM, I UNDERSTAND IT, AND I CONSENT TO TAKE THE ABOVE NAMED MEDICATION (S) IN THE MANNER AND AMOUNT PRESCRIBED.

Date _____ *Signature of Patient or Responsible Party _____ Signature of Prescriber

*Responsible Party – Guardian, Conservator, or Parent of minor when required.

Highly Confidential Patient Information. Federal HIPAA Rules (45 CFR Parts 160 & 164) Federal ADP Rules (42 CFR Part 2) California Welfare & Institutions Code Section 5328. Further Information Disclosure Prohibited

- Missing & Need
- Overdue
- Exceeded 30 days from DOP
- Draft

N/A - Not Applicable
X - In File
NS- In File/Need Signature
IN - In File/Incomplete
NC - Transfer Needs to Change

		SOCIAL WORKER: MARTINEZ	SUNSHINE DE LOS SANTOS	PABLO TIERSTON	SAMANTHA TIERSTON	SCARLETT WHITE
		DOB	06.15.09	10.26.04	09.16.06	12.10.10
		AGE	2Y	6Y	4Y	7M
		DOP	12.07.10	3.24.11	3.24.11	6.28.11
		TIME W/	7M	3M	3M	<1M
SEC 1 - AGREEMENT	Notice of Action Forms		X	X	X	X
	Photo		X	X	X	X
	Agency-Foster Home Group Home Agreement (DCS156) *Signed?*		X	X	X	X
	Agency Agreement - EFS FFA *Signed?*		X	X	X	X
	Needs & Services Plan (DCFS 709)		X	X	X	X
	Intake Face Sheet		X	X	X	X
	Disaster Plan w/ Placed Child *Signed?*		6.15.11	6.24.11	6.24.11	6.29.11
	Identification and Emergency Information		X	X	X	IN
	Personal Rights *Signed by Child (Age 5 & up)?*		X	X	X	X
	Personal Property and Valuables/Safegard & Cash Resources		X	X	X	X
	Orientation Packet *Signed?*		X	X	X	X
	Unsupervised Time (14 yrs & older)		N/A	NA	NA	NA
	ILP Contract/ TILP Transitional [16 yrs & older]		N/A	NA	NA	NA
SEC 2 - SCHOOL	Date of Enrollment		N/A	03.24.11	NA	NA
	DCFS - Notification to School of Child Placed & Placement Record		N/A	X	NA	NA
	Primary Language Form (DCFS) 485 *Signed?*		X	X	X	NS
	School Records - Date of Report Card on File:		N/A	6.24.11	NA	NA
	Individual Education Plans		N/A	NA	NA	NA
	Psychological Assessments/ Educational Evaluations		N/A	NA	NA	NA
SEC 3 - MEDICAL/MENTAL HEALTH	Medical Information Medical Card/Letter		C	C	C	C
	Authorization for General Medical Care 4158		X	X	X	X
	Immunization Record (copy)		X	X	X	X
	TB Test - Date of most current		01.26.11	6.13.11	6.13.11	NA
	Medical Examination Form 561a - Date of Initial		11.25.09	11.03.10	11.03.10	6.30.11
	Date of Last Visit?		6.15.11	4.15.11	4.15.11	6.30.11
	Well Baby Check-ups - Current (2,4,6,9,12,15,18,&24mo)?		NA	NA	NA	9M
	Dental Examination Form [3 yrs & older] 561b - Date of Initial		4.7.11	10.07.11	10.07.10	NA
	Date of Last Visit?		4.7.11	4.6.11	4.6.11	NA
	Medication Logs/ Month on File?		6.2011	7.2011	7.2011	
	Weight Record - Date last weighed?		6.2011	7.2011	7.2011	
	Psychiatric/ Psychotropic - Is Child on Psychotripic Med?		N/A	[illegible]	[illegible]	NA
	Expiration Date of Psychotripic Authorization?		N/A	[illegible]	[illegible]	NA
	Receiving Outside Services?		NA	[illegible]	[illegible]	NA
	Date of Last Visit		N/A	[illegible]	[illegible]	NA
SEC 4 - MONTHLY	Clothing Inventory (Quarterly) - Date of most current		5.2011	5.2011	5.2011	6.2011
	Monthly Clothing Allowance Logs - Date of most current		6.2011	7.2011	7.2011	
	Monthly Allowance Logs - Date of most current		6.2011	7.2011	7.2011	
	Behavior Logs (includes Recreation) - Date of most current		6.2011	7.2011	7.2011	
SEC 5 - VISIT	Minute Orders		N/A	X	X	NA
	Visitation Plan/ Logs - Date of Last Visit?		8.01.11	7.29.11	7.2011	7.13.11
	Case Activity/ Progress Notes, Collaterals - Date of last Entry		7.27.11	7.25.11	7.25.211	7.27.11
SEC 6 - REPORTS	Quarterly Reports - Date of most recent:		6.7.2011	6.24.11	6.24.11	NA
	FC Signature		N/A	X	NA	NA
	FP Signature		X	X	X	NA
	CSW Signature		X	X	X	NA
	FFA SW Signature		X	X	X	NA
	Supervisor Signature		X	X	X	NA
	Needs and Appraisals (30 Day)		X	X	X	X

EGGLESTON FAMILY SERVICES

A FOSTER FAMILY AGENCY

☒ LOS ANGELES
3701 Stocker Street Suite 200
Los Angeles, CA 90008
(323) 954-1464 ~ Fax (323) 954-9515
LICENSE #197805862

☐ BALDWIN PARK
13001 Ramona Blvd. Ste. E
Irwindale, CA 91706
(626) 480-8107 ~ Fax (626) 480-7688
LICENSE #197804012

FAX COVER SHEET

Date: 8/15/11

Number of Pages, **including cover sheet:** 12

To: **GLADYS HIDAYAT**

Company: OHCIS

Fax Number: 626-572-2367

Person Sending: EGGLESTON FFA-SARAH LAGARNIA

Phone Number: 323-954-1464

Subject: ☐ Urgent ☒ For Your Review ☐ Reply ASAP ☐ Please Comment

Comments: **Hello Ms. Hidayat,**

Please find the attached CAP for Eggleston's FFA Compliance Review.

Thank you,

Sarah Lagarnia

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