County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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May 1, 2012

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

THE VILLAGE FAMILY SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Out-of-Home Care Management Division (OHCMD) conducted a review of the Village Family Services Foster Family Agency (FFA) in November 2011, at which time, the Agency had a total of 241 placed Department of Children and Family Services (DCFS) children in 86 homes. The Village Family Services FFA is licensed to serve children ages birth through 17. At the time of the review, the placed children's average length of placement was 11 months and the average age was 13 years.

The Village Family Services FFA is located in the 3rd Supervisorial District and provides services to Los Angeles County DCFS' foster youth. According to the Village Family Services FFA program statement, its stated goal is "to protect children from abuse, preserve families, and build a stronger and safer community for all."

For the purpose of this review, 15 placed children were interviewed and their case files reviewed. Six certified foster home files; five discharged files were reviewed; and five staff files were reviewed for compliance with Title 22 Regulations and contract requirements.

At the time of the review, there were ten placed children taking psychotropic medication. We reviewed their case files to assess the timeliness of psychotropic

medication authorizations and to confirm documentation of psychiatric monitoring was maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess the Village Family Services FFA's compliance with the contract and State Regulations. The visit included a review of the Agency's program statement; administrative internal policies and procedures; 15 placed children's case files; five discharge files; six certified foster parent files and five personnel files. Face-to-face home visits were made to six certified foster homes to assess the quality of care and supervision provided to children. Interviews were conducted with all 15 placed children to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

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

The deficiencies noted during the monitoring review were in the areas of Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation/Service Delivery; and Health and Medical Needs.

Based on our review, these deficiencies revealed the need for more thorough documentation and oversight. Overall, the Village Family Services FFA is providing good care and services to placed children and support to the certified foster parents as evident in the relationships formed with the children, agency staff and certified foster parents.

The Village Family Services FFA was receptive to implementing some systematic changes to improve compliance with regulations and the contract. The Administrator agreed to address noted deficiencies in a Corrective Action Plan (CAP).

NOTABLE FINDINGS

The following are the notable findings of our review:

- One certified foster home did not complete a disaster drill/emergency plan with currently placed children.

- One 15-year-old youth and her certified foster parent did not sign the initial Needs and Services Plan (NSP).

- One certified foster parent had recently taken in a young adult college student boarder to reside in the home without immediately notifying the FFA and obtaining the required fingerprint clearances.

- During a visit to one certified foster home, we noted that there was an eight-month-old child recently placed in the home for whom there was no safety gate on the stairs.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held November 23, 2011.

In attendance:

Hugo Villa, Executive Director, Irma Selicovich, Clinical Director, Terrie Morgan, Director, David Danwing, Administrator and Joshua Ciszek, Quality Assurance Coordinator of The Village Family Services FFA; and Cori Shaffer, CSA I, Monitor, OHCMD, DCFS.

Highlights:

The FFA staff was in agreement with our findings and recommendations. The Village Family Services Administrator indicated the clearances for the adult student in the foster home were submitted and cleared and documentation was provided. Verification that a safety gate was obtained and installed by the certified foster parent, and that a disaster plan was reviewed in the certified foster home was also provided. The Administrator indicated that he would review NSP's and safety inspection requirements with his staff and the Village FFA's Quality Assurance staff would ensure corrections to NSP's and safety inspections were made and a plan to ensure on-going compliance was implemented. The approved CAP is attached.

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

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

PLB:RS:KR:
EAH:NF:cs

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Hugo Villa, Executive Director, The Village Family Services FFA
Jean Chen, Regional Manager, Community Care Licensing

THE VILLAGE FOSTER FAMILY AGENCY
CONTRACT MONITORING REVIEW-SUMMARY

6736 Laurel Canyon Blvd., Suite 200
North Hollywood, CA 91406
License Number: 197805014

	Contract Compliance Monitoring Review	**Findings: November 2011**
I	**Licensure/Contract Requirements** (6 Elements) 1. Timely Notification for Child's Relocation 2. SIRs Documented and Cross-Reported 3. Runaway Procedures 4. Community Care Licensing Citations, Out-of-Home Care Management Division Reports on Safety and Physical Deficiencies 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA pays Certified Foster Parents Whole Foster Family Home Payments	Full Compliance (ALL)
II	**Certified Foster Homes** (13 Elements) 1. Home Study Prior to Certification 2. Contact with References/Including Check with OHCMD 3. Safety Inspection Prior to Certification 4. Timely DOJ, FBI, CACI 5. Health Screening Prior to Certification 6. Requried Training Prior to Certification 7. Current Certificate of Approval on File Including Capacity 8. Home Inspection/Evaluations for Re-certification 9. Completed Training Hours for Re-certification 10. CPR/First-Aid/Water Safety Certificates 11. CDL/Auto Insurance 12. Other Adults: DOJ/FBI/CACI 13. Transportation	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Needs Improvement 13. Full Compliance

III	**Facility and Environment** (8 Elements) 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food 7. Disaster Drills Conducted 8. Allowance Logs	 1. Full Compliance 2. Needs Improvement 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Needs Improvement 8. Full Compliance
IV	**Maintenance of Required Documentation and Service Delivery** (11 Elements) 1. DCFS CSW Authorization to Implement NSPs 2. Children's Participation in the Development of NSPs 3. NSPs Implemented and Discussed with Foster Parents 4. Children's Progress Towards Meeting Goals 5. Timely Developed Initial NSPs with Child 6. Timely Comprehensive Initial NSPs with Child 7. Therapeutic Services Received 8. Recommended Assessments/Evaluations Implemented 9. DCFS CSWs Monthly Contacts Documented 10. Timely Developed Updated NSPs with Child 11. Timely Comprehensive Updated NSPs with Child	 1. Needs Improvement 2. Needs Improvement 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Needs Improvement 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Needs Improvement
V	**Education and Workforce Readiness** (7 Elements) 1. Children Enrolled in School Within Three Days 2. Children Attended School as Required 3. Agency Facilitates Child's Educational Goals 4. Child's Academic and/or Attendance Increase 5. Current IEPs Maintained 6. Current Report Cards Maintained 7. Agency Facilitates Children's Participation in YDS/Equivalent/Vocational Programs	 Full Compliance (ALL)

VI	**Health and Medical Needs** (6 Elements) 1. Initial Medical Examinations Conducted 2. Initial Medical Examinations Timely 3. Follow-up Medical Examinations Timely 4. Initial Dental Examinations Conducted 5. Initial Dental Examinations Timely 6. Follow-up Dental Examinations Timely	 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Needs 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. Foster Parents Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Allowed Private Visits, Calls, and Correspondence 7. Children Free to Attend Religious Services/Activities 8. Reasonable Chores 9. Children Informed About Psychotropic Medication 10. Children Aware of Right to Refuse Psychotropic Medication 11. Children Informed About Voluntary Refusal of Medical and Dental Care 12. Children Participation in At-Home, School, Community Activities 13. Children Participation in Extra-Curricular Activities	Full Compliance (ALL)

IX	**Personal Needs/Survival and Economic Well-Being** (8 Elements) 1. $50 Clothing Allowance 2. On-going Clothing Inventories of Adequate Quantity 3. On-going Clothing Inventories of Adequate Quality 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book	Full Compliance (ALL)
X	**Discharged Children** (3 Elements) 1. Stabilization of Placement Prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School	Full Compliance (ALL)
XI	**Personnel Records** (14 Elements) 1. DOJ Timely Submitted 2. FBI Timely Submitted (After January 1, 2008) 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Education/Experience Requirement 6. Employee Health Screening Timely 7. Valid Driver's License 8. Signed Copies of FFA Policies and Procedures 9. Initial Training Documentation 10. One-hour Training of Child Abuse Reporting 11. CPR Training Documentation 12. First-Aid Training Documentation 13. On-going Training Documentation 14. Social Workers Appropriate Case Ratio	Full Compliance (ALL)

THE VILLAGE FAMILY SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW

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

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

CONTRACTUAL COMPLIANCE

Based on the results of the compliance review, the Village Family Services FFA was in full compliance with seven of the 11 sections of our contract compliance review: Licensure/Contract Requirements; Educational and Workforce Readiness; Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records. The following report details the results of our review:

CERTIFIED FOSTER HOMES

Based on our review of six certified foster parents files and/or documentation from the provider, the Village Family Services FFA fully complied with 12 of the 13 elements reviewed in the area of certified foster homes.

One certified foster parent had recently taken an adult college student boarder into the home. Prior to doing so, she had not notified the FFA and had not submitted finger print clearances timely. Verification of clearances were provided to OHCMD at the conclusion of the review.

Recommendation:

The Village Family Services FFA management shall ensure:

1. All certified foster parents are informed of requirements for adults residing in and frequenting the home, and FFA staff are notified in a timely manner of all adults frequenting or residing in a certified foster home and fingerprint clearances are obtained timely with documentation maintained in the certified foster parent's file.

FACILITY AND ENVIRONMENT

Based on our review of six certified foster parent files and/or documentation from the provider, the Village Family Services FFA fully complied with six of the eight elements reviewed in the area of Facility and Environment. One certified foster home did not have a safety gate on the stairway in the home where an eight-month-old child was placed. During the home visit, the foster parent verified that she had a gate but it was not being used at the time as a safety measure as she had not had a baby placed in

her home in some time and the baby is watched closely and is constantly supervised by an adult. During the exit meeting, the Village Family Services FFA staff provided verification that the safety gates had been installed in the home. While interviewing two verbal children in the same certified home, we were informed that the foster parents had not reviewed the disaster plan with them for their second story bedroom. This was brought to the attention of the certified foster parent who verified she had an escape ladder, under her bed, for the second story emergency plan which was reviewed at that time with the OHCMD monitor and the children in the home.

Recommendations:

The Village Family Services FFA management shall ensure that:

2. Common Quarters are safe and well maintained. That all certified foster homes, with placed children under two years of age, have the required gates secured on the stairs for safety measures and that certified foster parents are notified of the requirements, that the FFA social worker routinely monitor the home for ongoing compliance and that documentation is maintained in the files.

3. The FFA staff ensures certified foster parents routinely review emergency plans with all age-appropriate children upon placement in the home, routinely monitor the homes for ongoing compliance and maintain documentation in the files.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of 15 children's files and/or documentation from the provider, the Village Family Services FFA fully complied with eight of the 11 elements in the area of Maintenance of Required Documentation and Service Delivery.

One foster youth's initial NSP was not comprehensive. More specifically, neither the child nor the Children Social Worker (CSW) signed the initial NSP.

Recommendations:

The Village Family Services FFA shall ensure that:

4. The placed children's CSWs participate in the development of the initial NSPs and documentation is maintained in the children's files.

5. All age-appropriate children participate in the development of the initial NSPs and documentation is maintained in the children's files.

7. Comprehensive initial NSPs are developed with age-appropriate placed children and documentation is maintained in the children's files.

HEALTH AND MEDICAL NEEDS

Based on our review of 15 children's files and/or documentation from the provider, the Village Family Services FFA fully complied with five of six elements reviewed in the area of Health and Medical Needs.

We noted that one child's initial dental examination was not timely. More specifically, one child had her initial dental examination five months late.

Recommendation:

The Village Family Services FFA shall ensure:

7. Children's initial dental examinations are timely and the children's files are routinely monitored for compliance and documentation.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S CONTRACT COMPLIANCE REPORT

The A-C's last compliance review of the Village Family Services FFA was completed in July 2010 and the final report was posted on June 20, 2011.

Objective

Determine the status of the recommendations reported in the prior monitoring review.

Verification

The A-C completed a contract review of the Village Family Services FFA in July 2010 and posted the report in June 2011. OHCMD conducted a Performance Measure review in October 2010 and a follow-up review in October 2011 to verify whether the outstanding recommendations were implemented.

Results

The prior monitoring report contained ten outstanding recommendations. Specifically, two homes did not adequately secure detergents, one home had more than two placements without an over-two assessment in the file, one foster parent did not have an FBI clearance, two foster parents did not complete the required 15 hours of annual training, three foster parents did not have the required pre-certification health screening and TB test, seven NSP's did not have specific and time limited goals, one child did not have a current court authorization for psychotropic medication on file, one file did not have a timely SIR and one Agency supervising social worker and two Agency social workers did not have the required education and work experience.

During the follow-up review in October 2011, OHCMD noted all recommendations were fully implemented.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

the village
family services

January 4, 2012

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

ATTN: Cori Shaffer
Re: Annual Monitoring Review

Dear Mrs. Shaffer,

This letter is in response to the foster family agency Annual Monitoring Review conducted in November of 2011.

Findings:

- Safety gates in the upstairs and downstairs were installed in the home of Leticia Sanchez. Photographs were provided to OHCMD on 11/18/11.
- Agency obtained criminal clearances for the additional adult tenant residing in the Manzanares home. Criminal clearances were provided to OHCMD on 11/18/11 and on 11/23/11 during the exit review.

One initial NSP was not signed by age appropriate children and certified foster parent:

- The agency's Quality Assurance Department will initiate an internal 30 day review for each active client that will include completion of NSP and inclusion of client's signature when age appropriate and certified foster parent.

One initial dental exam was not timely.

- The agency's Quality Assurance Department will initiate an internal 30 day review for each active client that will include timely completion of dental examinations when age appropriate.

One certified foster parent did not conduct a disaster drill at least every 6 months.

- FFA Supervisor will ensure that Foster Care Social Worker conducts disaster drills at least every 6 months in all certified homes, including those homes that have placed themselves on a voluntary hold. Disaster drills will be documented in the House Inspection check list and will require approval of FFA supervisor.

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

Sincerely,

David Danwing,
Director of Foster Care, Adoptions and ITFC Services

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