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June 27, 2012

To: Supervisor Zev Yaroslavsky, Chairman
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From: Philip L. Browning
Director

MCKINLEY CHILDREN'S CENTER FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a review of McKinley Children's Center Foster Family Agency (McKinley) in October 2011, at which time the agency had 139 DCFS placed children in 65 homes.

McKinley is located in the Fifth Supervisorial District and provides services to Los Angeles County DCFS foster youth. According to McKinley's program statement, its stated goal is "helping children and youth gain the skills, knowledge, and self-esteem essential to personal maturity and return to successfully functioning families." McKinley is licensed to serve children ranging from birth through 17. The placed children's overall average length of placement was 15 months, and the average age was 10.

For the purpose of this review, 12 children were selected for the review. Seven children were interviewed, as the others were either too young or not available for interview due to a prior commitment. All 12 sampled children's case files, along with four certified foster parents' files; four discharged children's files and five staff files were reviewed for compliance with the Title 22 Regulations and County contract requirements.

Ten placed children were prescribed psychotropic medication. We reviewed their case files to assess timeliness of Psychotropic Medication Authorizations (PMAs), and to confirm that documentation of psychiatric monitoring was maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess McKinley's compliance with the County contract and State regulations. The visit included a review of the agency's program statement, administrative internal policies and procedures, 12 placed children's case files, four certified foster parents' files and five personnel files. Face-to face visits and interviews were conducted with four certified foster parents to assess the quality of care and supervision provided to the children and we conducted interviews with seven DCFS placed children to assess the care and services they were receiving.

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

SUMMARY

During our review, interviewed children reported feeling safe, having been provided with good care and appropriate services, being comfortable in their environment and treated with respect and dignity.

The deficiencies noted during the monitoring review were related to the Needs and Services Plans (NSPs) not being comprehensive. Additionally, one child was not encouraged and/or assisted in maintaining a life book/photo album.

Based on our review, the aforementioned deficiencies revealed the need for more thorough documentation. Additionally, routine monitoring of the files by supervisory staff would appear to eliminate the documentation issues identified. Overall, McKinley was providing good care and services to placed children and support to the certified foster parents, which is evident in the relationships formed with the children, agency staff, and certified foster parents.

In conclusion, McKinley was receptive to implementing some systemic changes to improve their compliance with Regulations and the County contract. The Administrator agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the 12 foster children's files reviewed, none of the NSPs were comprehensive and needed improvement as goals were not child specific, measureable, or time-

framed. At the exit conference, the agency requested the monitor conduct NSP training on February 16, 2012, at the agency's San Dimas location. As McKinley did not attend the January 2012 NSP training conducted by OHCMD and the OHCMD monitor conducted training of McKinley staff in February 2012.

- The NSPs for five of 12 children's files did not document the DCFS Children's Social Workers' (CSWs) monthly contacts. The agency representatives stated that while DCFS CSW contacts may not have been documented in the NSPs, the agency social workers do document the contacts in the child's file.

- Of the seven children interviewed, one child was not encouraged and/or assisted in creating and updating their life book/photo album. The agency representatives stated that they have purchased life books/photo albums, and will distribute them to the children between 15 to 30 days of placement.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held on January 31, 2012.

In attendance:

Julissa Castillo, Executive Director of McKinley Children's Center FFA, Maria Perez, Regional Administrator, and Sharon Koga, Monitor, DCFS, OHCMD.

Highlights:

The Executive Director, Julissa Castillo's main concern regarding the findings was that, while the agency is willing to comply with the recommendations of the review, this becomes difficult as recommendations/instructions for the same/similar findings are different with different auditors/monitors. OHCMD monitors attended the OHCMD's January 2012 NSP training to ensure all monitors were "on the same" track when reviewing NSPs. In response to the NSP findings, Ms. Castillo requested that the monitor conduct training on NSPs with emphasis on goals. Training occurred on February 16, 2012, at the agency's San Dimas location. In response to the finding regarding the lifebook/photo album, Ms. Castillo indicated that the agency has purchased lifebooks, one for ages 0–5, and another for older children. These lifebooks will be given to the child within 15 to 30 days of placement. She stated that she would ensure issues with the NSPs and lifebook/photo album are corrected and the findings would be addressed in the Corrective Action Plan (CAP).

McKinley submitted an approved written CAP and addressed each recommendation noted in this compliance report. The approved CAP is attached.

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:sk

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Julissa Castillo, Executive Director, McKinley Children's Center FFA
Jean Chen, Regional Manager, Community Care Licensing

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

504 W. Baseline Rd., Suite A
Glendora, CA 91740
License Number: 197805148

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

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

MCKINLEY CHILDREN'S CENTER FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW

504 W. Baseline Rd., Suite A
Glendora, CA 91740
License Number: 197805148

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

CONTRACTUAL COMPLIANCE

Based on the results of the compliance review, McKinley was in full compliance with nine of 11 sections of our contract compliance review: Licensure/Contract Requirements; Certified Foster Homes; Facility and Environment; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records. The following report details the results of our review.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICES DELIVERY

Based on our review of 12 children case files and/or documentation from the provider, McKinley Children's Center FFA was in full compliance with eight of 11 elements reviewed in the area of Maintenance of Required Documentation and Services Delivery.

We noted NSPs were not comprehensive, specifically as related to goals not being child specific, measurable, and time-framed. Also, NSPs did not document DCFS CSW monthly contacts. The agency representatives indicated that while DCFS CSW contacts may not have been documented in the NSPs, agency social workers do document the contacts in the child's file.

Recommendations:

McKinley's management shall ensure that:

1. Initial NSPs are comprehensive, including child specific, measurable, and time-framed goals.

2. Monthly contacts with CSWs are documented on the NSPs.

3. Updated NSPs are comprehensive, including child specific, measurable, and time-framed goals.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

Based on our review of 12 children's files and/or documentation from the provider, McKinley fully complied with seven of eight elements reviewed in the area of Personal Needs/Survival and Economic Well-being.

We noted one child was not encouraged and/or assisted with maintaining a Life Book/photo album. The agency representatives stated they have purchased life books/photo albums, and will distribute them to the children between 15 to 30 days of placement.

Recommendation:

McKinley's management shall ensure that:

4. All children are encouraged and/or assisted with maintaining a life book/photo album.

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

Objective

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

Verification

We verified whether the outstanding recommendations from the last A-C's contract review report issued May 17, 2011, were implemented.

Results

The A-C's prior monitoring report contained eight outstanding recommendations. Specifically, McKinley was to ensure staff adequately monitor foster homes to ensure compliance with the County contract and CDSS Title 22 Regulations; that homes were well maintained in accordance with the County contract and CDSS Title 22 Regulations; that foster parents completed the required number of annual continuing education training hours; and that NSPs were completed timely. Further, McKinley Children's Center FFA was to ensure that children were visited weekly during the first three months of placement, and that the visits are documented; that termination reports have all the required information; and that children taking psychotropic medication had current court authorizations for their medications and were seen monthly by the prescribing physician. Based on our follow-up of these recommendations, McKinley fully implemented all of the outstanding recommendations from the A-C's contract compliance report of May 17, 2011.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of McKinley was posted by the A-C on April 10, 2009.

The review identified $10,483 in unallowable costs and $52,992 in unsupported/inadequately supported costs. The A-C recommended that DCFS resolve the questioned costs and collect any disallowed amounts.

Per Fiscal Monitoring and Special Payments Section, the A-C did a re-examination of the documentation, and McKinley was cleared of any disallowed amounts.

McKINLEY CHILDREN'S CENTER

February 29, 2012

[redacted], Monitor
DCFS Out of Home Care Management Division
9320 Telstar Avenue
El Monte, Ca 91731

Dear Ms. [redacted]

Enclosed please find the documentation in response to the Evaluation Review Results Report 2011.

Corrective Plan for Evaluation Review Results 2011

1) **McKinley Children's Center Foster Family and Adoption agency provides life books to all dependents placed after 30 days. Our clients may not know them as "life books" but we can assure you we encourage the process of documenting a pictorial chronological story of their life. Developmentally Age Appropriate Life books have been ordered through Title 1 as well to augment our supply.**
2) **Concerns were raised in regards to the completion and quality of our Needs and Services Plans for which we received formal training and guidance from our DCFS Monitor. Our staff has been provided additional support in regards to identifying specific needs of the clients and the specific identifiable goals, along with steps and implementation process and tracking of progress.**
3) **Contacts with County Social Workers will be better documented with specific dates of contacts and reasons for contact.**

Sincerely,

Julissa Castillo
Executive Director

Chief Executive Officer
Al Mason

Accredited By:

Accrediting Commission for Schools
[redacted]

Member Agency:

- California Alliance of Child and Family Services
- Association of Children's Service Agencies
- Child Welfare League of America
- United Way