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DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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July 24, 2012

To: Supervisor Zev Yaroslavsky, Chairman
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Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

BIENVENIDOS FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Out-of-Home Management Division (OHCMD) conducted a review of the Bienvenidos Foster Family Agency (FFA) in April 2011, at which time the Agency had a total of 224 DCFS placed children in 72 homes. The placed children's average length of placement was 13 months, and the average age was nine.

The Bienvenidos FFA has three offices, one located in the First Supervisorial District, one located in the Fifth Supervisorial District and one located in San Bernardino County. All offices provide services to the Los Angeles County Department of Children and Family Services (DCFS) foster youth. According to the Bienvenidos FFA program statement, its stated mission is "to provide short-term emergency and longer 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." Bienvenidos FFA is licensed to serve children ranging from birth through 18.

For purposes of this review, 12 children's files were reviewed, along with five discharged children's files. Eleven children were interviewed in four certified foster homes, as one child was too young to be interviewed. Four certified foster parent files, five discharge files and five staff files were reviewed for compliance with Title 22 regulations and the contract requirements.

Six placed children were on psychotropic medication. We reviewed their files to assess the timeliness of psychotropic medication authorizations, and confirmed documentation of psychiatric monitoring was maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess Bienvenidos FFA's compliance with the contract and State regulations. The visit included a review of the Agency's program statement, internal administrative policies and procedures, 12 placed children's case files, six psychotropic files, four certified foster parents' files, five discharge 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. Interviews were conducted with 11 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

The Bienvenidos FFA was providing good care and services to the children and support to the certified foster parents as outlined in its program statement and as evident in the relationships formed. Children reported being treated with respect and dignity and felt safe in their environment.

The deficiencies noted during the monitoring review were related to the Needs and Services Plans (NSPs). Additionally, two children were not encouraged and/or assisted in maintaining a Life Book/Photo Album.

Based on our review, the deficiencies revealed a need for more thorough documentation and increased oversight to include routine monitoring of the files by supervisory staff to decrease or eliminate documentation issues found in the files.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the 12 foster children's files reviewed, documentation showed children were making progress toward their goals. However, the NSPs had goals were general, not measureable, and not time-framed. The Agency requested training from the OHCMD monitor to provide clarification to their social workers.

- Of the 12 foster children's files reviewed, one NSP did not document the DCFS Children's Social Worker's (CSW) monthly contacts. The Agency requested clarification as to adequate documentation and was informed that the documentation should include the dates of contact and a summary of the discussions for the relevant period.

- Of the 11 children interviewed, two were not encouraged and/or assisted in creating and updating their life book/photo album. Although Bienvenidos disagreed with this finding, they agreed to train their social workers to assist the foster parents in creating photo albums with the children in their homes.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held May 17, 2011.

In attendance:

Karina Souquette, Program Director, Lidia Loza-Garcia, Quality Assurance Manager, Bienvenidos FFA; and Sharon Koga, Monitor, DCFS, OHCMD.

Highlights:

The Program Director, Karina Souquette, was in agreement with our findings and recommendations regarding the NSPs, but was not in agreement with our finding and recommendation regarding children being encouraged and/or assisted in creating and updating their life book/photo album. The OHCMD monitor agreed to provide training for the FFA regarding the NSPs. The Agency Program Director agreed for the Agency to provide training to their social workers on how to coach the foster parents to encourage and assist children in creating a personalized Life Book/Photo Album. The Agency will ensure that the issues with the NSPs are corrected and all the findings would be addressed in the Corrective Action Plan (CAP).

Bienvenidos FFA submitted an approved CAP, which addressed each recommendation noted in this compliance report. The NSP training was conducted by the DCFS OHCMD monitor on June 30, 2011. Additional NSP training was provided by OHCMD to all providers in January 2012, and Bienvenidos FFA representatives attended. The approved CAP is attached.

We will assess for full implementation of the recommendations 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:sk

Attachments

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

BIENVENIDOS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

9828 Central Avenue
Montclair, CA 91763
License #: 366408173

421 S. Glendora Avenue
West Covina, CA 91790
License #: 197805959

255 N. San Gabriel Avenue
Pasadena, CA 91107
License #: 197805967

	Contract Compliance Monitoring Review	**Findings: April 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 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. 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/Photo Album	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** (15 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)

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CONTRACT COMPLIANCE MONITORING REVIEW

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

CONTRACTUAL COMPLIANCE

Based on the results of the compliance review, Bienvenidos Foster Family Agency (FFA) was in substantial compliance with providing the services outlined in its program statement. The files for 12 children currently placed; five discharge children; four certified foster parents; five staff; and/or documentation from the provider were reviewed. The Bienvenidos FFA was in full compliance with nine of the 11 sections of our Contract 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, Bienvenidos FFA was in full compliance with eight of the 11 elements reviewed in the area of Maintenance of Required Documentation and Services Delivery.

We noted that children participated in the development of the Needs and Services Plans (NSPs), and the NSP's were implemented and discussed with the certified foster parents. While documentation showed children were making progress toward their goals, NSPs were not comprehensive as the goals were general, not measurable, and not time-framed. One NSP did not document the monthly contacts by DCFS Children's Social Workers (CSW).

Recommendations:

Bienvenidos FFA's management shall ensure that:

1. DCFS CSWs monthly contacts are documented in the NSPs.

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

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

Based on our review of twelve children's files and/or documentation from the provider, Bienvenidos FFA fully complied with seven of the eight elements reviewed in the area of Personal Needs/Survival and Economic Well-being. We noted two children were not encouraged and/or assisted with maintaining a Life Book/photo album. Bienvenidos FFA did not agree with this finding but agreed to re-train their certified foster parents.

Recommendation:

Bienvenidos FFA's management shall ensure:

3. 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 monitoring review.

Verification

We verified whether the outstanding recommendations from the last A-C's contract review report issued on May 25, 2011 were implemented.

Results

The A-C's prior monitoring report contained seven outstanding findings. Specifically, Bienvenidos FFA was to ensure that staff adequately monitors foster homes to ensure they complied with the County contract and CDSS Title 22 regulations; that foster parents adequately secured knives and other items that could pose a potential safety hazard to children; that foster home assessments were completed for homes where more than two children are placed. Further, Bienvenidos FFA was to ensure that children taking psychotropic medication had a current court authorization for their medication and were seen monthly by the prescribing physician; that NSPs and case files had all the information required; that NSPs were prepared within the required timeframes, approved by the DCFS CSW, and had goals that were specific, measureable and time-limited; and that Quarterly reports and Termination reports were submitted timely with all required information.

Based on our follow-up of these recommendations, Bienvenidos FFA fully implemented six of the seven recommendations. The recommendation not fully implemented was in

regards to NSPs having goals that are specific, measurable, and time-limited. Further corrective action was requested as is recommended in this report.

Recommendation:

Bienvenidos FFA's management shall ensure that:

4. Full implemention of the outstanding recommendation from the A-C's May 25, 2011 contract review, which is also noted as recommendation two in this report.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

The A-C conducted a fiscal review of the Bienvenidos FFA for the fiscal year July 1, 2008 to June 30, 2009. The fiscal report dated December 17, 2010 identified $3,831 in unallowable costs and $1,633 in unsupported/inadequately supported costs. The Agency provided a Fiscal Corrective Action Plan, which is monitored by the DCFS Fiscal Monitoring Section.

June 17, 2011

Sharon Koga

9320 Telestar Ave.

El Monte, Ca 91731

Dear Ms. Koga:

This letter is the corrective action plan for our audit dated April 5, 2011. We had two deficiencies: treatment plans and life books/photo albums.

On June 30, 2011, we will have an all staff training. This will be a re-training for the foster care social workers. The training will be conducted by Ms. Sharon Koga. The foster care social workers will also be trained on working with the foster parents to create photo albums with the children in their homes.

If you have any questions please feel free to call me (909) 267-1116 or e-mail me.

Thank you,

K. Souquette

Karina Souquette

Director of Foster Care