County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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July 19, 2012

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

From: Philip L. Browning
Director

KOINONIA FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Out-of-Home Care Management Division (OHCMD) conducted a review of Koinonia Foster Family Agency (FFA) in September 2011, at which time the agency had 116 DCFS placed children in 60 homes.

Koinonia FFA has two offices located in the Second and Fifth Supervisorial Districts and one in Orange County. All offices provide services to Los Angeles County DCFS foster youth. According to Koinonia FFA's program statement, its goal is "to provide a warm, compassionate and stable home environment, where quality relationships are established and children receive help in resolving their problems." Koinonia FFA is licensed to serve children ages 0 through 17.

For the purpose of this review, 12 children were selected for the review. All 12 sampled children's case files were reviewed. However, only three children were interviewed as the other children were too young. The placed children's overall average length of placement was 12 months and the average age was five. Four certified foster parents' files were reviewed; four discharged children's files were reviewed; and five staff files were reviewed for compliance with the Title 22 Regulations and County contract requirements.

Seven 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 Koinonia FFA'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, 4 foster parents' files and 5 personnel files. Four certified foster homes were visited and the foster parents were interviewed to assess the quality of care and supervision provided to children and we conducted interviews with three 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 the review, interviewed children reported feeling safe, being 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 in the area of not contacting OHCMD regarding historical information on prospective certified foster parents; not having documentation of timely TB tests for other adults living in the certified foster home; and not conducting disaster drills every six months and/or at a new placement. Additionally, Needs and Services Plans (NSPs) were not timely, comprehensive and the agency did not include age-appropriate children in the development of NSPs. Finally, the monthly clothing allowance was not in compliance with the $50 per month standard, as stated in the agency's program statement. Since that time Koinonia has amended its program states to $35.00 a month for clothing allowance.

Based on our review, the aforementioned deficiencies revealed the need for more thorough documentation. Additionally, routine monitoring of files by supervisory staff would appear to eliminate the documentation issues identified. In conclusion, Koinonia FFA was receptive to implementing some systematic changes to improve their compliance with regulations and the contract terms. 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 four certified foster parents' files reviewed, one did not have documentation of the agency contacting OHCMD regarding historical information on the prospective certified foster parent; and another foster parent's file did not have documentation of a timely TB test for an additional adult in the home. The FFA Administrator stated that not all of the

agency's offices were processing clearances. However, a form has been implemented and will be used by all offices. The Administrator stated that Koinonia does follow Title 22 requirements and will have all adults residing in the foster home to be TB tested.

- Of the four certified foster parents' files reviewed, one file did not have documentation of conducting disaster drills every six months. The Administrator stated that he would ensure fire drills are conducted every six months.

- Of the 12 children's files reviewed, one did not include the child in the development of the NSP goals (including no child signature on the NSPs). The agency representatives stated that they would ensure that age-appropriate children participate in the development of the NSPs and sign the NSPs.

- Of the 12 children's files reviewed, three had NSPs that were not timely and none of the NSPs were comprehensive. Goals were not child specific, measurable or time-framed. The agency representative stated that they would ensure NSPs are timely, and include goals that are child specific, measurable, and time-framed. The OHCMD Monitor provided NSP training on September 14, 2011, at the Carson Office. Also, Koinonia FFA representatives attended the NSP training conducted by OHCMD in January 2012.

- Of the four certified foster parents interviewed, all stated that the monthly clothing allowance was $35.00. This monthly clothing allowance was not meeting the $50 per month standard as stated in the agency's program statement. The Administrator acknowledged the discrepancy and stated he would discuss it with management to ensure compliance.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held February 9, 2012.

In attendance:

Dave Wesson, Associate Executive Director (Southern California Region), Tiffany Sickler, District Administrator (Carson Office), Brianna Evans, Supervisor (Carson Office), Amy Sarmiento, District Administrator (Anaheim Office), Shelley Rasmussen, District Administrator (Palmdale Office), Mandy Long, Supervisor (Palmdale Office) of Koinonia FFA; and Sharon Koga, Monitor, DCFS, OHCMD.

Highlights:

Dave Wesson, Associate Executive Director was in agreement with our findings and recommendations. He indicated that the agency would submit a CAP addressing all of the noted deficiencies.

The agency voiced concern regarding problems in obtaining Medi-Cal and HUB appointments in a timely manner in order to comply with the required timeframes for initial medical and dental examinations. In particular, the Palmdale Office has problems with HUB appointments not meeting the timeframes, and/or being cancelled and rescheduled several times. The agency had supporting documentation.

Koinonia 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, please call me or your staff may contact Aldo Marin, Board Relations Manager at (213) 351-5530.

PLB:RS:KR
EAH:NF:sk

Attachments

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

KOINONIA FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

550 Carson Plaza Dr., #200
Carson, CA 90746
License Number: 197805272

5150 E. La Palma Ave., #205
Anaheim, CA 92807
License Number: 306099603

38345 30th St. East, #A-1
Palmdale, CA 93550
License Number: 197602463

	Contract Compliance Monitoring Review	Findings: September 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	1. Full Compliance 2. Needs Improvement 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. Full Compliance 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. Full Compliance 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. Needs Improvement 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 Child'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. Ongoing 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. Needs Improvement 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance
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)

KOINONIA FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW

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Palmdale, CA 93550
License Number: 197602463

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

CONTRACTUAL COMPLIANCE

Based on our review, Koinonia FFA was in full compliance with seven of 11 sections of our contract compliance review: Licensure/Contract Requirements; 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:

CERTIFIED FOSTER HOMES

Based on our review of four certified foster parents' case files and/or documentation from the provider, Koinonia FFA fully complied with 11 of 13 elements reviewed in the area of Certified Foster Homes.

We noted that the FFA was not in compliance with contacting OHCMD for historical information pertaining to prospective certified foster parents and other adults living in the certified foster home did not have documentation of a timely TB test. Mr. Wesson stated that not all offices were processing clearances. The agency has developed a form for foster parent clearances, which all offices will use. The agency stated, it does follow Title 22 requirements and will have all adults residing in the foster home to be TB tested.

Recommendations:

Koinonia FFA's management shall ensure that:

1. OHCMD is contacted for historical information regarding prospective certified foster parents prior to certification.

2. All adults living in the foster home have documentation of a timely TB test.

FACILITY AND ENVIRONMENT

Based on our review of 12 children's files and/or documentation from the provider, Koinonia FFA fully complied with seven of eight elements reviewed in the area of Facility and Environment.

We noted that the FFA was not conducting disaster drills every six months. Agency staff responded that they will ensure that disaster drills are conducted every six months and maintain documentation they were done.

Recommendation:

Koinonia FFA's management shall ensure that:

3. Disaster drills are conducted every six months and that documentation is maintained.

MAINTENANCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

Based on our review of 12 children's case files and/or documentation from the provider, Koinonia FFA fully complied with seven of 11 elements reviewed in the area of Maintenance of Required Documentation and Service Delivery.

We noted that the FFA needed age-appropriate children's participation in the development of NSPs that updated NSPs were not timely and none of the NSPs were comprehensive. Mr. Wesson acknowledged that some of the goals were generic, and staff would work to make the goals specific, measurable, and time-framed. Staff would also discuss the NSP with age-appropriate children and obtain their signature, and ensure that NSPs are done timely. The OHCMD monitor provided NSP training on September 14, 2011, at the Carson Office. Also, Koinonia FFA representatives attended the NSP training conducted by OHCMD in January 2012.

Recommendations:

Koinonia FFA's management shall ensure that:

4. That age-appropriate children participate in the development of the NSP.

5. Initial NSPs are comprehensive, including goals that are specific, measurable, and time-framed.

6. Updated NSPs are submitted timely.

7. Updated NSPs are comprehensive, including goals that are specific, measurable, and time-framed.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

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

We noted that the clothing allowance did not meet the $50 per month amount in accordance with the agency's program statement. Mr. Wesson acknowledged the discrepancy between the program statement and the instructions given to the certified foster parents. He will further discuss this matter with management to ensure compliance.

Recommendation:

Koinonia FFA's management shall ensure that:

8. Children's monthly clothing allowance is $50 per month as stated in the agency's program statement.

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

The Auditor-Controller's (A-C) last compliance review was issued on June 20, 2011

Objective

Determine the status of the recommendations reported in the prior A-C's monitoring review.

Verification

We verified whether the outstanding recommendations from the A-C's last compliance review dated June 20, 2011 were implemented.

Results

The prior compliance report contained 19 outstanding recommendations. Koinonia FFA's management was to ensure that: foster homes were in compliance with Title 22 Regulations and the County contract; detergents were adequately secured; two-story homes have a means of escape in an emergency and are practicing emergency procedures with the children; thermometer included in the first aid kits; pools and other bodies of water were secure; children's weekly allowance were documented on an allowance log; foster parent files had current driver's licenses and required criminal clearances; foster parent disabilities were addressed in the foster parent's pre-certification health evaluation; assessments were completed for homes where more than two children were placed; NSPs were approved and received by the DCFS social workers; foster parents were offered the opportunity to participate in developing the NSPs; NSPs included measurable, specific goals for each child; DCFS social workers were updated monthly regarding the children's progress; children and the

DCFS social workers received a comprehensive overview of the agency's policies and procedures; children were visited by the agency social workers weekly during their first three months of placement and twice a month thereafter; children's case files had a clothing inventory to document that the children have adequate clothing; children's dental examinations were conducted timely; employee files contained all criminal and CACI clearances; and all social workers had current driver's licenses on file. Koinonia FFA implemented 18 of the 19 recommendations. Koinonia FFA did not fully implement the recommendation regarding NSPs. Further corrective action was requested to address these findings.

Recommendation:

Koinonia FFA management shall ensure that:

9. They fully implement the outstanding recommendation from the A-C's June 20, 2011 compliance report, which is also noted as Recommendations 5 and 7 in this report.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Koinonia FFA has not been posted by the A-C.

KOINONIA
FAMILY SERVICES
Bringing Hope To a New Generation

March 9, 2012

To: Sharon Koga, Monitor for Out of Home Care Monitoring Division

Subject: Koinonia Family Agency Monitoring Review Corrective Action Plan (CAP)

Dear Sharon:

The following letter is being written to address the findings listed in the foster family agency monitoring review. The responses to your recommendations have now been implemented.

Koinonia's response to the findings as outlined in the Foster Family Agency Monitoring Review Field Exit Summary:

1. **II. Certified Foster Homes:** #8 Does the foster parent case record include evidence with references, including check with OHCMD for historical information.
   Koinonia's Response: Koinonia has complied with the request to submit the names and addresses to OHCMD. OHCMD has not had a consistent method of submittal and response to its procedures to process such information. Our previous monitor instructed us that she would contact us if there were any problems with the family. Koinonia now has developed a new tool to use with our current monitor to assure compliance with this request.

   II Certified Foster Homes: #18 Do additional adults who reside in the home (adult children of foster parents, other family members) and baby-sitters, have all the necessary information in the certified foster parent's file? (i.e. criminal clearance, valid driver's license, auto insurance, etc.)
   Koinonia's Response: This home has been certified since 1991 and the volume of paperwork has not produced the necessary TB Test required. Koinonia does follow the Title 22 requirements and will continue have all adults residing in our facilities to be TB tested.

3. **III Facility and Environment:** #26 Has the certified foster parent conducted disaster drills at least every 6 months and maintained completed disaster drill logs.
Koinonia's Response: Koinonia has added disaster drills to our Home Safety Review (HSR) and our Master Charts for parents to comply with.

4. **IV Maintenance of Required Documentation and Service Delivery:** #29 Do age-appropriate children participate in the development of the NSP?
Koinonia's Response: A training of all our staff took place on September 14, 2011 with our monitor Sharon Koga in the developing and maintaining of the NSP.

5. **IV Maintenance of Required Documentation and Service Delivery:** #33 Did the treatment team develop timely initial Needs and Services Plans (NSP) with the client?
Koinonia's Response: A training of all our staff took place on September 14, 2011 with our monitor Sharon Koga in the developing and maintaining of the NSP.

6. **IV Maintenance of Required Documentation and Service Delivery:** #37 Did the treatment team develop timely updated Needs and Services Plans (NSP) with the child?
Koinonia's Response: A training of all our staff took place on September 14, 2011 with our monitor Sharon Koga in the developing and maintaining of the NSP.

7. **IV Maintenance of Required Documentation and Service Delivery:** Did the treatment team develop comprehensive updated Need and Services Plans (NSP) with the child?
Koinonia's Response: A training of all our staff took place on September 14, 2011 with our monitor Sharon Koga in the developing and maintaining of the NSP.

8. **IX Personal Needs/Survival and Economic Well Being:** Is clothing allowance amount provided in accordance with the agency's program statement?
Koinonia's Response: When the budget cuts took place on the FFA programs, Koinonia was force to make modifications with its distributions of monies. We were unaware of how that affected the program statement. The clothing allowances were one of them. Koinonia will reinstate the contribution of the clothing allowance to $50 as stated in our program statement.

Again, thank you for taking the time to come out and evaluate our current program. Your audit had provided us with valuable feedback. Please call me if you have any additional questions or suggestions.

Sincerely,

Dave Wesson, MA
Associate Executive Director, Southern California Region