



PHILIP L. BROWING
Director

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, CA 90020

August 10, 2012

Board of Supervisors
GLORIA MOLINA
First District
MARK RIDLEY-THOMAS
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

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

From: Philip L. Browning
Director

TRINITY YOUTH SERVICES 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 Trinity Youth Services Foster Family Agency (FFA) in September 2011, at which time the agency had 103 DCFS placed children in 100 homes. The placed children's overall average length of placement was seven months and the average age was eight years.

Trinity Youth Services FFA has offices located in the First and Second Supervisorial Districts and provides services to Los Angeles County DCFS' foster youth. According to Trinity Youth Services FFA program statement, its goal is "to provide children with an appropriate family match and give the families support and training to ensure that placements will be beneficial in meeting the children's needs. We then provide casework services and specific treatment to each child as specified in the treatment plan." Trinity Youth Services FFA is licensed to serve children ranging from birth through 17.

For the purpose of this review, 12 children were selected for the review. Of the 12, only two placed children were interviewed as four children had been replaced, two children's adoptions had been finalized, two children had football practice, and two children were preverbal and could not be interviewed. All 12 sampled children's case files were reviewed. Five certified foster parents' files were reviewed; five discharged children's

files were reviewed and three staff files were reviewed for compliance with Title 22 regulations and the contract requirements.

There were 13 placed children on psychotropic medication. Their files were reviewed to assess the timeliness of psychotropic medication authorizations and to confirm that documentation of psychiatric monitoring was maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess Trinity Youth Services FFA's compliance with the terms of their 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, five foster parent files, five discharged children's files, and three personnel files. Five certified foster homes were visited and the foster parents were interviewed. Two placed children were interviewed 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 two children interviewed indicated that 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 area of children having received late initial medical examinations and three children having received late initial dental examinations. Finally, one child did not have a coat. The child received a new coat.

Based on our review, the aforementioned deficiencies revealed the need for more thorough supervision of initial medical and dental examination due dates as well as a more thorough supervision of children's clothing inventories. Additionally, routine monitoring of the files and of the clothing inventory checklist by supervisory staff would appear to decrease or eliminate the identified issues.

In conclusion, Trinity Youth Services 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.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the 12 current children files reviewed, two children had late initial medical examinations. The Administrator stated that she would train staff on the initial medical and dental examination due dates. A one-hour training session was provided to the staff, focusing on how to problem solve when there are issues delaying these services.
- Of the 12 current children files reviewed, three children had late initial dental examinations. Again, the Administrator agreed to provide training and stated that she and her staff would make every effort to ensure that placed children receive timely initial dental examinations. The agency provided verification that training was provided to staff in January 2012.
- Of the 12 current children files reviewed, one child did not have a coat. The child could not find his coat and reported that he may have left it at school. The agency social workers agreed to verify and ensure that all children have a coat and will complete a Clothing Inventory assessment form for all children in care.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held December 6, 2011.

In attendance:

Julie Bruner, Director of Foster Care & Adoptions; of Trinity Youth Services FFA, Holly Brunton, Asst. Director of Foster Care & Adoptions, Christine Offenstein, Rancho Cucamonga Trinity Office Director, Shauwn-Katherine Robles, Lancaster/Victorville Trinity Office Director, and Elaine Lane, CSA I, Monitor, DCFS, OHCMD.

Highlights:

The Director of Foster Care and Adoptions stated she was in agreement with our findings and that the agency would make the corrections to improve its compliance with regulations and the contract.

The Director of Foster Care and Adoptions stated she will provide a one-hour training on how to problem solve when there are issues delaying medical and dental services. In regard to the child who did not have a coat, the Director of Foster Care and

Adoptions stated that this is unusual and it's unclear as to what happened to the child's coat. He may have lost it or left the coat at school. She stated the agency social workers would check to ensure that all children have a coat and each office will complete a Clothing Inventory/Winter Coat for all children in care.

Trinity Youth Services FFA submitted an approved written Corrective Action Plan (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:RRS:KR:
EAH:Nf:el

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
John Neiuber, Executive Director, Trinity Youth Services FFA
Jean Chen, Regional Manager, Community Care Licensing

**TRINITY YOUTH SERVICES FOSTER FAMILY AGENCY
MONITORING REVIEW SUMMARY**

**1501 West Cameron Avenue, Suite 240
West Covina, Ca 91790
License Number: 97803482**

	Contract Compliance Monitoring Review	Findings: September 2011
I	<p><u>Licensure/Contract Requirements</u> (6 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Certified Foster Homes</u> (13 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Facility and Environment</u> (8 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Maintenance of Required Documentation and Service Delivery</u> (11 Elements)</p> <ol style="list-style-type: none"> 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 	Full Compliance (ALL)
V	<p><u>Education and Workforce Readiness</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. Child Enroll in School Within Three Days 2. Child Attends 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 Program 	Full Compliance (ALL)
VI	<p><u>Health and Medical Needs</u> (6 Elements)</p> <ol style="list-style-type: none"> 1. Initial Medical Examinations Conducted 2. Initial Medical Examinations Timely 3. Follow-up Medical Examinations Timely 4. Initial Dental Examinations Conducted 5. Initial Dental Examination Timely 6. Follow-up Dental Examinations Timely 	<ol style="list-style-type: none"> 1. Full Compliance 2. Needs Improvement 3. Full Compliance 4. Full Compliance 5. Needs Improvement 6. Full Compliance

VII	<p><u>Psychotropic Medications</u> (2 Elements)</p> <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	Full Compliance (ALL)
VIII	<p><u>Personal Rights</u> (13 Elements)</p> <ol style="list-style-type: none"> 1. Children Informed of 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, Dental and Psychiatric Care 12. Children Participation in At-Home, School, Community Activities 13. Children Participation in Extra-Curricular Activities 	Full Compliance (ALL)
IX	<p><u>Personal Needs/Survival and Economic Well-being</u> (8 Elements)</p> <ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Full Compliance 2. Needs Improvement 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance
X	<p><u>Discharged Children</u> (3 Elements)</p> <ol style="list-style-type: none"> 1. Stabilization of Placement Prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Not Applicable

XI	<u>Personnel Records</u> <ol style="list-style-type: none">1. DOJ Timely Submitted2. FBI Timely Submitted (After January 1, 2008)3. CACIs Timely Submitted4. Signed Criminal Background Statement Timely5. Education/Experience Requirement6. Employee Health-Screening Timely7. Valid Driver's License8. Signed Copies of FFA Policies and Procedures9. Initial Training Documentation10. One-Hour Training of Child Abuse Reporting11. CPR Training Documentation12. First-Aid Training Documentation13. On-going Training Documentation14. Social Workers Appropriate Case Ratio	Full Compliance (ALL)

**TRINITY YOUTH SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW**

**1520 W. Cameron Ave. #151
West Covina, CA 91790
License Number: 197805193**

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 the results of the compliance review, Trinity Youth Services FFA was in full compliance with nine of 11 sections of our contract compliance review: Licensure/Contract Requirements; Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Psychotropic Medications; Personal Rights and Social Emotional Well-Being; Discharged Children; and Personnel Records. The following report details the results of our review.

HEALTH AND MEDICAL NEEDS

Based on our review of 12 children's case files and/or documentation from the provider, Trinity Youth Services FFA was in full compliance with four of the six elements reviewed in the area of the Health and Medical Needs.

We noted that two children had late initial medical examinations. Additionally, three children had late initial dental examinations. Trinity Youth Services FFA's Director of Foster Care & Adoptions stated that HUB services are not timely or adequate in the Lancaster/Palmdale area. It's difficult to get an appointment within the 30 days of placement requirement. The OHCMD monitor did not note documentation of the FFA's difficulty with scheduling an appointment via the HUB services process. Nonetheless, Trinity Youth Services will implement a training program for agency social workers on how to problem solve when there are issues of delayed medical and dental services.

Recommendations:

Trinity Youth Services FFA's management shall ensure that:

1. Children have timely initial medical examinations.
2. Children have timely initial dental examinations.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

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

We noted that one placed child did not have a coat. Although the child had an adequate amount of clothing and the clothing was of sufficient quality, he did not have a winter coat. The agency representative stated this is very unusual and it is unclear as to what happened to the child's coat. He may have lost it or left the coat at school. She stated the agency social workers will check to ensure that all children have a coat and each office will complete a Clothing Inventory/Winter Coat for all children in care.

Recommendation:

Trinity Youth Services FFA's management shall ensure that:

3. Each placed child has a coat.

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

Objective

Determine the status of the recommendations reported in the Auditor-Controller's (A-C) contract review report.

Verification

We verified whether the outstanding recommendations from the last A-C's contract review report, issued on September 15, 2009, were implemented.

Results

The prior monitoring report contained 17 outstanding recommendations. Specifically, Trinity Youth Services FFA was to ensure that staff adequately monitors foster homes to ensure they comply with County contract and CDSS Title 22 regulations; that foster parents adequately secured detergents, cleaning solutions and other items that could pose a safety hazard to children; that foster parents maintained an emergency plan and conducted and documented disaster drill with children upon placement and every six months thereafter; that foster homes had operable smoke detectors; and that placed children met the homes certification requirements. Also, Trinity Youth Services was to ensure that criminal clearances were conducted for all adults residing in the foster home; that foster home assessments were completed for homes where more than two children were placed; that foster parent files contained all required information; that children's initial medical and dental examinations were conducted within the required

timeframes; that Needs and Services Plans (NSPs) contained goals that are specific, measurable and time-limited and are approved by the CSW; and that quarterly reports were prepared timely and included Emancipation Preparation Contract for children 14-years and older. Further, Trinity Youth Services FFA was to ensure that Special Incident Reports were prepared when required; that Termination reports were prepared within the required timeframes; that children were visited weekly during the first three months of placement with at least two weekly visits occurring in the home; that DCFS Children's Social Workers were updated monthly regarding the children's progress; and finally, progress notes were maintained in sufficient detail to permit an evaluation of the services provided. Based on our follow-up of these recommendations, Trinity Youth Services FFA fully implemented 16 of 17 outstanding recommendations from the A-C's contract compliance report of September 15, 2009.

The recommendation that children's initial medical and dental examinations are conducted within the required timeframes was not fully implemented. However, Trinity Youth Services FFA addressed this deficiency in the attached approved CAP.

Recommendation:

Trinity Youth Services FFA's management shall ensure that:

4. They fully implement the one remaining A-C recommendation notes as Recommendations one and two in this compliance report.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR CONTROLLER

A fiscal review of the Trinity Youth Services FFA has not been posted by the A-C.



Foster Care

LANCASTER/PALMDALE

December 28, 2011

Elaine Lane, MA
Children's Services Administrator I
Dept. of Children & Family Services
Out of Home Care Management Division
9320 Telstar Ave. # 206
El Monte, Calif. 91731

Dear Ms. Lane,

DCFS started the annual audit of Trinity Foster Care (Trinity) on September 20, 2011. The period audited during this review was from November 2010 to September 2011. On December 6, 2011, Trinity received the FFA Monitoring Review Field Exit Summary. The agency was requested to complete a Corrective Action Plan (CAP) on the following: (1) What will the agency do to lower the number of substantiated allegations of abuse or neglect? (2) What will the agency do to ensure that all placed children receive timely dental and medical examinations? (3) What will the agency do to ensure that all placed children have a coat? The CAP is due by January 9, 2012.

1. What will the agency do to lower the number of substantiated allegations of abuse or neglect? The agency had two substantiated allegations of emotional abuse. These two allegations came from one incident at the Luna foster home out of the Rancho Office. These foster parents participated in county TDM meeting and to resolve the issue. The child in care remained in their home. Upon reflection of the incident the foster parents were dissatisfied with the results of DCFS investigation and they retained a lawyer to dispute DCFS' findings. Per the Luna's the two substained allegations were over turned. The agency is awaiting the paperwork to confirm and send on to DCFS.

In order to meet the CAP request, the agency will conduct two-hour training for all foster parents: Managing Behaviors. The course explores the motivations that underlie poor behavior, contrasts discipline with punishment, the use of rules to create a safe, predictable and consist home environment, how to problem solve with children, and how and when to use natural consequences.

U.S. Postal Service
CERTIFIED MAIL RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)
For delivery information visit our website at www.usps.com

7010 3090 0003 2957 2264

Postage	\$	Postmark Here 1/20/12
Certified Fee		
Return Receipt Fee (Endorsement Required)		
Restricted Delivery Fee (Endorsement Required)		
Total Postage & Fees	\$	

PG Form 3800, Aug

Sent To: Holly Brunton
Trinity Youth Services FFA
Street, Apt. No. or PO Box No. 1520 Cameron Ave., #151
City, State, ZIP+4 West Covina, CA 93534 *Cap*

2. What will the agency do to ensure that all placed children receive timely dental and medical examinations? The agency has three children out of the Lancaster Office who had late initial dental exams. One child out of the same office has a late initial medical exam.

Late Initial Dental Exams

Child	Date Placed	Date of Initial Dental Exam	Over Due Time Frame
1. [REDACTED]	8/22/08	10/30/08	1 month
2. [REDACTED]	4/4/08	6/2/08	1 month
3. [REDACTED]	4/4/08	6/2/08	1 month

Late Initial Medical Exam

Child	Date Placed	Date of Initial Medical Exam	Over Due Time Frame
1. [REDACTED]	4/4/08	7/16/08	2 months

The current FCSW was not employed when these oversights occurred three years ago (2008). The staff that had the cases is no longer working for the agency. In order to meet the CAP requirements, all FCSW staff will receive training on Child Initial Medical & Dental Exams. The one hour training will focus on how to problem solve when there are issues delaying these services.

3. What will the agency do to ensure that all placed children have a coat? One 14 year old male youth out of the Lancaster office could not find his coat when the auditor was at the foster home. It is unclear what happened to the coat. The child reported he may have left it at school, but it should have been replaced after a thorough search was completed. The FCSWs will check to ensure that all children have a coat and each office will complete a Clothing Inventory/Winter Coat for all children in care.

The training curriculum and coat verification form will be submitted with the CAP for your review. The Clothing Inventory/Winter Coat will be completed by January 29, 2011. The two trainings will be completed by March 9, 2012. Please contact me at (310) 350-8914 or at Jbruner@trinityys.org if there are any questions.

Sincerely,



Julie Bruner, MA
Director of Foster Care

Enclosures (3)