County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
Director

FESIA A. DEVENPORT
Chief Deputy Director

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

July 3, 2013

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

From: Philip L. Browning
Director

DAVID AND MARGARET 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 David and Margaret Foster Family Agency (the FFA) in November 2012. The FFA has one licensed office in the Fifth Supervisorial District, and provides services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, its mission is "In partnership with others, will provide therapeutic foster care services to children and families to protect, nurture and advocate on behalf of children and youth who have been abused and/or neglected and are removed from their families."

At the time of the review, the FFA supervised 39 DCFS placed children in 32 certified foster homes. The placed children's average length of placement was 16 months, and their average age was six.

SUMMARY

During OHCMD's review, the interviewed children generally reported: feeling safe at the FFA; having been provided with good care and appropriate services; being comfortable in their environment and treated with respect and dignity. The certified foster parents reported they were supported by the FFA staff in their efforts to provide care, supervision and service delivery to the children placed in their homes.

The FFA was in full compliance with nine of 11 sections of our program compliance review: Certified Foster Homes; Facility and Environment; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children and Personnel Records.

OHCMD noted deficiencies in the area of Licensure/Contract Requirement and Maintenance of Required Documentation and Service Delivery related to one physical plant deficiency and the failure of the FFA's social workers to develop initial Needs and Service Plans (NSPs) in a timely manner.

Of noteworthy mention, three of the four certified foster parents interviewed stated the FFA provided them with outstanding support and services. The length of certification for these three foster certified parents ranged from eight months to seven years with the FFA.

Attached are the details of our review.

REVIEW OF REPORT

On December 13, 2012, the DCFS OHCMD Monitor, Thomas Manning, held an Exit Conference with the FFA representative Deena Robertson, Foster Family Agency Program Manager. The FFA's representative: agreed with the review findings and recommendations; was receptive to implementing systemic changes to improve their compliance with regulatory standards; and agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this compliance report has been sent to the Auditor-Controller and Community Care Licensing.

The FFA provided the attached approved CAP addressing the recommendations noted in this compliance report.

OHCMD will confirm that these recommendations have been implemented during our next monitoring review.

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

PLB:EM:KR
RDS:NF:tm

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Charles Rich, Executive Director, David and Margaret FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

DAVID AND MARGARET FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2012-2013

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the November 2012 review.

The purpose of this review was to assess David and Margaret FFA's (the FFA) compliance with the County contract and State regulations and included a review of the FFA's program statement, as well as administrative internal policies and procedures. The monitoring review covered the following 11 areas:

- Licensure/Contract Requirements,
- Certified Foster Homes,
- Facility and Environment,
- Maintenance of Required Documentation and Service Delivery,
- Educational and Workforce Readiness,
- Health and Medical Needs,
- Psychotropic Medication,
- Personal Rights and Social Emotional Well-Being,
- Personal Needs/Survival and Economic Well-Being,
- Discharged Children, and
- Personnel Records.

For purposes of this review, six children were selected for the sample. Out-of-Home Care Management Division (OHCMD) interviewed five of six children. One child was not interviewed due to her age as she is non-verbal. However, the monitor observed and interacted with this child to assess her for appropriate milestones as well as her interaction with her certified foster parent. We reviewed six children's case files to assess the care and services they received. Additionally, five discharged children's files were also reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, two placed children were prescribed psychotropic medication. We reviewed their case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

OHCMD reviewed four certified foster parent files and five staff files were reviewed for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with four certified foster parents to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

OHCMD found the following two areas to be out of compliance.

Licensure/Contract Requirement

- One certified foster home visited was cited by Community Care Licensing for a physical plant deficiency. A smoke alarm detector was not working, a metal enclosure and a dog's bed were in the hallway leading to the certified foster mother's room, and one foster child's bedroom door had holes in it. This was immediately brought to the FFA's attention and subsequently corrected.

Recommendation

The FFA's management shall ensure that:

1. All certified foster homes are free of physical plant deficiencies.

Maintenance of Required Documentation and Service Delivery

- OHCMD noted that five initial Needs and Services Plans (NSPs) were not timely and were not signed by the DCFS Children's Social Worker (CSW). The FFA Administrator reported that she would ensure all Initial NSPs are timely and signed by the DCFS CSW.

Recommendation

The FFA's management shall ensure that:

2. All of their Foster Family Social Workers (FFSWs) are re-trained to begin preparing the Initial NSPs at the start of placement and complete them within the 30-day timeframe.

3. All of their FFSWs are re-trained to ensure that the Initial NSPs are signed by the DCFS CSW.

PRIOR YEAR FOLLOW-UP FROM DCFS OHCMD's FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

OHCMD's last compliance report dated August 2011, identified ten recommendations.

Results

Based on our follow-up, the FFA implemented eight of the previous ten recommendations for which they were to ensure that:

- Certified Foster Parent participated in development of NSPs.
- Treatment team developed comprehensive initial NSPs.
- Treatment team developed timely NSPs with the child.
- All children received required therapeutic services.
- All recommendations on required assessments were implemented.
- Treatment team developed timely updated NSPs.
- All age appropriated children were involved in selecting their clothing.

- All Certified Foster Parents encouraged children to update their life book.

Two recommendations were not implemented:

- DCFS CSW's signatures were not obtained on Initial NSPs.
- Treatment team did not develop timely Initial NSPs.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of the FFA has not been posted by the Auditor-Controller.

DAVID AND MARGARET FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

1350 Third Street
La Verne, CA, 90245
License Numbers: 19192787

	Contract Compliance Monitoring Review	**Findings: November 2012**
I	**Licensure/Contract Requirements** (7 Elements) 1. Timely Notification for Child's Relocation 2. Serious Incident Report Documentation and Cross Reporting 3. Runaway Procedures 4. Are there CCL Citations/OHCMD Safety Reports 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments 7. Assessment of Certified Foster Parent (CFP) Prior to Placement of Two (2) or More Children	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Non applicable 6. Full Compliance 7. Full Compliance
II	**Certified Foster Homes (CFHs)** (12 Elements) 1. Home Study and Safety Inspection Prior to Certification 2. Contact with References/Including Check with OHCMD 3. Timely DOJ, FBI, CACI, 4. Timely, Completed, Signed Criminal Background Statement 5. Health Screening & TB Test Prior to Certification 6. Required Training Prior to Certification 7. Certificate of Approval on File/Including Capacity 8. Safety Inspection Every Six Months or Per Approved Program Statement 9. Completed Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates 10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers 11. Other Adults in the Home: Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance 12. FFA Assists CFPs with Transportation Needs	Full Compliance (ALL)
III	**Facility and Environment** (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Educational Resources	Full Compliance (ALL)

	5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. County Worker's Authorization to Implement NSPs 2. NSPs Implemented and Discussed with Foster Parents 3. Children Progressing Towards Meeting NSP Goals 4. Develop Timely, Comprehensive Initial NSP with Child's Participation 5. Develop Timely, Comprehensive Updated NSPs with Child's Participation 6. Therapeutic Services Received 7. Recommended Assessments/Evaluations Implemented 8. County Workers Monthly Contacts Documented in Child's Case File 9. Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance
V	**Education and Workforce Readiness** (5 Elements) 1. Children Enrolled in School within Three School Days 2. Children Attend School as Required and FFA Facilitates Children's Educational Goals Met 3. Children's Academic Performance and/or Attendance Increased 4. Current Report Cards Maintained 5. FFA Facilitates Child's Participation in YDS/Equivalent/Vocational Programs	Full Compliance (ALL)
VI	**Health and Medical Needs** (4 Elements) 1. Initial Medical Exams Conducted Timely 2. Follow-up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted 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** (10 Elements) 1. Children Informed of Agency's Policies and Procedures 2. Children Feel Safe 3. CFPs' Efforts to Provide Meals and Snacks 4. CFPs Treat Children with Respect and Dignity 5. Children Allowed Private Visits, Calls and to Receive Correspondence 6. Children Free to Attend or Not Attend Religious Services/Activities 7. Reasonable Chores 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse Medical, Dental and Psychiatric Care 10. Children Given Opportunities to Participate in Extra-Curricular Activities, Enrichment and Social Activities	Full Compliance (ALL)
IX	**Personal Needs/Survival and Economic Well-Being** (7 Elements) 1. Clothing Allowance in Accordance with FFA Program Statement ($50 Minimum If After November 1, 2012) 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children's Involvement in Selection of Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 5. Minimum Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book	Full Compliance (ALL)
X	**Discharged Children** (2 Elements) 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable)	Full Compliance (ALL)

XI	**Personnel Records** (9 Elements) 1. DOJ, FBI, Child Abuse Criminal Index (CACI) Submitted Timely 2. Timely, Completed, Signed Criminal Background Statement 3. Education/Experience Requirements 4. Employee Health Screening/TB Timely 5. Valid CDL and Auto Insurance 6. Signed Copies of FFA Policies and Procedures 7. Staff Completed All Required Training and Documentation Maintained 8. FFA Social Workers Have Appropriate Caseload Ratio 9. Written Declarations For Contract FFA Social Workers That Caseloads Not Exceed Total of 15 Children	Full Compliance (ALL)

David & Margaret
Youth and Family Services
Foster Care & Adoption Services

1350 Third Street
La Verne, CA 91750
(909) 593-0089, Fax (909)596-7583
www.davidandmargaret.org

Feb 6, 2013

Thomas Manning
Out of Home Care Evaluation Unit

Re: Compliance Report Review Calendar Year 2012 Corrective Action Plan Findings received 1-16-2013 for review.

In response to the following:

Licensure Contract Requirement Finding

One certified foster home visited was cited by CCL for a physical plant deficiency. A smoke alarm detector was not working, a mental enclosure and a dog's bed were in the hallway leading to the Certified Foster mother's room, and one of the foster children's bedroom door had holes in it. This was immediately brought to David and Margaret FFA's attention and subsequently corrected.

- All foster homes are free of physical and plant deficiencies
- FFASWs will be retrained regarding physical plant requirements by 3/4/13

Maintenance of Required Documentation and Service Delivery

We noted that five initial Needs and Services Plans (NSPs) were not timely and were not signed by the CSW. The FFA Administrator reported that they would ensure all initial Needs and Services Plans are timely and signed by the CSW.

- Once a child is placed our agency will not wait until the 30 days to complete the initial reports. Our administrative assistant will change the due dates to reflect two weeks after they are placed. After the report is sent by the administrative assistant if we have not received the signature sheet signed by the social worker we will proceed with the documented three phone calls to the CSW to insure compliance. It should be noted that some of the CSWs do not return the signature sheet or our phone calls. But we will endeavor to document our attempts in file to try and get the approved signatures.
- FFASW's will be retrained to begin preparing the initial Needs and Services plan at the start of placement and to complete them within the 30 daytime frame by 3/4/12.

- The administrative assistant will be retrained to ensure that the NSP signature page is returned signed by the CSW; if not the documentation process will be followed by 3/4/12.

Respectfully submitted by:

Deena Robertson, MSW
Program Manager
David and Margaret Foster Family Agency
1350 3rd Street
La Verne, Ca 91750
robertsond@davidandmargaret.org

Cc Nestor Figueroa