County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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(213) 351-5602

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July 31, 2013

To: Supervisor Mark Ridley-Thomas, Chairman
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From: Philip L. Browning
Director

ETTIE LEE 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 Ettie Lee Foster Family Agency (the FFA) in January 2013. The FFA has one licensed office located in the First 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 "To provide each child with a safe and nurturing environment in which to meet his/her unique challenges, to provide the most home like environment possible and to offer comprehensive and effective treatment that supports the child to meet his/her goals."

At the time of the review, the FFA supervised 61 DCFS placed children in 29 certified foster homes. The placed children's average length of placement was 12 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 seven of 11 sections of our program compliance review: Licensure/Contract Requirements; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; and Discharged Children.

OHCMD noted a deficiency in the area of Certified Foster Homes related to the FFA not completing re-assessments during re-certification.

In the area of Facility and Environment, it was noted that at one certified foster home, the pool gate was not locked.

OHCMD also noted a finding in the area of Maintenance of Required Documentation and Service Delivery regarding two initial Needs and Service Plans (NSPs) were not completed in a timely manner.

In the area of Personnel Records, OHCMD noted that the FFA did not have written declarations for two part-time contract FFA social workers that each of their collective caseloads would not exceed 15 children.

Attached are the details of our review.

REVIEW OF REPORT

On March 14, 2013, the DCFS OHCMD Monitor, Sharon Koga, held an Exit Conference with the FFA representative Karen Cash, FFA Director. 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:sk

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Karen Cash, Ettie Lee FFA Director
Angelica Lopez, Acting Regional Manager, Community Care Licensing

ETTIE LEE 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 January 2013 monitoring review.

The purpose of this review was to assess Ettie Lee Foster Family Agency (the FFA's) 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, 10 children were selected for the sample. Out-of-Home Care Management Division (OHCMD) interviewed each child and reviewed all ten case files to assess the care and services they received. Additionally, four discharged children's files were also reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, six 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 three certified foster parent files and five staff files were reviewed for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with three certified foster parents to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

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

Certified Foster Homes

- Two certified foster homes did not have re-evaluations/re-assessments done prior to re-certification. During the exit interview, the FFA representative responded that a re-assessment form has been developed and recently implemented.

Recommendation

The FFA's management shall ensure that:

1. Certified foster parents are re-assessed prior to re-certifications.

Facility and Environment

- One certified foster home did not have the pool gate locked. Upon notification of the situation, the FFA immediately had the certified foster parent put a lock on the pool gate. During the exit interview the FFA representative responded that the FFA will conduct training for the FFA social workers and certified foster parents to ensure compliance.

Recommendation

The FFA's management shall ensure that:

2. Pool gates are locked at all times.

Maintenance of Required Documentation and Service Delivery

- Two initial Needs and Service Plans (NSPs) were completed two days late. During the exit interview the FFA representative responded that training will be conducted for the social workers to ensure that they are clear when initial NSPs are due.

It should be noted that the FFA's representative attended the OHCMD's NSP training for providers on January 27, 2012.

Recommendation

The FFA's management shall ensure that:

3. Initial NSPs are completed timely.

Personnel Records

- The FFA did not have written declarations for two part-time contract FFA social workers that each of their collective caseloads would not exceed 15 children. During the exit interview the FFA representative responded that the FFA will develop a document for part-time contract social workers to sign and maintain a copy in their personnel file.

Recommendation

The FFA's management shall ensure that:

4. All part-time contract FFA social workers have written declarations that each of their collective caseloads would not exceed 15 children.

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

The OHCMD's last compliance report dated May 14, 2012 identified four recommendations.

Results

Based on our follow-up, the FFA fully implemented three recommendations for which they were to ensure that:

- Foster parents receive 15 hours of yearly on-going training prior to re-certification and that the FFA supervisory staff routinely monitor foster parent files to ensure on-going compliance.
- Staff will encourage and assist children in creating and updating a Life Book/Photo Album.
- All employees have current CPR/First Aid training and that documentation is maintained in the personnel files.

Based on our follow-up, the FFA did not fully implement one recommendation for which they were to ensure that:

- Foster parents receive a home inspection/evaluation prior to re-certification and that the FFA supervisory staff routinely monitor certified foster parent files to ensure on-going compliance.

The FFA representative responded that a home inspection is conducted at the re-certification. The FFA has developed a re-assessment form and it has recently been implemented.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

ETTIE LEE FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

754 E. Arrow Highway #F
Covina, CA 91722
License Number: 197804111

	Contract Compliance Monitoring Review	Findings: January 2013
I	**Licensure/Contract Requirements** (7 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Serious Incident Report Documentation and Cross Reporting	2. Full Compliance
	3. Runaway Procedures	3. Full Compliance
	4. Are there CCL Citations/OHCMD Safety Reports	4. Full Compliance
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training	5. Not Applicable
	6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments	6. Not Applicable
	7. Assessment of Certified Foster Parent (CFP) Prior to Placement of Two (2) or More Children	7. Full Compliance
II	**Certified Foster Homes (CFHs)** (12 Elements)	
	1. Home Study and Safety Inspection Prior to Certification	1. Full Compliance
	2. Contact with References/Including Check with OHCMD	2. Full Compliance
	3. Timely DOJ, FBI, CACI	3. Full Compliance
	4. Timely, Completed, Signed Criminal Background Statement	4. Full Compliance
	5. Health Screening & TB Test Prior to Certification	5. Full Compliance
	6. Required Training Prior to Certification	6. Full Compliance
	7. Certificate of Approval on File/Including Capacity	7. Full Compliance
	8. Safety Inspection Every Six Months or Per Approved Program Statement	8. Improvement Needed
	9. Completed Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates	9. Full Compliance
	10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers	10. Full Compliance
	11. Other Adults in the Home: Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance	11. Full Compliance
	12. FFA Assists CFPs with Transportation Needs	12. Full Compliance
III	**Facility and Environment** (7 Elements)	
	1. Exterior/Grounds Well Maintained	1. Improvement Needed
	2. Common Areas Maintained	2. Full Compliance
	3. Children's Bedrooms/Interior Maintained	3. Full Compliance
	4. Sufficient Educational Resources	4. Full Compliance

	5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	5. Full Compliance 6. Full Compliance 7. Full Compliance
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. Department of Children and Family Services (DCFS) Children's Social Worker's (CSW) Authorization to Implement NSPs 2. NSPs Implemented and Discussed with CFPs 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. DCFS CSWs Monthly Contacts Documented in Child's Case File 9. Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	1. Full Compliance 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 Medication** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Full Compliance

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

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ACCREDITED BY
COA

April 1, 2013

Department of Children and Family Services
Out-Of-Home Care Division
Attention: Sharon Koga
9320 Telester Avenue Suite 216
El Monte, CA 91731

Re: Correction Action Plan

Dear Sharon,

This letter is in response to a request for Ettie Lee to submit a Corrective Action Plan describing the steps that have taken place to secure the safety and well being of our families and staff.

- On February 1st, 2013 Ettie Lee Foster Family Agency began implementing the foster Parent Self Evaluation/Annual Evaluation forms at each re-certification. Attached is a copy of both evaluations used.

- On March 25th 2013, Director Karen Cash asked FCSW Ann Marie Valenzuela to retrain the foster parent on issues of safety, and the licensing requirements of maintaining a locked gate entrance to her pool area. Mrs. Perez is in compliance with this direction and signed a document acknowledging that she understands the seriousness of the matter. On March 20th 2013 all other Agency Social Workers were instructed and trained as to the importance and the safety of foster parents maintaining a locked gate into their pool area at all times. They were also instructed to re-train their foster parents again as to the importance, safety issues, and licensing requirements of maintaining a locked gate to any pool area they may have. These in-home trainings took place March 20-26th 2013.

- In addition Director, Karen Cash is reviewing the Master Calendar of all NSP's with each Social Worker, in order to maintain compliance and adherence of their due date.

- Ettie Lee Youth & Family Services was also asked to have all Contract Social Workers that carry a caseload sign a document stating that they will not carry anymore then the already approved 15 cases. Attached is the document that Ettie

Lee currently uses, which states on page 4, section 1,12 that "social worker will not exceed a caseload of fifteen (15) children, including cases assigned by other foster family agencies. This document is read and signed at employment and reviewed periodically.

This Corrective Action Plan is respectively being submitted by Karen Cash, Director of Ettie Lee Youth & Family Services, Foster Family Agency. Should you have questions or concerns, please feel free to call me at (626) 967-5082.

Sincerely,

Karen Cash, LCSW

Karen Cash, LCSW
Director of Foster Family/Adoption Agency