



**County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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August 7, 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

**HOMES OF HOPE 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 Homes of Hope Foster Family Agency (The FFA) in May 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 ensure children are provided with a continuity of care, nurturance and services that will meet their needs and those of their families as prescribed by their Needs and Services Plans. A secondary goal is the achievement of legal permanency for children. When family reunification has been determined by the court and the placing Agency is no longer a viable option and a child's case goal has been determined to be the achievement of legal permanency through adoption or guardianship, the Agency will make every effort to achieve these goals."

At the time of the review, the FFA supervised 142 DCFS placed children in 51 certified foster homes. The placed children's average length of placement was 15 months, and their average age was 11.

**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

*"To Enrich Lives Through Effective and Caring Services"*

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 10 of 11 sections of our program compliance review: Licensure/Contract Requirements; Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records.

OHCMD noted a deficiency in the area of Personal Needs/Survival and Economic Well-Being, related to the FFA not assisting children in maintaining a life-book/photo-album.

Attached are the details of our review.

### **REVIEW OF REPORT**

On June 18, 2013, the DCFS OHCMD Monitor, Sharon Koga, held an Exit Conference with the FFA representatives Suki Singh, Executive Director, Dr. Pritpal Sidhu, FFA Director, and Maria Castaneda, Quality Assurance. The FFA's representatives: agreed with the review finding and recommendation; was receptive to implementing systemic changes to improve their compliance with regulatory standards; and agreed to address the noted deficiency 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 the recommendation has 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  
Suki Singh, Executive Director, Home of Hope FFA  
Angelica Lopez, Acting Regional Manager, Community Care Licensing

**HOMES OF HOPE 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 May 2013 monitoring review. The purpose of this review was to assess Homes of Hope 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, 12 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, nine 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 one area to be out of compliance.

**Personal Needs/Survival and Economic Well-Being**

- All three certified foster parents stated that they did not assist the children in maintaining a life-book/photo-album. Six of the twelve children interviewed stated that they were not assisted in maintaining a life-book/photo-album. During the exit interview the FFA

representative responded that it should be noted that the certified foster parents take pictures, but the pictures are not organized in a book. The FFA will conduct training for the certified foster parents and FFA social workers on life-books. The FFA will issue binders to the certified foster parents, and a copy of the intake picture will be included.

### **Recommendation**

The FFA's management shall ensure that:

1. All children are assisted in maintaining a life-book/photo-album.

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

The OHCMD's last compliance report dated August 24, 2012 identified six recommendations.

### **Results**

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

- Updated NSPs are completed timely.
- Updated NSPs are comprehensive and specific to the child.
- All foster children 14 years and older are enrolled in YDS services.
- All children receive timely initial medical examinations.
- All children receive timely initial dental examinations.
- All children on psychotropic medication have a current psychiatric evaluation.

### **MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER**

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

**HOMES OF HOPE FOSTER FAMILY AGENCY  
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY**

1107 Glendora Avenue  
West Covina, CA 91790  
License Number: 197803171

	<b>Contract Compliance Monitoring Review</b>	<b>Findings: May 2013</b>
I	<p><b><u>Licensure/Contract Requirements</u></b> (7 Elements)</p> <ol style="list-style-type: none"> <li>1. Timely Notification for Child's Relocation</li> <li>2. Serious Incident Report Documentation and Cross Reporting</li> <li>3. Runaway Procedures</li> <li>4. Are there CCL Citations/OHCMD Safety Reports</li> <li>5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training</li> <li>6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments</li> <li>7. Assessment of Certified Foster Parent (CFP) Prior to Placement of Two (2) or More Children</li> </ol>	<ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> <li>4. Full Compliance</li> <li>5. N/A</li> <li>6. N/A</li> <li>7. Full Compliance</li> </ol>
II	<p><b><u>Certified Foster Homes (CFHs)</u></b> (12 Elements)</p> <ol style="list-style-type: none"> <li>1. Home Study and Safety Inspection Prior to Certification</li> <li>2. Contact with References/Including Check with OHCMD</li> <li>3. Timely DOJ, FBI, CACI</li> <li>4. Timely, Completed, Signed Criminal Background Statement</li> <li>5. Health Screening &amp; TB Test Prior to Certification</li> <li>6. Required Training Prior to Certification</li> <li>7. Certificate of Approval on File/Including Capacity</li> <li>8. Safety Inspection Every Six Months or Per Approved Program Statement</li> <li>9. Completed Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates</li> <li>10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers</li> <li>11. Other Adults in the Home: Health Screening/CDL/ CPR DOJ/FBI/CACI/Auto Insurance</li> <li>12. FFA Assists CFPs with Transportation Needs</li> </ol>	Full Compliance (ALL)
III	<p><b><u>Facility and Environment</u></b> (7 Elements)</p> <ol style="list-style-type: none"> <li>1. Exterior/Grounds Well Maintained</li> <li>2. Common Areas Maintained</li> <li>3. Children's Bedrooms/Interior Maintained</li> </ol>	Full Compliance (ALL)

	<ol style="list-style-type: none"> <li>4. Sufficient Educational Resources</li> <li>5. Adequate Perishable and Non-Perishable Food</li> <li>6. Disaster Drills Conducted and Documentation Maintained</li> <li>7. Allowance Logs Maintained</li> </ol>	
IV	<p><b><u>Maintenance of Required Documentation/Service Delivery</u></b> (10 Elements)</p> <ol style="list-style-type: none"> <li>1. Department of Children and Family Services (DCFS) Children's Social Worker's (CSW) Authorization to Implement NSPs</li> <li>2. NSPs Implemented and Discussed with CFPs</li> <li>3. Children Progressing Towards Meeting NSP Goals</li> <li>4. Develop Timely, Comprehensive Initial NSP with Child's Participation</li> <li>5. Develop Timely, Comprehensive Updated NSPs with Child's Participation</li> <li>6. Therapeutic Services Received</li> <li>7. Recommended Assessments/Evaluations Implemented</li> <li>8. DCFS CSWs Monthly Contacts Documented in Child's Case File</li> <li>9. Develop Timely, Comprehensive Quarterly Reports</li> <li>10. FFA Social Workers Conduct Required Visits</li> </ol>	Full Compliance (ALL)
V	<p><b><u>Education and Workforce Readiness</u></b> (5 Elements)</p> <ol style="list-style-type: none"> <li>1. Children Enrolled in School within Three School Days</li> <li>2. Children Attend School as Required and FFA Facilitates Children's Educational Goals Met</li> <li>3. Children's Academic Performance and/or Attendance Increased</li> <li>4. Current Report Cards Maintained</li> <li>5. FFA Facilitates Child's Participation in YDS/Equivalent/Vocational Programs</li> </ol>	Full Compliance (ALL)
VI	<p><b><u>Health and Medical Needs</u></b> (4 Elements)</p> <ol style="list-style-type: none"> <li>1. Initial Medical Exams Conducted Timely</li> <li>2. Follow-up Medical Exams Conducted Timely</li> <li>3. Initial Dental Exams Conducted Timely</li> <li>4. Follow-Up Dental Exams Conducted Timely</li> </ol>	Full Compliance (ALL)
VII	<p><b><u>Psychotropic Medication</u></b> (2 Elements)</p> <ol style="list-style-type: none"> <li>1. Current Court Authorization for Administration of Psychotropic Medication</li> <li>2. Current Psychiatric Evaluation Review</li> </ol>	Full Compliance (ALL)

VIII	<p><b><u>Personal Rights and Social Emotional Well-Being</u></b> (10 Elements)</p> <ol style="list-style-type: none"> <li>1. Children Informed of Agency's Policies and Procedures</li> <li>2. Children Feel Safe</li> <li>3. CFPs' Efforts to Provide Meals and Snacks</li> <li>4. CFPs Treat Children with Respect and Dignity</li> <li>5. Children Allowed Private Visits, Calls and to Receive Correspondence</li> <li>6. Children Free to Attend or Not Attend Religious Services/Activities</li> <li>7. Reasonable Chores</li> <li>8. Children Informed About Their Medication and Right to Refuse Medication</li> <li>9. Children Aware of Right to Refuse Medical, Dental and Psychiatric Care</li> <li>10. Children Given Opportunities to Participate in Extra-Curricular Activities, Enrichment and Social Activities</li> </ol>	Full Compliance (ALL)
IX	<p><b><u>Personal Needs/Survival and Economic Well-Being</u></b> (7 Elements)</p> <ol style="list-style-type: none"> <li>1. Clothing Allowance in Accordance with FFA Program Statement (\$50 Minimum If After November 1, 2012)</li> <li>2. Ongoing Clothing Inventories of Adequate Quantity and Quality</li> <li>3. Children's Involvement in Selection of Clothing</li> <li>4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs</li> <li>5. Minimum Monetary Allowances</li> <li>6. Management of Allowance/Earnings</li> <li>7. Encouragement/Assistance with Life Book</li> </ol>	<ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> <li>4. Full Compliance</li> <li>5. Full Compliance</li> <li>6. Full Compliance</li> <li>7. Needs Improvement</li> </ol>
X	<p><b><u>Discharged Children</u></b> (3 Elements)</p> <ol style="list-style-type: none"> <li>1. Completed Discharge Summary</li> <li>2. Attempts to Stabilize Children's Placement</li> <li>3. Child Completed High School (if applicable)</li> </ol>	Full Compliance (ALL)

<p>XI</p>	<p><b><u>Personnel Records</u></b> (9 Elements)</p> <ol style="list-style-type: none"> <li>1. DOJ, FBI, CACI Submitted Timely</li> <li>2. Timely, Completed, Signed Criminal Background Statement</li> <li>3. Education/Experience Requirements</li> <li>4. Employee Health Screening/TB Timely</li> <li>5. Valid CDL and Auto Insurance</li> <li>6. Signed Copies of FFA Policies and Procedures</li> <li>7. Staff Completed All Required Training and Documentation Maintained</li> <li>8. FFA Social Workers Have Appropriate Caseload Ratio</li> <li>9. Written Declarations for Contract FFA Social Workers That Caseloads Not Exceed Total of 15 Children</li> </ol>	<p>Full Compliance (ALL)</p>
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# Homes of Hope

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## Foster Family Agency

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1-888-94-4-HOPE

**Homes of Hope, F.F.A.**  
1107 S. Glendora Ave.  
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Members of:

West Covina Chamber  
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California Association  
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Facebook: Homes of Hope FFA  
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July 12, 2013

Sharon M. Koga CSA 1  
Out-of-Home Care Investigations Section  
Department of Children and Family Services  
Out of Home Care Management Division  
9320 Telstar Avenue, Suite 216  
El Monte, California 91731

**RE: Homes of Hope Foster Family Agency  
Monitoring Review Field Visit- May 14, 2013  
Corrective Action Plan**

Dear Ms. Koga:

Following is the corrective action plan of Homes of Hope, Foster Family Agency in response to a deficiency finding during the monitoring review field visit of May 14, 2013:

### **IX. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING**

**# 64 Does the certified foster parent encourage and assist children to update a life book or a photo album? (PERMANENCY).**

1. Homes of Hope Foster Family Agency have developed a life-book which includes sections for the child's personal memoirs as well as pictures. This life book will be given to all the current children in placement and all the future placements as well. A newly placed minor will be given this life book after the first court hearing has established the minor's return to the foster family home.
2. Homes of Hope, FFA social workers during their weekly home visits, will review the life book with the minor. If a minor refuses to use the life book, then this will be documented in the weekly progress note. Foster family agency social worker will continue to encourage the minor to use the life book.



# Homes of Hope

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Ms. Koga it was a pleasure working with you during your monitoring review field visit of May 14, 2013. In a continuing effort to diligently pursue the goals of Safety, Permanence, and Well-Being for the children and youth that we serve in partnership with the Department of Children and Family Services, it is the sincere intention of Homes of Hope to meet all contract requirements and fully support the collaborative efforts to meet the needs of LA County's dependent children and provide a quality care to our children in placement.

If any further information is needed, please contact me anytime at (626) 814-9085.

Thanks.

Sincerely,

A handwritten signature in black ink, appearing to read "Pritpal Sidhu".

**Pritpal Sidhu PhD**  
Administrator  
Homes of Hope Foster Family Agency  
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