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August 7, 2013

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

From: Philip L. Browning
Director

AVIVA FAMILY AND CHILDREN'S SERVICES FOSTER FAMILY AGENCY (AKA HAMBURGER HOME INC.) CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a review of Aviva Family and Children's Services Foster Family Agency (The FFA) in April 2013. The FFA has one licensed office in the Third 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 specialized, supportive foster care homes in Los Angeles County, and thereby maximize the children's potential for optimal growth and development."

At the time of the review, the FFA supervised 37 DCFS placed children in 15 certified foster homes. The placed children's average length of placement was four months, and their average age was five.

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 9 of the 11 sections of our program compliance review: Licensure/Contract Requirements; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness;

Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharge Children; and Personnel Records. The area of Psychotropic Medication was not applicable since there were no children taking psychotropic medication at the time of our review.

OHCMD noted deficiencies in the area of Certified Foster Homes, related to one certified foster home not having documentation that the FFA staff submitted an inquiry to the OHCMD monitor for historical abuse/neglect information prior to certification. Also, for one certified foster home, both foster parents had untimely health screenings.

Attached are the details of our review.

REVIEW OF REPORT

On May 17, 2013, the DCFS OHCMD Monitor, Cori Shaffer, held an Exit Conference with the FFA representative Karina Soquette, Administrator. 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:cs

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Andrew Diamond, President and CEO, Aviva Family and Children Services FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

AVIVA FAMILY AND CHILDREN'S SERVICES 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 April 2013 review. The purpose of this review was to assess Aviva Family and Children's Services Foster Family Agency'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, nine children were selected for the sample. Out-of-Home Care Management Division (OHCMD) interviewed seven children as two of the children, age four, were unable to answer the questions; however, they appeared well-cared for in their foster homes. We reviewed all nine children's case files to assess the care and services they received. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, there were no placed children who were prescribed psychotropic medication.

OHCMD reviewed three certified foster parent files and two 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 one area to be out of compliance.

Certified Foster Homes

- For one certified foster home, OHCMD did not find documentation that the FFA submitted an inquiry to OHCMD for historical abuse/neglect information on a prospective certified foster parent prior to certification. During the review process, OHCMD completed a

review of historical abuse/neglect information for the certified foster parent and there were no issues noted that would prevent the individual from being a placement resource. During the Exit Conference, the FFA Administrator indicated that the FFA Administrator or the assigned FFA social worker will send a request to OHCMD prior to the potential certified foster parent attending the FFA training and it will be documented on a checklist to ensure that all pre-certification requirements are met.

- For one certified foster home, the certified foster parent's health screenings were untimely. Although there was verification that the certified foster parent's obtained timely TB tests, their health screenings were 17 months late. During the Exit Conference, the FFA Administrator indicated that the FFA Administrative staff will ensure that health screenings for all certified foster parents are completed timely and that certified foster parent's files will be reviewed by the FFA Administrator prior to certification. In addition, a checklist will be completed and reviewed to ensure precertification requirements are met.

Recommendations

The FFA's management shall ensure that:

1. Prior to certification of a foster home, the FFA will submit an inquiry to OHCMD for historical abuse/neglect information and documentation is maintained in the files.

2. All certified foster parents will have timely health screenings and TB tests required by Title 22 regulations and that documentation is maintained in the files.

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

The OHCMD's last compliance report dated August 10, 2012 identified seven recommendations.

Results

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

1. Home Studies for all certified foster parents are conducted prior to initial certification and documentation is maintained.

2. All other adults, regularly present in the foster homes, shall have a completed TB test performed not more than one year before the placement of the first foster child in the home, and that documentation is maintained in the certified foster parent files.

3. Certified foster homes' common areas are well maintained, that on-going safety is maintained at all times and that the FFA staff routinely monitors the homes for on-going compliance and documentation is maintained in the certified foster parent files.

4. All children's bedrooms are properly maintained, are in good repair and ensure on-going child safety at all times, that the FFA routinely monitor the homes for on-going compliance and that documentation is maintained in the certified foster parent files.

5. Certified foster homes' exteriors are well-maintained and safe, that the FFA routinely monitor the homes for on-going compliance and that documentation is maintained in the certified foster parent files.

6. The FFA fully implements the outstanding recommendations from the A-C's October 1, 2008 report, which also addresses recommendations 4 and 6 in the previous 2012 report.

Recommendation

The FFA did not fully implement the following recommendation:

7. All certified foster parents and/or additional adults in the home have a required health screening and TB test, not more than one year old on file with the FFA.

Since this recommendation was not implemented, OHCMD is requesting a CAP to address what steps the FFA will take differently to ensure implementation.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER (A-C)

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

AVIVA FAMILY AND CHILDREN'S SERVICES FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

7120 Franklin Avenue
Los Angeles, CA 90046
License: 197804303

	Contract Compliance Monitoring Review	**Findings: April 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 (N/A)
	6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments	6. Not Applicable (N/A)
	7. Assessment of Certified Foster Parent (CFP) Prior to Placement of Two (2) or More Children	7. 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. Improvement Needed
	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. Improvement Needed
	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. Full Compliance
	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. 12. Full Compliance

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 5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	Full Compliance (ALL)
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	Full Compliance (ALL)
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	Not Applicable (N/A)
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 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)

AVIVA FAMILY AND CHILDREN'S SERVICES
Incorporated as Hamburger Home

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President & CEO
Regina Betta, LMFT

aviva
Helping Children & Their Families

June 14, 2013

Cori Shaffer, CSA I
DCFS Out of Home Care Management Division (OHCMD)
9320 Telstar Ave. Suite 216
El Monte, CA 91731

RE: CAP for 2013 DCFS FFA Review

Dear Ms. Shaffer:

Aviva Family and Children's Services annual FFA Review by DCFS has been completed. Below is the Corrective Action Plan for noted areas on the review.

1. Aviva will assure that all Health screening for certified foster parents are done on a timely manner. The file will be reviewed by the administrative assistant or Director prior to certification and it will be documented on the checklist with the date of completion so that all precertification requirements are met.
2. Aviva will assure that all adults in the foster home have a reference check prior to certification. This reference check will be sent to OHCMD prior to certification. Director or assigned social worker will send via e-mail to the assigned analyst prior to potential foster parent attending training. This will be documented on checklist with the date of completion so that all precertification requirements are met.

Aviva Family and Children's Services would like to thank you for the review. Should you have any further questions or need further clarification, please contact me at 323-876-0550 ext. 1116 or ksouquette@avivacenter.org

Sincerely,

Karina Souquette
Director of Foster Care/Adoptions/ITFC