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DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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February 20, 2015

To: Supervisor Michael D. Antonovich, Mayor
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Supervisor Sheila Kuehl
Supervisor Don Knabe

From: Philip L. Browning
Director

HANNA'S HOUSE FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a review of Hanna's House Foster Family Agency (the FFA) in June 2014. The FFA has three offices; one in the First Supervisorial District; one in San Bernardino County; and one in Orange County. All three offices provide services to County of Los Angeles DCFS foster youth. According to the FFA's program statement, its stated purpose is "to ensure these children are provided with a continuum of care, nurturance and services, which will meet their individualized needs, as well as those of their families."

At the time of review, the FFA supervised 97 DCFS placed children in 45 certified foster homes. The placed children's average length of placement was 17 months and their average age was 9.

SUMMARY

During CAD'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 11 sections of our Contract Compliance Review: Licensure/Contract Requirements; Certified Foster Homes; 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.

CAD noted deficiencies in the areas of Facility and Environment, related to not maintaining the exterior and common areas; and Maintenance of Required Documentation and Service Delivery,

related to one child's Updated Needs and Services Plan and Quarterly Report not being completed timely.

Attached are the details of our review.

REVIEW OF REPORT

On July 24, 2014, CAD Contracts Compliance Administrator, Patricia Kirkpatrick, held an Exit Conference with FFA representatives, Kimberly Berry, Assistant Director, and Armando Juarez, Program Administrator. The FFA representatives agreed with the review findings and recommendations; were receptive to implementing systemic changes to improve compliance with regulatory standards; and 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 Division.

The FFA provided the attached approved CAP, addressing the recommendations noted in this compliance report. CAD will verify that these recommendations have been implemented in 90 days. The Out-of-Home-Care Management Division will provide ongoing technical assistance prior to the next contract compliance review.

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

PLB:EM:LTI
DLF:AB:pk

Attachments

c: Sachi A. Hamai, Interim Chief Executive Officer
John Naimo, Auditor-Controller
Jerry E. Powers, Chief Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
Connie Franks, Executive Director, Hanna's House Foster Family Agency
Leonora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

HANNA'S HOUSE FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

5900 S. Eastern Avenue Suite 188 Commerce, CA 90040 License Number: 197804150	1045 W. Katella Avenue Suite 330 Orange, CA 92867 License Number: 300611886	9229 Utica Avenue Suite 140 Rancho Cucamonga, CA 91730 License Number: 366423611

	Contract Compliance Monitoring Review	Findings: June 2014
I	**Licensure/Contract Requirements** (7 Elements) 1. Timely Notification for Child's Relocation 2. Serious Incident Report Documentation and Cross Reporting 3. Runaway Procedures in Accordance with the Contract 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	Full Compliance (All)
II	**Certified Foster Homes (CFHs)** (12 Elements) 1. Home Study and Safety Inspection Prior to Certification 2. Agency's Inquiry with OHCMD for Historical Information Prior to Certification 3. Timely Criminal Clearances (DOJ, FBI, CACI) Prior to Certification 4. Timely, Completed, Signed Criminal Background Statement 5. Health Screening & TB Test Prior to Certification 6. All required Training Prior to Certification 7. Certificate of Approval on File/Including Capacity 8. Safety Inspection At Least Every Six Months or Per Approved Program Statement 9. Completed Annual 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	1. Improvement Needed
	2. Common Areas/Interior Well Maintained	2. Improvement Needed
	3. Children's Bedrooms Well Maintained	3. Full Compliance
	4. Sufficient and Appropriate Educational Resources	4. Full Compliance
	5. Adequate Perishable and Non-Perishable Food	5. Full Compliance
	6. CFP Conducted Disaster Drills and Documentation Maintained	6. Full Compliance
	7. Money and Clothing Allowance Logs Maintained	7. Full Compliance
IV	**Maintenance of Required Documentation and Service Delivery** (10 Elements)	
	1. FFA Obtains or Documents Efforts to Obtain County Children's Social Worker's (CSW) Authorization to Implement NSPs	1. Full Compliance
	2. CFPs Participated in Development of the NSPs	2. Full Compliance
	3. Children Progressing Towards Meeting NSP Goals	3. Full Compliance
	4. FFA Social Workers Develop Timely, Comprehensive Initial NSP with Child's Participation	4. Full Compliance
	5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with Child's Participation	5. Improvement Needed
	6. Therapeutic Services Received	6. Full Compliance
	7. Recommended Assessments/Evaluations Implemented	7. Full Compliance
	8. County CSW Monthly Contacts Documented in Child's Case File	8. Full Compliance
	9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports	9. Improvement Needed
	10. FFA Social Workers Conduct Required Visits	10. Full Compliance
V	**Educational and Workforce Readiness** (5 Elements)	
	1. Children Enrolled in School Within 3 School Days	Full Compliance (All)
	2. Children Attend School as Required and FFA Facilitates in Meeting Children's Educational Goals	
	3. Current Children's Report Cards/Progress Reports Maintained	
	4. Children's Academic Performance and/or Attendance Increased	
	5. FFA Facilitates Child's Participation in YDS or Equivalent Services and Vocational Programs	

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 (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. CFP's 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 and Assistance with Life Book/Photo Album	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, and 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 to Exceed Total of 15 Children	Full Compliance (All)

HANNA'S HOUSE FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2013-2014

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addressed findings noted during the June 2014 review. The purpose of this review was to assess Hanna's House Foster Family Agency's (the FFA) compliance with its County contract and State regulations and included a review of the FFA's program statement, as well as internal administrative 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 the purpose of this review, 12 children were selected for the sample. The Contracts Administration Division (CAD) interviewed 8 children, as 3 children were too young to understand and respond to the interview questions and 1 child was hospitalized at the time of the review. All 12 case files were reviewed to assess the care and services they received. Additionally, 4 discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, a child selected for the sample was prescribed psychotropic medication. The child's case file was reviewed to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

CAD reviewed 10 certified foster parent files and all staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with 10 certified foster parents to assess the quality of care and supervision provided to the children.

CONTRACTUAL COMPLIANCE

CAD found the following areas to be out of compliance.

Facility and Environment

- Exterior/Grounds were not well maintained.

A Certified Foster Parent (CFP) kept tools in the backyard that posed a safety hazard. However, the CFP immediately removed the tools from the backyard and stored them safely.

- Common areas were not well maintained.

The same CFP noted above had mildew on the walls of a bathroom. CAD verified during a follow-up visit on July 29, 2014, that the bathroom had been cleaned and repainted.

The FFA's representatives stated that additional training will be provided to staff that are responsible for certified foster home inspections to ensure initial and ongoing home inspections are thorough, and any necessary repairs or cleaning will be immediately addressed. Additionally, the FFA's Social Workers will conduct monthly home inspections to ensure the certified foster homes are well maintained.

Recommendation

The FFA's management shall ensure that:

1. The exterior/grounds are well maintained.

2. The common areas/interior is well maintained.

Maintenance of Required Documentation and Service Delivery

- One child's Updated Needs and Services Plan was not completed timely.

- One child's (same child as above) Quarterly Report was not completed timely.

The FFA's representatives stated that the FFA's Social Workers will now be required to submit all Needs and Services Plans and Quarterly Reports 10 days prior to their due date to ensure sufficient time for review and approval by their supervisors. Additionally, case files will be reviewed by FFA Supervisors and by Quality Assurance staff on a monthly basis to ensure compliance with timelines.

Recommendation

The FFA's management shall ensure that:

3. Needs and Services Plans are completed timely.

4. Quarterly Reports are completed timely.

PRIOR YEAR FOLLOW-UP FROM DCFS OUT-OF-HOME CARE MANAGEMENT DIVISION'S (OHCMD) GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW

The OHCMD's last compliance report, dated November 19, 2013, identified eight recommendations.

Results

Based on the results of this review, it appears that the FFA successfully implemented 6 of the 8 recommendations. The successfully completed recommendations are as follows:

- All SIRs are cross reported to the OHCMD via iTrack and documentation is maintained.

- The FFA will conduct an assessment of certified foster parents prior to placing more than two children in the home and documentation will be maintained.
- Prior to certification of a prospective foster parent, the FFA will submit an inquiry for historical information of abuse/neglect, and documentation will be maintained in the certified foster parent files.
- All children's initial NSPs are sent timely to the placed children's case-carrying CSWs and documentation is maintained in the files.
- All FFA social work staff has current CPR/First Aid certificates on file with the FFA.
- The outstanding recommendation from the 2011-2012 monitoring report dated August 10, 2012, regarding contacting OHCMD for historical information, is fully implemented.

Based on the results of this review, the FFA did not successfully implement the following recommendations from last year's review:

- All certified foster homes are in compliance with Title 22 Regulations.
- All Quarterly Reports are timely and comprehensive and current documentation is maintained in the child's file, and ongoing oversight is maintained by the FFA Supervising Social Worker.

5. The outstanding recommendation from the 2012-2013 monitoring report dated November 19, 2013 which is noted in this report as recommendation 4 is fully implemented

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A current fiscal review of the Group Home has not been posted by the Auditor-Controller.

Hannah's Children's Homes
5900 S Eastern Ave, Ste.186
Commerce CA 90040
(323) 278-6501 Fax (323) 278-6515

Corrective Action Plan (CAP)

12/10/14

Patricia Kirkpatrick
Children's Services Administrator
LA County DCFS

Hannah's Childrens Homes agrees to the following:

- Hannah's will ensure that all foster homes are well maintained and in compliance.
- Hannah's will provide an in service training on December 17, 2014 for all home inspectors regarding compliance with Los Angeles County contract, CCL, and Hannah's regulations. Conducted by Armando Juarez
- In addition, FCSW will be required to complete monthly inspections to monitor foster homes for compliance. Conducted by Joana Duran and Silvia Larrondo

Hannah's Childrens Homes agrees to the following CAP guidelines:

- Hannah's Foster Child Files will be audited on a monthly basis to ensure compliance with timelines of reports, notes, and all other documentation.
- Social workers will be required to submit their NSP's & Quarterly Reports 10 days prior to their due date to their immediate Supervisor to ensure time for review prior to submission to CSW.
- We will also have a quality assurance staff (Marcela Gutierrez) audit files on a monthly basis as well for further back up with compliance.
- SW Supervision Armando Juarez and Silvia Larrondo will monitor social workers compliance.

Submitted by:

Connie Franks
Executive Director