County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
Director

Board of Supervisors
HILDA L. SOLIS
First District
MARK RIDLEY-THOMAS
Second District
SHEILA KUEHL
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

March 18, 2016

To: Supervisor Hilda L. Solis, Chair
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

HATHAWAY-SYCAMORES CHILD AND FAMILY SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of Hathaway-Sycamores Child and Family Services Foster Family Agency (the FFA) in October 2014. The FFA has one licensed office located in the Fifth Supervisorial District and provides services to the County of Los Angeles DCFS placed children. According to the FFA's program statement, their stated mission is, "Cultivating hope and resilience to enrich the well-being of children, adults, families, and communities."

At the time of the review, the FFA supervised 30 DCFS placed children in 13 Certified Foster Homes (CFHs). The children's average length of placement was 21 months and their average age was 14.

SUMMARY

During CAD's review, the interviewed children generally reported: feeling safe, having been provided with good care and appropriate services, being comfortable in their environment and treated with respect and dignity.

The FFA was in full compliance with 5 of 11 areas of CAD's Contract Compliance Review: Certified Foster Homes; Education and Workforce Readiness; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records.

CAD noted deficiencies in the following areas: Licensure/Contract Requirements, related to untimely notification of a child's relocation, Special Incident Reports (SIRs) not submitted timely or cross-reported and runaway procedures not in accordance with the contract; Facility and Environment, related to inadequate perishable and non-perishable food and allowance logs not being maintained; Maintenance of Required Documentation and Service Delivery, related to the FFA not obtaining or documenting efforts to obtain County Children's Social Worker's (CSW's) authorization to implement Needs and Services Plans (NSPs), FFA social workers not developing comprehensive

and timely initial and updated NSPs with the placed child's participation, children not receiving therapeutic services, recommended assessments and evaluations not being implemented, County CSW monthly contacts not being documented in the child's case file, FFA social workers not developing timely, comprehensive quarterly reports and FFA social workers not conducting required visits; Health and Medical Needs, related to follow-up medical exams not being conducted timely; Psychotropic Medications, related to not obtaining current Court authorizations for administration of psychotropic medications and psychiatric evaluation reviews not being conducted; Personal Needs/Survival and Economic Well-Being, related to not distributing minimum weekly monetary allowances and not providing encouragement/assistance with Life Book or Photo Album.

Attached are the details of CAD's review.

REVIEW OF REPORT

On November 20, 2014 Christina S. Lee, DCFS CAD, held an Exit Conference with FFA representatives: Jorge Razo, Hathaway-Sycamores Child and Family Services Director of FFA, ITFC, and Adoptions; Virginia Montoya, FFA Recruiter and Certification Specialist; Therese Farfan, Program Administrative Assistant; Sandra Martinez, Charts and Records Coordinator; Melissa Sagami-Peck, Foster Care Social Worker; Zenia Canas, Foster Care Social Worker; and Steve Dubin, Foster Care Social Worker. DCFS staff included Dario Villamarin, Out-of-Home Care Management Division. The FFA representatives agreed with the review findings and recommendations, were receptive to implementing systemic changes to improve the FFA's compliance with regulatory standards and to addressing 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 report. CAD conducted an on-site follow-up visit on May 8, 2015, to verify implementation of the CAP.

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

PLB:EM:LTI:cl

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Debbie Manners, Hathaway-Sycamores Child and Family Services
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

HATHAWAY-SYCAMORES CHILD AND FAMILY SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW SUMMARY

License Number: 197805715

	Contract Compliance Review	Findings: October 2014
I	**Licensure/Contract Requirements** (7 Elements)	
	1. Timely Notification for Child's Relocation	1. Improvement Needed
	2. Timely, Cross-Reported SIRs	2. Improvement Needed
	3. Runaway Procedures in Accordance with the Contract	3. Improvement Needed
	4. Are there CCL Citations/OHCMD Safety Reports	4. Full Compliance
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training	5. Full Compliance
	6. FFA Pays Certified Foster Parents (CFP) Whole Foster Family Home Payments	6. Full Compliance
	7. FFA Conducts an Assessment of 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 Conducted Prior to Certification	Full Compliance (All)
	2. Agency's Inquiry with OHCMD for Historical Information Prior to Certification	
	3. Timely, Criminal Clearances (FBI, DOJ, 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 Completed At Least Every Six Months or Per-Approved Program Statement	
	9. Completed Annual Training Hours for recertification and Current CPR/First-Aid/Water Safety Certificates	
	10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers	
	11. Criminal Clearances and Health Screening/CDL/CPR/ DOJ/FBI/CACI/Auto Insurance for Other Adults in the Home	
	12. FFA Assists CFPs in Providing Transportation Needs	

III	**Facility and Environment** (7 Elements)	
	1. Exterior/Grounds Well Maintained	1. Full Compliance
	2. Common Areas well Maintained	2. Full Compliance
	3. Children's Bedrooms/Interior Well Maintained	3. Full Compliance
	4. Sufficient and Appropriate Educational Resources	4. Full Compliance
	5. Adequate Perishable and Non-Perishable Food	5. Improvement Needed
	6. CFP Conducted Disaster Drills and Documentation Maintained	6. Full Compliance
	7. Money and Clothing Allowance Logs Maintained	7. Improvement Needed
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's) Authorization to Implement NSPs	1. Improvement Needed
	2. CFPs Participated in the 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. Improvement Needed
	5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with Child's Participation	5. Improvement Needed
	6. Therapeutic Services Received	6. Improvement Needed
	7. Recommended Assessments/Evaluations Implemented	7. Improvement Needed
	8. County Children Social Worker's Monthly Contacts Documented in Child's Case File	8. Improvement Needed
	9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports	9. Improvement Needed
	10. FFA Social Workers Conduct Required Visits	10. Improvement Needed
V	**Educational and Workforce Readiness** (5 Elements)	
	1. Children Enrolled in School Within Three 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	1. Full Compliance 2. Improvement Needed 3. Full Compliance 4. Full Compliance
VII	**Psychotropic Medication** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	1. Improvement Needed 2. Improvement Needed
VIII	**Personal Rights and Social/Emotional Well-Being** (10 Elements) 1. Children Informed of Agency's Policies and Procedures 2. Children Feel Safe in the CFP Home 3. CFPs' Efforts to Provide Nutritious 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 of Their Choice 7. Children's Chores Reasonable 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse or Receive 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 Provided in Accordance with FFA Program Statement 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children's Involvement in Selection of Their Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 5. Minimum Weekly Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book or Photo Album	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Improvement Needed 6. Full Compliance 7. Improvement Needed

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. Criminal Clearances (FBI, DOJ, CACI) Signed and Submitted Timely 2. Timely, Completed, Signed Criminal Background Statement 3. FFA Social Workers Met Education/Experience Requirements 4. Timely Employee Health Screening/TB Clearances 5. Valid CDL and Auto Insurance 6. FFA Employees Signed Copies of FFA Policies and Procedures 7. FFA Employees Completed All Required Training and Documentation Maintained 8. FFA Social Workers Have Appropriate Caseload Ratio 9. FFA Maintained Written Declarations for Part-Time Contracted FFA Social Workers Caseloads Not to Exceed a Total of 15 Children	Full Compliance (All)

HATHAWAY-SYCAMORES CHILD AND FAMILY SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW
FISCAL YEAR 2014-2015

The following report is based on a "point in time" visit. This compliance report addresses findings noted during the October 2014 review. The purpose of this review was to assess Hathaway-Sycamores Child and Family Services Foster Family Agency's (the FFA's) 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 compliance 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, six placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed each child and reviewed case files to assess the care and services the children received. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, two sampled children were prescribed psychotropic medication. The children's case files were reviewed to assess for timeliness of Psychotropic Medication Authorizations and required documentation of psychiatric monitoring.

CAD reviewed five staff files for compliance with Title 22 regulations and County contract requirements. Site visits were conducted to the FFA and three Certified Foster Parent (CFP) files were reviewed to assess the quality of care and supervision provided to the placed children.

CONTRACTUAL COMPLIANCE

CAD found the following areas out of compliance:

Licensure/Contract Requirements

- Timely notification for child's relocation was not provided.

There was no documentation in the sampled children's files that the County Children's Social Workers (CSWs) received timely notification of relocations or replacements for placed children. The discharge summary and contact log for one child contained conflicting information about the child's discharge destination and there was no documentation from the County CSW to confirm the information.

At the Exit Conference, the FFA reiterated that they had since updated their discharge summary to include the date of contact with the County CSW regarding replacement of children.

On May 8, 2015, CAD conducted a follow-up visit to ensure the FFA's implementation of the new protocol. CAD reviewed two discharge summaries and found that the FFA now requires notifying the County CSW within 24 hours of children's relocation or change in placement.

- Special Incident Reports (SIRs) were not submitted timely.

CAD found eight SIRs that were not submitted timely in accordance with the Special Incident Reporting Guide for Foster Family Agencies.

The FFA representative acknowledged the FFA's errors in properly reporting SIRs. The FFA conducted SIR trainings for staff on December 10, 2014 and December 17, 2014. A separate training on the same topic was held for CFPs on October 21, 2014.

On May 8, 2015, CAD conducted a follow-up visit to ensure the FFA's implementation of the new protocol. CAD reviewed two SIRs and found that they were reported within the appropriate timeframes and cross-reported to the appropriate parties.

- Runaway procedures in accordance with the contract were not maintained.

The FFA did not have documented runaway procedures in place to determine how leaving the facility without permission or runaway situations would be handled.

At the Exit Conference, the FFA representative stated that the FFA would develop an internal runaway procedure in accordance with the contract to be utilized as necessary.

On May 8, 2015, CAD conducted a follow-up visit to ensure the FFA's implementation of the new protocol. There had been no runaway incidents since the time of the review. The FFA staff was aware of and able to articulate the formal runaway procedure.

Recommendations:

The FFA's management shall ensure that:

1. Timely notification for child's relocation is provided.

2. SIRs are submitted timely and cross-reported to all parties.

3. Runaway procedures in accordance with the contract are maintained.

Facility and Environment

- Adequate perishable and non-perishable food not maintained.

One Certified Foster Home (CFH) had expired canned/dry foods from 2010, 2012 and 2014 in the kitchen pantry. The expired food items were immediately discarded at the time of the home inspection. The FFA retrained the CFPs in this home regarding expired food on November 5, 2014 and December 2, 2014.

At the Exit Conference, the FFA representatives stated they will now be more attentive to this detail and will complete inventories of the kitchens and pantries in the CFHs.

During CAD's follow-up on May 8, 2015, it was verified that training regarding perishable and expired foods was held for all CFPs on February 25, 2015.

- Allowance logs were not maintained for placed children.

The FFA did not maintain logs that specified when the allowance was distributed to children. The CFPs provided weekly allowances four times a month and did not account for months that had five weeks.

During the review, the FFA representative acknowledged the deficiency in the FFA's allowance documentation system and immediately rectified the issue by modifying the FFA forms.

During CAD's follow-up on May 8, 2015, CAD was provided a copy of the FFA's new master log that tracks allowance for placed children. CAD verified that allowances are now being provided weekly to each placed child.

Recommendations:

The FFA's management shall ensure that:

4. Adequate perishable and non-perishable food is maintained.

5. Allowance logs are maintained for placed children.

Maintenance of Required Documentation and Service Delivery

- FFA did not obtain or document efforts to obtain County CSW's authorization to implement Needs and Services Plan (NSP).

One sampled child had a NSP that was not signed by the County CSW. The FFA did not obtain the County CSW's authorization prior to implementing a NSP dated October 9, 2013.

- The FFA social workers did not develop comprehensive initial NSPs.

FFA social workers did not develop a comprehensive initial NSP for one sampled child. One identified goal was not a Specific Measurable Attainable Realistic, and Timely (SMART) goal for the child, as it referenced better communication between the CFP and birth parents.

- The FFA social workers did not develop timely and comprehensive updated NSPs.

The identified goals for six sampled children were repetitive and did not address the main case issues for the children. One child's February 26, 2014, NSP was not signed by the County CSW until March 6, 2014.

- Therapeutic services not provided.

Two children did not consistently receive weekly individual and/or family therapy sessions as recommended by their respective service providers.

- Recommended assessments/evaluations were not implemented.

Two children requiring regional center and Fetal Alcohol Syndrome (FAS) evaluations as identified on the provider assessments did not receive the required treatment. The regional center evaluations were not conducted and the FAS assessments were not completed timely.

- County CSW's monthly contacts were not documented in the child's case file.

The FFA social workers did not make monthly contact with County CSWs for two sampled children. There was a missed contact in February 2014 for one placed child and a missed contact in September 2014 for another placed child.

- The FFA social workers did not develop timely, comprehensive quarterly reports.

The FFA social workers did not develop timely or comprehensive quarterly reports for five sampled children. The identified goals on numerous quarterly reports were repetitive, and did not address the main case issues for the children. The quarterly reports were not timely for two placed children.

- The FFA social workers did not conduct required visits.

The FFA social workers did not conduct required visits for one sampled child who received only one of two required visits for June 2014.

At the Exit Conference, the FFA representatives acknowledged the need to focus on improving how the FFA completes NSPs, County CSW's contacts, following up on recommended services for placed children and conducting required child visits.

During the follow-up conducted by CAD on May 8, 2015 it was verified that trainings were held for FFA social workers on December 10, 2014, December 12, 2014, December 17, 2014 and December 18, 2014. The trainings addressed the development of NSPs with the participation of all pertinent parties, navigating the Department of Children and Family Services (DCFS) chain of command to obtain County CSW's signatures, developing appropriate NSP goals, contractual requirements for FFA social worker home/client visits and completing recommended therapeutic assessments and evaluations for children in placement.

During the follow-up, CAD reviewed two NSPs, 12 weekly contact logs and three psychological examination forms and found that NSP development was timely, comprehensive, attempts to obtain County CSW's signatures were documented as were actual contacts with the County CSWs, FFA social worker contacts with the children were in accordance with contractual requirements and therapeutic assessments, evaluations and treatments were occurring as recommended.

Recommendations:

The FFA's management shall ensure that:

6. The FFA obtains or documents County CSW's authorization to implement NSPs.
7. The FFA social workers develop comprehensive initial NSPs.
8. The FFA social workers develop timely and comprehensive updated NSPs.
9. Therapeutic services are provided.
10. Recommended assessments/evaluations are implemented.
11. The County CSW's monthly contacts are documented in the child's case file.
12. The FFA social workers develop timely, comprehensive quarterly reports.
13. The FFA social workers conduct required visits.

Health and Medical Needs

- Follow-up medical exams were not timely.

Three sampled children did not receive timely eye examinations as recommended by the physician. Two children did not receive the evaluations and/or prescription eyeglasses for more than a year after their needs were identified.

During the follow-up conducted on May 8, 2015, CAD was provided a copy of the FFA's new master log that tracks recent and future medical appointments for all children in placement, so that all follow-up exams may be conducted in a timely manner, as required.

Recommendation:

The FFA's management shall ensure that:

14. Follow-up medical exams are conducted timely.

Psychotropic Medication

- Current court authorization for the administration of psychotropic medication was not obtained.

One sampled child did not have current court authorization for the administration of psychotropic medication from February 7, 2014 to April 23, 2014.

- Current psychiatric evaluation reviews were not conducted.

Two sampled children did not have current psychiatric evaluations. One child did not receive an evaluation for three months and another child did not receive an evaluation for two months.

During the Exit Conference, the FFA representatives acknowledged the deficiencies and stated FFA staff would make better efforts to obtain the required psychiatric evaluation and reviews. Further, that FFA staff would clearly document the FFA's efforts to facilitate necessary services.

During the follow-up conducted by CAD on May 8, 2015, a copy of the FFA's new master log was provided. This log tracks the last psychiatric evaluation date and expiration dates for all placed children receiving psychotropic medication.

Recommendations:

The FFA's management shall ensure that:

15. Current court authorization for administration of psychotropic medication is obtained.

16. Current psychiatric evaluation reviews are conducted.

Personal Needs/Survival and Economic Well-Being

- Minimum weekly monetary allowances were not provided.

Six sampled children did not receive their weekly monetary allowances.

- Encouragement/assistance with a Life Book or Photo Album was not provided.

Five sampled children did not receive encouragement/assistance in updating their respective Life Books/Photo Albums. Two children reported not having access to a camera to take photographs.

During the Contract Compliance Review, the FFA representatives acknowledged the need to improve their weekly monetary allowances distribution and stated the FFA CFPs would provide all placed children with the weekly allowances in the future.

At the Exit Conference, the FFA representatives reiterated the FFA's commitment to ensuring compliance with all requirements.

During the follow-up conducted by CAD on May 8, 2015, it was verified that training was held for all CFPs on February 25, 2015 regarding monetary allowance distribution and Life Books/Photo Albums for children.

Recommendations:

The FFA's management shall ensure that:

17. Minimum weekly monetary allowances are provided.

18. Encouragement/assistance with Life Books or Photo Albums is provided.

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

The OHCMD's last compliance report dated March 24, 2014, identified 12 recommendations.

Results

Based on CAD's follow-up, the FFA fully implemented 6 of 12 recommendations for which the FFA was to ensure that:

- The FFA is in full compliance with Title 22 regulations and free of Community Care Licensing (CCL) citations.
- An assessment of the CFP's ability to provide quality care for more than two children is conducted prior to placing additional children in a CFH.
- The FFA contacts OHCMD for historical information on all applicants prior to awarding certification.
- CFP's criminal background statements are completed prior to awarding certification.
- All adults in the home, frequent visitors, and/or designated care providers for placed children have timely health screenings, including tuberculosis tests.
- FFA social workers routinely monitor all school-age children's educational progress and maintain the children's report cards in their case files.

The FFA did not implement 6 of 12 recommendations for which the FFA was to ensure that:

- The FFA obtains or documents efforts to obtain the County CSW's authorization to implement the NSPs in a timely manner and maintains documentation in the children's files.
- All placed children's initial NSPs include all elements in accordance with the NSP template.
- All placed children's updated NSPs include all elements in accordance with the NSP template.
- County CSWs are contacted monthly and contacts are documented in the children's files.
- FFA social workers routinely monitors the children's medical needs and maintains documentation in their case files.
- The CFPs encourage and assist all placed children in creating and updating Life Books/Photo Albums.

19. The outstanding recommendations from the report dated March 24, 2014, which are noted in this report as recommendations 6, 7, 8, 11, 14 and 18 are fully implemented.

The FFA representatives expressed their desire to remain in compliance with Title 22 regulations and contractual requirements. The FFA made efforts to utilize information from the review to strive towards greater overall compliance. CAD conducted an on-site follow-up visit on May 8, 2015. Based on the results of our follow-up visit, the FFA implemented 18 of 18 recommendations noted in this report.

CAD will continue to assess implementation of the recommendations during our next monitoring review. The OHCMD will provide ongoing support and technical assistance prior to the next review.

Hathaway-Sycamores
CHILD AND FAMILY SERVICES

December 19, 2014

Christina S. Lee, MSW
Children Services Administrator I
Contracts Administration Division
Department of Children and Family Services
3530 Wilshire Blvd, 4th Floor
Los Angeles, CA 90010
Tel: (213) 351-0193
Fax: (213) 637-0036

Reference: Hathaway-Sycamores Child and Family Services, FFA
Performance Compliance Review
Corrective Action Plan

Dear Ms. Lee,

Hathaway-Sycamores Foster Family Agency is submitting the following plan of correction for the findings of the October 2013- October 2014 monitoring review. The FFA Director will be the person who will be responsible for ensuring that the CAP will be fully implemented. This cap will include the following to each deficiencies cited;

- **Relevant Time Frames.**
- **The steps that will be utilize to prevent future violations.**

1. **Licensure/Contract Requirements:**
   - Foster Family Agency Social workers received training on communication between DCFS, CSW, FFASW regarding children's case plan and treatment. FFASWs attended the DCFS 101: How DCFS and Dependency court work on December 10th 2014. FFASW also received additional training on 12/17/14 and 12/12/14. FFA department received Technical support on 12/18/14 from Dario Villamarin, CSA 1, Out of Home Care Management Division based on compliance review exit: 11-20-14.
     (Please See Exhibit: 1A, 1B, 1C, 1D)
   - FFASWs received training on mandated timeframe in reporting SIR's. On 12/10/14 FFASW attended the DCFS 101: How DCFS and Dependency court work. FFASWs also received additional training on 12/17/14 and on SIR reporting. **(Please See Exhibit: 1A & 1D)**
   - On August 2, 2014, this FFA provided training to all foster parents on SIR's. **(Please See Exhibit: 1E)**
   - On August 15 2014 and October 21, 2014 FFASW provided individual SIR training to two families. **(Please See Exhibit: 1F)**
   - FFA has updated the Discharge Summary form to include Date of contact with CSW made regarding replacement of discharge of minor.
     (Please See Exhibit: 1G)
   - Hathaway-Sycamores developed a written runaway procedure.
     (Please See Exhibit: 1H)

2. **Facility and Environment:**

Foster parent discarded all expired canned/ dry foods from 2010, 2012, and 2014 from the home pantry. Foster parent was retrained by the FFASW on 12/2/14 & 11/5/14 regarding expired food. **(Please see Exhibit: 1I)**

- FFASWs will be providing training to all certified foster parents by March 31, 2015.
- The FFA has revised the monthly allowance form to reflect 5 weeks when applicable. Foster parents are to record and sign for the provision of the minimum amounts of allowance, and the child is to sign that they received the allowance, on a weekly basis. FFA Social worker will review on a monthly basis that the child has received their allowance. The allowance will be documented on the monthly expense and allowance form. **Please See Exhibit: 1J.**

3. **Maintenance of Required Documentation and Services Delivery:**

- The Foster Family Agency Social workers received training on developing timely, comprehensive NSP's, Initial NSP's with the participation of the developmentally age appropriate child, case goals, measurable goals, proper channels of navigating through DCFS chain of command in order to obtain necessary signatures to implement the NSP, documenting attempt efforts made to obtain signatures, contractual FFASW home visits- client contact, contact with CSW, recommended assessments/ evaluations implemented, necessary therapeutic FFASWs attended the DCFS 101: How DCFS and Dependency court work on December 10th 2014. FFASW also received additional training on 12/17/14 and 12/12/14. FFA department received Technical support on 12/18/14 from Dario Villamarin, CSA 1, Out of Home Care Management Division based on compliance review exit: 11-20-14.
- The FFASW will be emailing the CSW and inviting them to participate in development and authorization of the minor's NSP. If the CSW is not available, the CSW will receive a copy of the minor's NSP requesting his/her signature of approval. CSW will be responsible to send back the authorized NSP form to the FFASW.
- The FFASW will ensure that the initial NSPs goals are comprehensive and obtainable by reviewing them and implementing what they have acquired from the trainings provided to them.
- CSWs are contacted monthly and as needed. The contacts are documented on the weekly contact case notes along with the purpose of the call by the FFASW. The FFASW will be responsible in contacting CSW on a monthly basis and documenting their contact.
  (Please See Exhibit: 1K- Weekly Contact Log)
- FFASWs are required and expected to comply with child/family contacts as per county contract. Visitations/Contacts are documented on weekly contact logs. The weekly contact logs are completed by the FFA Social Worker.
  FFASWs have been retrained in working with therapist and will request the 561(c) to be filled out with current progress and any changes in the treatment plan. FFASWs will document any challenges they might encounter in obtaining the 561 (c.) FFASWs will follow up with the caregivers and will document efforts and appointments on the weekly progress notes section. **(Please See Exhibit: 1K- Weekly Contact Log)**
- The FFA has a master tracking log that captures due dates of reports, dentals, medicals, psychiatric appointments etc. The master tracking log will be updated by the Program Administrative Assistant and will be provided to the FFASWs to be use a tool for deadlines and updates. **(Please See Exhibit: 1L)**

4. **Health And Medical Needs**
   - On 12/12/14, 12/17/14 FFASWs received training on medical appointments and follow ups. FFASWs also attended the DCFS 101: How DCFS and Dependency court work on December 10th 2014 and received Technical support on 12/18/14 from Dario Villamarin, CSA 1, Out of Home Care Management Division based on compliance review exit: 11-20-14.
     Please See Exhibit: (Please See Exhibit: 1A, 1B, 1C, 1D)
   - The FFA has a master tracking log that captures due dates of reports, dentals, medicals, etc. The master tracking log will be updated by the Program Administrative Assistant and will be provided to the FFASWs to be use a tool for deadlines and updates. **(Please See Exhibit: 1L)**
5. **Psychotropic medication**
   - The FFASWs have been retrained on 12/12/14, 12/17/14, 12/18/14 in requesting the PMA and filing the proper documentation of their request. Tracking log will be FFASWs will request psychiatric evaluations and will show efforts of their request by documenting on contact notes. The FFA has a master tracking log that captures due dates of reports, dentals, medicals, psychiatric appointments etc. The master tracking log will be updated by the Program Administrative Assistant and will be provided to the FFASWs to be use a tool for deadlines and updates. **(Please See Exhibit: 1B, 1C, 1D)**
6. **Personal Needs/Survival And Economic Well-Being**
   - The FFA has revised the monthly allowance form to reflect 5 weeks when applicable. Foster parents are to record and sign for the provision of the minimum amounts of allowance, and the child is to sign that they received the allowance, on a weekly basis. FFA Social worker will review on a monthly basis that the child has received their allowance. The allowance will be documented on the allowance form..
     (Please See Exhibit: 1J- Monthly Expense and Allowance Form)
   - Foster parents are expected to encourage and assist children to update their life book or photo album. On 12/2/14 FFASW provided life book training to foster parent. (Please See Exhibit: 1I)
   - FFASWs will provide additional training on life books to foster parents by March 31, 2015.

If you have any questions regarding this corrective action plan, please contact me. Hathaway-Sycamores Child and Family Services wishes to comply with the results of our monitoring review.

Respectfully,

Jorge Razo
Hathaway-Sycamores Child and Family Services
Director FFA, Adoptions, ITFC
2933 N. El Nido Dr.
Altadena, California 91001
Phone: 626-243-9043 x6270
E-mail:JorgeRazo@hathaway-sycamores.org