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March 25, 2016

To: Supervisor Hilda L. Solis, Chair
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From: Philip L. Browning
Director

OPTIMIST BOYS' HOME AND RANCH FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW AND FISCAL COMPLIANCE ASSESSMENT

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review and Fiscal Compliance Assessment of Optimist Boys' Home and Ranch Foster Family Agency (the FFA) in July 2015. The FFA has one licensed office located in the First Supervisorial District and provides services to the County of Los Angeles DCFS placed children. According to the FFA's Program Statement, its stated mission is "to provide culturally sensitive, comprehensive treatment, specialized education, and support services to abused, neglected, or at-risk children, youth, and their families, to establish stability within families and communities."

At the time of the review, the FFA supervised 48 DCFS placed children in 24 Certified Foster Homes (CFHs). The children's average length of placement was 22 months and their average age was 10.

SUMMARY

CAD conducted a Fiscal Compliance Assessment which included an agency-wide review of the FFA's financial records such as financial statements, bank statements, check register and personnel files to determine their compliance with the terms, conditions and requirements of their two DCFS contracts (FFA and Group Home), the Auditor-Controller Contract Accounting and Administration Handbook (A-C Handbook) and other applicable federal, State and County regulations and guidelines.

The FFA was in full compliance with 5 of 5 areas of the Fiscal Compliance Assessment: Financial Overview; Loans, Advances and Investments; Board of Directors and Business Influence; Cash/Expenditures; and Payroll and Personnel.

During CAD's Contract Compliance Review, the interviewed children generally reported: feeling safe in the FFA CFHs, having been provided with good care and appropriate services, being comfortable in the placement environment and treated with respect and dignity. The Certified Foster Parents (CFPs) 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 8 of 11 areas of CAD's Contract Compliance Review: Certified Foster Homes; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; and Personnel Records.

CAD noted deficiencies in the following areas: Licensure/Contract Requirements, related to Community Care Licensing (CCL) citations; Facility and Environment, related to a child's bedroom not being well maintained; and Discharged Children, related to not completing a discharge summary for one child.

Attached are the details of our review.

REVIEW OF REPORT

On August 31, 2015, Leticia Foster, DCFS CAD, Kong Ng, Out-of-Home Care Management Division (OHCMD) held an Exit Conference with the FFA's representative Crystal Brackin, Assistant Executive Director. On September 11, 2015, Yvonne Kang, DCFS CAD held the Fiscal Exit Conference with Danilo Cruz, Controller. There were no fiscal findings. 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 were in agreement with addressing the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this report has been sent to the A-C and CCL.

CAD conducted a follow-up visit to the FFA on November 4, 2015, to verify implementation of the compliance CAP.

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

PLB:EM:LTI:lf

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Calvin Remington, Interim Chief Probation Officer
Public Information Office
Audit Committee
Sil Orlando, Chief Executive Officer, Optimist Boys' Home and Ranch
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

OPTIMIST BOYS' HOME AND RANCH
FISCAL COMPLIANCE ASSESSMENT REVIEW
FISCAL YEAR 2014 - 2015

SCOPE OF REVIEW

The Fiscal Compliance Assessment included review of Optimist Boys' Home and Ranch's (the FFA's) financial records for the period of July 1, 2013 through May 31, 2015. Contracts Administration Division (CAD) reviewed the financial records such as financial statements, bank statements, check register, and personnel files to determine the FFA's compliance with the terms, conditions and requirements of its contracts with DCFS, the Auditor-Controller Contract Accounting and Administration Handbook (A-C Handbook) and other applicable federal, State, and County regulations and guidelines.

The Fiscal Compliance Assessment review focused on five key areas of internal controls:

- Financial Overview,
- Loans, Advances and Investments,
- Board of Directors and Business Influence,
- Cash/Expenditures, and
- Payroll and Personnel.

The FFA was in full compliance with 5 of 5 areas of the Fiscal Compliance Assessment: Financial Overview; Loans, Advances and Investments; Board of Directors and Business Influence; Cash/Expenditures; and Payroll and Personnel.

PRIOR YEAR FISCAL COMPLIANCE ASSESSMENT FOLLOW-UP

CAD conducted a fiscal compliance assessment of the FFA in County Fiscal Year (FY) 2013-2014. The assessment indicated one recommendation. CAD verified that the FFA implemented the recommendation from the FY 2013-2014 Fiscal Compliance Assessment.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A recent fiscal review report of the FFA has not been posted by the Auditor-Controller.

NEXT FISCAL COMPLIANCE ASSESSMENT

The next Fiscal Compliance Assessment of the FFA will be conducted in County FY 2015-2016.

OPTIMIST BOYS' HOME AND RANCH
CONTRACT COMPLIANCE REVIEW SUMMARY
License Number: 197601246

	Contract Compliance Review	Findings: July 2015
I	**Licensure/Contract Requirements** (7 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Timely, Cross-Reported SIRs	2. Full Compliance
	3. Runaway Procedures in Accordance with the Contract	3. Full Compliance
	4. Are there CCL Citations/OHCMD Safety Reports	4. Improvement Needed
	5. If applicable, FFA ensures Complete Required Whole Foster Family Home (WFFH) Training	5. Full Compliance
	6. FFA Pays Certified Foster Parents (CFP) Whole Foster Family Home Payments	6. Not Applicable
	7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or more children	7. Not Applicable
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 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. Criminal Clearances and Health Screening/CDL/CPR/FBI/DOJ/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 2. Common Areas Well Maintained 3. Children's Bedrooms/Interior Well Maintained 4. Sufficient and Appropriate Educational Resources 5. Adequate Perishable and Non-Perishable Foods 6. CFP Conducted Disaster Drills and Documentation Maintained 7. Money and Clothing Allowance Logs Maintained	1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. FFA Obtains or Documents Efforts to Obtain County Children's Social Worker's (CSW's) Authorization to Implement NSPs 2. CFPs Participated in Development of the NSPs 3. Children Progressing Toward Meeting NSP Goals 4. FFA Social Workers Develop Timely, Comprehensive Initial NSP with Child's Participation 5. FFA Social Workers Develop Timely, Comprehensive Updated NSP with Child's Participation 6. Therapeutic Services Received 7. Recommended Assessment/Evaluations Implemented 8. County Children's Social Worker's Monthly Contacts Documented in Child's Case File 9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	Full Compliance (All)

V	**Educational and Workforce Readiness** (5 Elements) 1. Children Enrolled in School Within Three School Days 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	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 (All)

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 Choices 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 (GH, School, Community	Full Compliance (All)
IX	**Personal Needs/Survival and Economic Well-Being** (7 Elements) 1. $50 Clothing Allowance Provided in Accordance with FFA Program Statement 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children Involved in the 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 and Assistance with Life Book or 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)	1. Improvement Needed 2. Full Compliance 3. Full Compliance

XI	**Personnel Records** (9 Elements) 1. Criminal Clearances (FBI, DOJ, and 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)

OPTIMIST BOYS' HOME AND RANCH FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW
FISCAL YEAR 2014-2015

SCOPE OF REVIEW

The following report is based on a "point in time" visit. This compliance report addresses findings noted during the July 2015 review. The purpose of this review was to assess Optimist Boys' Home and Ranch 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 five of the six children. One child was pre-verbal and not interviewed. During the home visit, the child was observed to be comfortable and well cared for in the Certified Foster Home (CFH) and the Certified Foster Parent (CFP) was observed to be attuned to the needs of the child. CAD reviewed all six 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, two placed children were prescribed psychotropic medication. Their case files were reviewed to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

CAD reviewed three CFH files and three staff files for compliance with Title 22 regulations and County contract requirements. Interviews were conducted with six CFPs to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

CAD found the following three areas out of compliance:

Licensure/Contract Requirements

- Community Care Licensing (CCL) citations.

CCL cited the FFA as a result of deficiencies and findings for a complaint received on December 5, 2014. According to the report dated May 6, 2015, CCL substantiated a complaint against a CFP for personal rights violation when a child was inappropriately punished and

inappropriate comments were made to the child. CCL requested a Plan of Correction (POC), which required the FFA to provide the CFP with training on personal rights. CCL cleared the POC on May 22, 2015. This referral was investigated by a Department of Children and Family Services (DCFS) Emergency Response (ER) Children's Social Worker (CSW) and the allegation of General Neglect was deemed to be unfounded. The Out-of-Home Care Investigations Section (OHCIS) conducted an investigation on May 7, 2015 and recommended this case for closure with no further action to be taken.

Recommendation:

The FFA's management shall ensure that:

1. The Group Home is in compliance with all Title 22 regulations and free from CCL citations.

Facility and Environment

- Children's bedrooms were not well maintained.

During the home visit to CFH #1, CAD found pair of small scissors in one of the children's bedroom closet. CAD brought this to the attention of the CFP and she stated that the scissors did not belong to her and immediately removed them from the child's closet.

During the Exit Conference, the FFA representative stated that the child admitted to bringing the scissors from school. The CFP indicated she would ensure that children do not bring back any harmful or dangerous items from school.

Recommendation:

The FFA's management shall ensure that:

2. Children's bedrooms are well maintained.

Discharged Children

- Discharge summaries were not completed for each discharged child.

The FFA did not complete a discharge summary for 1 of 4 discharged files reviewed.

During the Exit Conference, the FFA representative stated the FFA social worker assigned to the file, left the agency without notice and did not complete a discharge summary prior to leaving. On November 4, 2015, CAD conducted a follow-up visit and verified that FFA completed the discharge summary for a sampled file.

Recommendation:

The FFA's management shall ensure that:

4. Discharge summary is completed for each discharged child.

PRIOR YEAR FOLLOW-UP FROM DCFS CAD'S FFA CONTRACT COMPLIANCE MONITORING REVIEW

CAD's last compliance report, dated July 24, 2015, identified thirteen recommendations.

Results:

Based on the results of the current review, the FFA was in full compliance with all 13 recommendations of the prior year Contract Compliance Review which were to ensure:

- Home Studies are completed prior to certification.
- Sufficient and appropriate recreational equipment/educational resources are maintained.
- Adequate perishable and non-perishable foods are maintained.
- Money and clothing allowance logs are maintained.
- It obtains or documents efforts to obtain County CSW's authorization to implement the NSPs.
- Children are progressing toward meeting NSP goals.
- The FFA social workers develop timely comprehensive updated NSPs with child's participation.
- All children are enrolled in school within three school days of placement.
- Current report cards/progress reports are maintained in the children's files.
- Children's academic performance increases.
- Children are involved in the selection of their clothing.
- Children are encouraged/assisted in maintaining a Life Book/Photo Album.
- When applicable, children complete high school prior to being discharged.

At the Exit Conference, the FFA representatives expressed their desire to remain in compliance with all Title 22 regulations and Contract requirements and were in agreement with the findings and recommendations. The FFA representatives stated they would implement procedures to strive towards greater compliance.

On November 4, 2015, CAD conducted a follow-up visit and it was verified that the FFA had fully implemented 4 of 4 recommendations noted in this report. CAD will continue to assess implementation of the recommendations during our next monitoring review. The Out-of-Home Care Management Division will provide ongoing support and technical assistance prior to the next review.

OPTIMIST

Youth Homes & Family Services

Serving Youth Since 1906

Silvio John Orlando, ACSW
Executive Director

Crystal L. Brackin
Assistant Executive Director

Doug Buttrick
Chief Financial Officer

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Western Association of Schools and Colleges Accrediting Commission for Schools

November 11, 2015

To: Leticia Foster, CSA I
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Contract Administration Division
3530 Wilshire Blvd. 4th Floor
Los Angeles, CA 90010
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The following is the corrective action plan addendum for Optimist Foster Family Agency 2015 Compliance Review.

Section I Licensure/Contract Requirements

1) (#4) CCL cited the FFA for personal rights violation (Complaint Control Number 32-CR-20141205154717).

   CAP was submitted demonstrating that the foster parent was trained on May 12, 2015 reporting any serious incidents to the FFA SW right away. (see attached).
   In addition, personal rights training is conducted annually with our foster parents and placed in our monthly newsletter just as a reminder.

Section III Facility and Environment

2) (#22) Scissors were found in the child's bedroom closet.

   Child stated that he brought the scissors from school in his backpack. Foster mother stated that they did not belong to her. Foster mother has agreed to randomly check his backpack on a weekly basis to ensure that no harmful/dangerous items have been brought from school. This discussion and agreement with foster mother occurred on October 6, 2015. (see attached).

Section X Discharged Children

3) (#65) Discharge summary was not completed for D.R.

   The FFA SW assigned to this child left the agency without notice. Just prior to this a new FFA Supervisor was hired. During this transition unfortunately this discharge summary slipped through the system. However, missing documents from the files are noted from our internal peer review audits of our charts. FFA SW's have been instructed to mark anything not yet in the chart as such and not mark as present even if it is believed to be in the "to file" folder. This is effective as of August 31, 2015 following the audit exit interview.

Cordially,

Crystal L. Brackin
Assistant Executive Director