COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-3873
PHONE: (213) 974-8301 FAX: (213) 626-5427

WENDY L. WATANABE
AUDITOR-CONTROLLER

ASST. AUDITOR-CONTROLLERS

ROBERT A. DAVIS
JOHN NAIMO
JAMES L. SCHNEIDERMAN
JUDI E. THOMAS

June 20, 2011

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

FROM: Wendy L. Watanabe
Auditor-Controller

SUBJECT: **HANNAH'S CHILDREN'S HOMES FOSTER FAMILY AGENCY – A DEPARTMENT OF CHILDREN AND FAMILY SERVICES CONTRACT SERVICE PROVIDER – CONTRACT COMPLIANCE REVIEW**

We have completed a review of Hannah's Children's Homes Foster Family Agency (Hannah's or Agency), a Department of Children and Family Services (DCFS) contract service provider. The purpose of our review was to determine whether Hannah's was providing the services outlined in their Program Statement and their County contract. We completed our review during August 2009, and conducted a follow-up review in October 2010.

DCFS contracts with Hannah's, a private, non-profit, community-based organization, to recruit, train and certify foster parents to supervise children DCFS places in foster care. Once the Agency places a child in a foster home, it is required to monitor the placement until the child is discharged from foster care. Hannah's oversees 69 certified foster homes in which 191 DCFS children were placed at the time of our review. Hannah's is located in the First Supervisorial District. DCFS paid Hannah's approximately $2.5 million during Fiscal Year 2009-10.

Results of Review

The foster children indicated that they enjoyed living with their foster parents, and the foster parents indicated that the services they received from Hannah's met their expectations. In addition, the toddlers we observed who were too young to interview appeared well cared for and happy. Hannah's also ensured that their staff had the

required education and work experience, and the Agency provided ongoing training to staff. However, we noted that Hannah's did not always comply with all of the requirements of California Department of Social Services Title 22 regulations and their County contract. For example:

- One (17%) of the six foster homes reviewed in 2009 was not conducting required disaster drills with the children.

  During our 2010 follow-up, the foster home was no longer used by the Agency, and all four additional foster homes reviewed were conducting disaster drills.

  Hannah's attached response indicates that they conducted training for their social workers.

- Two (18%) of the 11 foster parents reviewed in 2009 did not have valid California driver's licenses. The foster parents only had driver's licenses from another state, and the foster parents did not have a designated driver with a valid California driver's license as required.

  During our 2010 follow-up, the two foster homes were no longer used by the Agency, and all six additional foster parents, or their designated drivers, had valid California driver's licenses.

  Hannah's attached response indicates that they will ensure prospective foster parents have valid licenses.

- Two (14%) of the 14 Needs and Services Plans (NSPs) reviewed in 2009 did not have specific goals.

  During our 2010 follow-up review, all five additional NSPs reviewed had specific goals.

  Hannah's attached response indicates that they conducted training for their social workers.

- One (7%) of the 14 case files reviewed in 2009 did not have documentation that the Agency gave the child's DCFS social worker monthly updates on the child's progress.

  During our 2010 follow-up, all five additional case files reviewed had documentation that the Agency gave the children's DCFS social workers monthly updates on the children's progress.

  Hannah's attached response indicates that they conducted training for their social workers.

- Three (75%) of the four children reviewed in 2009 who were taking psychotropic medication did not have documentation of the required monthly evaluations by the prescribing physician. In addition, one (25%) child did not have a current court authorization for the medication. However, the foster parents and the children we interviewed indicated that they were seen monthly by the prescribing physician, and the medication logs indicated that the children were taking their medication as prescribed.

  During our 2010 follow-up, the one child who was taking psychotropic medication at that time had a current court authorization for the medication, but did not have documentation of the required monthly evaluations by the prescribing physician. However, the foster parent and the child indicated that the child was seen monthly by the prescribing physician, and the medication logs indicated that the child was taking the medication as prescribed.

  Hannah's attached response indicates that they conducted training for their social workers.

Details of our review, along with recommendations for corrective action, are attached.

To enable Hannah's to begin taking action immediately, we discussed our findings and recommendations from our reviews with Agency management while completing our reviews.

Review of Report

We discussed our report with Hannah's on January 31, 2011, and with DCFS. Hannah's management's response (Attachment I) indicates the actions the Agency has taken to address the issues noted in our report. DCFS' response (Attachment II) indicates they will monitor the Agency for compliance with our recommendations.

We thank Hannah's management for their cooperation and assistance during our review. Please call me if you have any questions, or your staff may contact Don Chadwick at (213) 253-0301.

WLW:JLS:DC:AA

Attachments

c: William T Fujioka, Chief Executive Officer
Jackie Contreras, Ph.D., Interim Director, DCFS
Kimberly Berry, Board of Directors, Hannah's Children's Homes
Connie Franks, Chief Executive Officer, Hannah's Children's Homes
Jean Chen, Community Care Licensing, CDSS
Public Information Office
Audit Committee

HANNAH'S CHILDREN'S HOMES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW
FISCAL YEAR 2009-10

BACKGROUND

The Department of Children and Family Services (DCFS) pays Hannah's Children's Homes Foster Family Agency (Hannah's or Agency) a monthly rate per child placement. The rate is established by the California Department of Social Services (CDSS). Hannah's receives between $1,430 and $1,679 per child per month, based on the child's age, for a total of approximately $2.5 million during Fiscal Year (FY) 2009-10.

PURPOSE/METHODOLOGY

The purpose of our review was to determine whether Hannah's was providing the services outlined in their Program Statement and their County contract. We reviewed the Agency's certified foster parent files, children's case files and Agency personnel files, and interviewed Hannah's staff. We also visited six certified foster homes, and interviewed six foster parents and 12 children. We completed our review during August 2009, and conducted a follow-up review in October 2010. To enable Hannah's to begin taking action immediately, we discussed the findings and recommendations from our reviews with Agency management while completing our reviews.

BILLED SERVICES

Objective

Determine whether Hannah's provided program services in accordance with CDSS Title 22 regulations and their County contract.

Verification

As noted earlier, we visited six of Hannah's 69 certified foster homes in Los Angeles County, and interviewed six foster parents and 12 children placed in the six homes. We also observed two toddlers who were too young to interview. In addition, we reviewed the case files for 11 foster parents and 14 children, and reviewed the Agency's monitoring activities. During October 2010, we visited four additional homes, and reviewed case files for six additional foster parents and five additional children.

Results

Hannah's did not always adequately monitor foster homes to ensure they complied with CDSS Title 22 regulations and the County contract. Specifically:

Foster Home Visitation and Foster Parent Certification

- Four (67%) of the six foster homes reviewed in 2009 were not properly maintained. Specifically, one home had a hole in a hallway wall, and the other home had a cracked bathroom door. In addition, one home had an old mattress that needed to be replaced, and one home needed curtains that adequately covered the children's bedroom window.

  During our 2010 follow-up, two of the foster homes were no longer used by the Agency, and the other two homes had made the necessary repairs. In addition, all four additional homes reviewed were well maintained.

- One (17%) of the six foster homes reviewed in 2009 was not conducting required disaster drills with the children.

  During our 2010 follow-up, the foster home was no longer used by the Agency, and all four additional foster homes reviewed were conducting disaster drills.

- Two (18%) of the 11 foster parents reviewed in 2009 did not have valid California driver's licenses. The foster parents only had driver's licenses from another state and did not have a designated driver with a valid California driver's license as required.

  During our 2010 follow-up, the two foster homes were no longer used by the Agency, and all six additional foster parents or their designated drivers had valid California driver's licenses.

Needs and Services Plans, Quarterly Reports and Termination Reports

- Six (43%) of the 14 Needs and Services Plans (NSPs) reviewed in 2009 did not have recommendations for ongoing placement needs.

  During our 2010 follow-up, all five additional NSPs reviewed had recommendations for ongoing placement needs.

- Two (14%) of the 14 NSPs reviewed in 2009 did not have specific goals.

  During our 2010 follow-up, all five additional NSPs reviewed had specific goals.

- Four (29%) of the 14 Quarterly Reports reviewed in 2009 were prepared an average of 19 days late. In addition, three (21%) of the 14 Quarterly Reports reviewed did not indicate the date they were sent to the DCFS social workers. As a result, the Agency did not document that they sent the Quarterly Reports to the DCFS social workers timely.

During our 2010 follow-up, all five additional Quarterly Reports reviewed were prepared and submitted timely.

- None of the 17 Termination Reports reviewed in 2009 indicated the date they were sent to the DCFS social workers. As a result, the Agency did not document that they sent the Termination Reports to the DCFS social workers timely.

  During our 2010 follow-up, the two additional Termination Reports reviewed were prepared and submitted timely.

- Four (24%) of the 17 Terminations Reports reviewed in 2009 did not include a closing summary of the Agency's placement records as required. This issue was also noted in our March 1, 2006 report on Hannah's.

  During our 2010 follow-up, the two additional Termination Reports reviewed had a closing summary of the Agency's placement records.

Children's Case Files and Medical Services

- One (7%) of the 14 case files reviewed in 2009 did not have documentation that the Agency gave the child's DCFS social worker monthly updates on the child's progress.

  During our 2010 follow-up, all five additional case files reviewed had documentation that the Agency gave the children's DCFS social workers monthly updates on the children's progress.

- Three (75%) of the four children reviewed in 2009 who were taking psychotropic medication did not have documentation of the required monthly evaluations by the prescribing physician. In addition, one (25%) child did not have a current court authorization for the medication. However, the foster parents and the children we interviewed indicated that they were seen monthly by the prescribing physician, and the medication logs indicated that the children were taking their medication as prescribed.

  During our 2010 follow-up, the one child who was taking psychotropic medication at the time of our follow-up had a current court authorization for the medication, but did not have documentation of the required monthly evaluations by the prescribing physician. However, the foster parent and the child indicated that the child was seen monthly by the prescribing physician, and the medication logs indicated that the child was taking the medication as prescribed.

Recommendations

Hannah's management ensure:

1. **Staff adequately monitor foster homes to ensure they comply with CDSS Title 22 regulations and the County contract.**

2. **Foster homes are well-maintained in accordance with CDSS Title 22 regulations and the County contract.**

3. **Disaster drills are conducted with the children.**

4. **Foster parents or their designated drivers have valid California driver's licenses.**

5. **NSPs include recommendations for ongoing placement needs and specific goals.**

6. **Quarterly Reports and Termination Reports are prepared timely and indicate the date they were sent to the DCFS social worker.**

7. **Termination reports include a closing summary of the Agency's placement records.**

8. **DCFS social workers are updated monthly regarding the children's progress.**

9. **Children taking psychotropic medication have a current court authorization for the medication, and have documentation of monthly evaluations by the prescribing physician.**

CLIENT VERIFICATION

Objective

Determine whether the foster parents and children received the services that Hannah's billed to DCFS.

Verification

We interviewed six foster parents and 12 children placed in six Hannah's certified foster homes to confirm the services the Agency billed to DCFS. We also observed two toddlers who were too young to interview.

Results

The foster children indicated they enjoyed living with their foster parents, and the foster parents indicated that the services they received from the Agency met their expectations. In addition, the toddlers we observed appeared well cared for and healthy.

Recommendation

None.

STAFFING/CASELOAD LEVELS

Objective

Verify that Hannah's social workers' caseloads did not exceed 15 placements, and that the supervising social workers did not supervise more than six social workers as required by CDSS Title 22 regulations and the County contract.

Verification

We interviewed Hannah's administrator, and reviewed caseload statistics and payroll records for the Agency's social workers and supervising social worker.

Results

Hannah's 20 social workers carried an average of eight cases, and the Agency's four supervising social workers supervised an average of five social workers. However, in 2009, Hannah's had two contract social workers who did not sign a required declaration stating that their combined caseload at all agencies would not exceed 15 children.

During our 2010 follow-up, Hannah's did not have any contracted social workers.

Recommendation

10. **Hannah's management ensure that contract social workers sign declarations stating that their combined caseload at all agencies will not exceed 15 children.**

STAFFING QUALIFICATIONS

Objective

Determine whether Hannah's staff had the education and work experience required by CDSS Title 22 regulations and the County contract. In addition, determine whether the

Agency conducted required clearances before hiring staff, and provided ongoing training to staff.

Verification

We interviewed Hannah's administrator, and reviewed each staff's personnel file for documentation to confirm their education and work experience, hiring clearances and ongoing training.

Results

Hannah's staff had the required education and work experience, and the Agency provided ongoing training to staff. However, in 2009, one (5%) of the 20 social workers' Child Abuse Central Index (CACI) clearance was not in their personnel file at the time of our review. After our review, the Agency provided documentation that they obtained the CACI clearance before hiring the employee.

During our 2010 follow-up, all Agency staff had the required clearances in their personnel files.

Recommendation

11. Hannah's management ensure that employee personnel files contain all criminal and CACI clearances.

PRIOR YEAR FOLLOW-UP

Objective

Determine the status of the recommendations from the 2006 Auditor-Controller monitoring review.

Verification

We verified whether the recommendations from our FY 2005-06 monitoring review had been implemented. The report was issued on March 1, 2006.

Results

Our March 1, 2006 monitoring report had five recommendations. The Agency fully implemented three recommendations and partially implemented one recommendation. However, one of the issues noted in our current review, related to monitoring foster homes, was also noted in our 2006 report.

Recommendation

12. Hannah's management implement the outstanding recommendations from the 2006 monitoring report.

Hannah's Children's Homes
5900 S Eastern Ave, Ste 188
Commerce CA 90040
(323) 278-6501 Fax (323) 278-6515

February 01, 2011

County Of Los Angeles
Department of Auditor Controller
Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012-3873

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

From: Armando Juarez, MSW Commerce Office Supervisor

Subject: Hannah's Children's Homes Corrective Action Plan for Audit Controller Contract Review.

Attention: Wendy L. Watanade
Auditor Controller

The following is our Corrective Action Plan in response to the findings and recommendation of the contract review by the Auditor Controllers Office date January 25,2011.

Recommendation 1
Staff adequately monitor foster homes to ensure they comply with the County contract and CDSS Title 22 regulations.

Response: Hannah's Children's Home will ensure that foster care staff adequately monitors foster homes to ensure foster family's compliance with the County contract and Title 22 regulations.
Please be advised that our foster homes are evaluated on a quarterly basis by the Hannah's children's home inspector. In addition Foster Care Social Workers conduct monthly home inspections to ensure compliance with Title 22, County Regulations and Agency Policy.

Recommendation 2
Foster Homes are well- maintained in accordance with the County contract and CDSS Title 22 regulations.

Response: Hannah's Children's Home Foster Care staff will monitor the foster homes on a Quarterly and monthly basis to ensure compliance with the County Contract, Title 22 and Agency regulations. In addition foster homes are evaluated monthly and assessed during FCSW home visits.

Recommendation
Foster Homes provide children with comfortable mattress that is in good condition.

Response: Hannah's Children's Home will continue ensuring that foster parents will continue to provide a comfortable mattress that are in good condition. The only deficiency found in our foster home during the audit was corrected via De-Certification. Foster Care Social Workers have been instructed to monitor more carefully to ensure the foster homes provide an appropriate and comfortable mattress to our foster children.

Recommendation
Curtains adequately cover the children's bedroom windows so that the privacy rights of the children are respected.

Response: Hannah's Children's Homes will continue to ensure that curtains in our foster homes adequately cover the minor's bedroom window to ensure the privacy rights of the foster children are respected. Foster home in question, deficiency was corrected. (Please see attached Protocol)

Recommendation 3
Disaster drills are conducted with children upon placement and every six months thereafter.

Response: The two foster families in question were trained on not only conducting disaster drills, but documenting the dates the drills were conducted. Furthermore, an In-Service training was also held for Hannah's Children's Homes, Foster Care Social Workers.

Recommendation 4
Foster Parents have valid California Drivers' Licenses.

Response: The foster parents in question were unable to obtain valid California Driver License. Therefore, they were De-Certified. Furthermore HCH will not certify prospective foster parents that do not posses a valid California Driver License.

Recommendation 5
NSPs include recommendations for ongoing placement needs and goals that specific to the children.

Response: On January 20,2010 Hannah's Children's Homes provided in-service training to all Foster Care Social Workers at which NPS'S goals were reviewed. Furthermore, Foster Care Social Workers were given examples of appropriate goals that meet County criteria: " Goals that are specific, measurable and attainable".

Recommendation 6
Quarterly Reports and Terminations reports are prepared timely and indicate the date they are sent to the DCFS Social Worker.

Response: Hannah's Children's Home provided an In-Service training to Foster Care Social Worker to ensure that Quarterly Reports are sent Via fax to the DCFS Social Worker within 10 days of the due date. Furthermore FCSWs were advised to attach fax confirmation to the Quarterly Report as proof that report was submitted on a timely manner in compliance with County contract.

Recommendation 7
Termination Reports include a closing summary of the Agency's placement records.

Response: On January 20,2010 Hannah's Children's Homes conducted an in-service training at which the Foster Care Social Workers were instructed to attach a fax confirmation to termination reports. Furthermore, Hannah's Children's Home Supervisors were informed that before a termination report is signed, it must include a closing summary of the Agency's records related to placement.

Recommendation 8
DCFS Social Workers are updated monthly regarding the children's progress.

Response: On January 20, 2010 Hannah's Children's Home conducted a In-Service training. FCSW were instructed to contact CSW and provide children progress on a monthly basis. Furthermore, they were instructed to document stated information on the telephone log form & Quarterly Reports.

Recommendation 9
Children taking psychotropic medications have a current court authorization for their medication and are seen monthly by the prescribing physician.

Response: Hannah's Children's Home will continue to comply with psychotropic medication. According to Title 22, county regulations and Agency Policy. It should be noted that minor in question County Social Worker failed to provide Hannah's with minor's Court Authorization, despite the fact that we requested authorization copy several times without positive results.
On January 20,2010 HCH provided In-Service training to all FCSW in regards to County and Title 22 requirements.

Recommendation 10
Hannah's management ensure that contract social workers sign declarations stating that their combined caseload at all agencies will not exceed 15 children.

Response: The two Social Workers in question had previously signed Hannah's Children's Homes declaration of part-time contract social worker form. Stated forms were located in HCH's Human Resource Department, located in Rancho Cucamonga. (Sub Office)

Recommendation 11
Hannah's management ensure that employee personnel files contain all criminal and CACI clearances.

Response: The two Social Workers in question had criminal/ child abuse clearance. Required information was located in HCH's Human Resource Department, located in the Rancho Cucamonga Office.
The required documents were provided to the Audit Controllers Office.

Recommendation 12
Hannah's management implement the outstanding recommendation from the prior monitoring report.

Response: Please see our responses to items 1,8,9, and for our implement the Outstanding recommendations from the Fiscal Year Monitoring report. .

We appreciated the professional assistance and feed back provided by the Auditor-Controller's office staff. If you have any questions, please call me at (323) 278-6501.

Sincerely,

Armando Juarez

Armando Juarez, MSW
Commerce Office Supervisor

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
425 Shatto Place, Los Angeles, CA 90020

ANTONIA JIMÉNEZ
Acting Director

Board of Supervisors
GLORIA MOLINA
First District
MARK RIDLEY-THOMAS
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

March 25, 2011

TO: Aggie Alonso, Chief Accountant-Auditor
Countywide Contract Monitoring Division

FROM: Elizabeth A. Howard, Section Head
Out-of-Home Care Management Division
Foster Family Agency/Group Home Performance Management

DCFS RESPONSE TO THE AUDITOR CONTROLLER'S CONTRACT REVIEW OF HANNAH'S CHILDREN'S HOMES FOSTER FAMILY AGENCY

The Auditor Controller's (A-C) Contract Review of Hannah's Children's Homes (Hannah's) Foster Family Agency was conducted in July/August 2009 and a follow-up review in October 2010. The Out-of-Home Care Management Division (OHCMD) received the Auditor-Controller's February 4, 2011 final draft report of the contract compliance review on February 4, 2011, which included findings from the initial and follow-up reviews.

The A-C's final draft report found no egregious findings which rose to the level of a referral to the Child Protection Hotline. The draft report states that during their initial review, four of the six homes visited were not maintained in accordance with Title 22 and other regulatory standards as there were non-safety physical plant defienciency findings. The A-C's report also notes there were findings in the areas of Needs and Services Plans, Quarterly Reports, and Termination Reports, and that one of 14 case files reviewed did not contain documentation of monthly updates of the child's progress to the DCFS social worker. It was also noted that one of four children on psychotropic medication did not have a current court authorization on file and three children's file did not contain documentation of monthly evaluations by the prescribing physician. The A-C's draft report states that one of 20 social worker files reviewed did not contain documentation of a Child Abuse Central Index (CACI) clearance, however, it was later presented that the CACI was completed prior to the employee's hire. Lastly, during the A-C's initial review, two contract social workers had not signed the declaration indicating their combined caseload would not exceed 15 children. During their October 2010 follow-up, this finding was not applicable as there were no contract social workers and with the exception of documentation for one child's monthly evaluations from the prescribing physician, all other remaining initial recommendations had been corrected.

HANNAH'S CHILDREN'S HOMES FFA
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Hannah's has submitted a Corrective Action Plan to address each of their initial recommendations.

The OHCMD will assess for full implementation of the A-C's recommendations after the issuance of the A-C's final report.

If you have any questions, please contact me at (626) 569-6804.

KR:EAH