County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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(213) 351-5602

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August 7, 2013

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

From: Philip L. Browning
Director

HOMES OF HOPE FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a review of Homes of Hope Foster Family Agency (The FFA) in May 2013. The FFA has one licensed office located in the First Supervisorial District and provides services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, its mission is "To ensure children are provided with a continuity of care, nurturance and services that will meet their needs and those of their families as prescribed by their Needs and Services Plans. A secondary goal is the achievement of legal permanency for children. When family reunification has been determined by the court and the placing Agency is no longer a viable option and a child's case goal has been determined to be the achievement of legal permanency through adoption or guardianship, the Agency will make every effort to achieve these goals."

At the time of the review, the FFA supervised 142 DCFS placed children in 51 certified foster homes. The placed children's average length of placement was 15 months, and their average age was 11.

SUMMARY

During OHCMD's review, the interviewed children generally reported: feeling safe at the FFA; having been provided with good care and appropriate services; being comfortable in their environment and treated with respect and dignity. The certified foster parents

reported they were supported by the FFA staff in their efforts to provide care, supervision and service delivery to the children placed in their homes.

The FFA was in full compliance with 10 of 11 sections of our program compliance review: Licensure/Contract Requirements; Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records.

OHCMD noted a deficiency in the area of Personal Needs/Survival and Economic Well-Being, related to the FFA not assisting children in maintaining a life-book/photo-album.

Attached are the details of our review.

REVIEW OF REPORT

On June 18, 2013, the DCFS OHCMD Monitor, Sharon Koga, held an Exit Conference with the FFA representatives Suki Singh, Executive Director, Dr. Pritpal Sidhu, FFA Director, and Maria Castaneda, Quality Assurance. The FFA's representatives: agreed with the review finding and recommendation; was receptive to implementing systemic changes to improve their compliance with regulatory standards; and agreed to address the noted deficiency in a Corrective Action Plan (CAP).

A copy of this compliance report has been sent to the Auditor-Controller and Community Care Licensing.

The FFA provided the attached approved CAP addressing the recommendations noted in this compliance report. OHCMD will confirm that the recommendation has been implemented during our next monitoring review.

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

PLB:EM:KR
RDS:NF:sk

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Suki Singh, Executive Director, Home of Hope FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

HOMES OF HOPE FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2012-2013

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the May 2013 monitoring review. The purpose of this review was to assess Homes of Hope Foster Family Agency (The FFA's) compliance with the County contract and State regulations and included a review of the FFA's program statement, as well as administrative internal policies and procedures. The monitoring review covered the following 11 areas:

- Licensure/Contract Requirements,
- Certified Foster Homes,
- Facility and Environment,
- Maintenance of Required Documentation and Service Delivery,
- Educational and Workforce Readiness,
- Health and Medical Needs,
- Psychotropic Medication,
- Personal Rights and Social Emotional Well-Being,
- Personal Needs/Survival and Economic Well-Being,
- Discharged Children, and
- Personnel Records.

For purposes of this review, 12 children were selected for the sample. Out-of-Home Care Management Division (OHCMD) interviewed each child and reviewed all ten case files to assess the care and services they received. Additionally, four discharged children's files were also reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, nine placed children were prescribed psychotropic medication. We reviewed their case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

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

CONTRACTUAL COMPLIANCE

OHCMD found one area to be out of compliance.

Personal Needs/Survival and Economic Well-Being

- All three certified foster parents stated that they did not assist the children in maintaining a life-book/photo-album. Six of the twelve children interviewed stated that they were not assisted in maintaining a life-book/photo-album. During the exit interview the FFA

representative responded that it should be noted that the certified foster parents take pictures, but the pictures are not organized in a book. The FFA will conduct training for the certified foster parents and FFA social workers on life-books. The FFA will issue binders to the certified foster parents, and a copy of the intake picture will be included.

Recommendation

The FFA's management shall ensure that:

1. All children are assisted in maintaining a life-book/photo-album.

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

The OHCMD's last compliance report dated August 24, 2012 identified six recommendations.

Results

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

- Updated NSPs are completed timely.
- Updated NSPs are comprehensive and specific to the child.
- All foster children 14 years and older are enrolled in YDS services.
- All children receive timely initial medical examinations.
- All children receive timely initial dental examinations.
- All children on psychotropic medication have a current psychiatric evaluation.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

HOMES OF HOPE FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

1107 Glendora Avenue
West Covina, CA 91790
License Number: 197803171

	Contract Compliance Monitoring Review	**Findings: May 2013**
I	**Licensure/Contract Requirements** (7 Elements) 1. Timely Notification for Child's Relocation 2. Serious Incident Report Documentation and Cross Reporting 3. Runaway Procedures 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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. N/A 6. N/A 7. Full Compliance
II	**Certified Foster Homes (CFHs)** (12 Elements) 1. Home Study and Safety Inspection Prior to Certification 2. Contact with References/Including Check with OHCMD 3. Timely DOJ, FBI, CACI 4. Timely, Completed, Signed Criminal Background Statement 5. Health Screening & TB Test Prior to Certification 6. Required Training Prior to Certification 7. Certificate of Approval on File/Including Capacity 8. Safety Inspection Every Six Months or Per Approved Program Statement 9. Completed Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates 10. Current CDL/Auto Insurance/Annual Vehicle Maintain ance 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 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained	Full Compliance (ALL)

	4. Sufficient Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. Department of Children and Family Services (DCFS) Children's Social Worker's (CSW) Authorization to Implement NSPs 2. NSPs Implemented and Discussed with CFPs 3. Children Progressing Towards Meeting NSP Goals 4. Develop Timely, Comprehensive Initial NSP with Child's Participation 5. Develop Timely, Comprehensive Updated NSPs with Child's Participation 6. Therapeutic Services Received 7. Recommended Assessments/Evaluations Implemented 8. DCFS CSWs Monthly Contacts Documented in Child's Case File 9. Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	Full Compliance (ALL)
V	**Education and Workforce Readiness** (5 Elements) 1. Children Enrolled in School within Three School Days 2. Children Attend School as Required and FFA Facilitates Children's Educational Goals Met 3. Children's Academic Performance and/or Attendance Increased 4. Current Report Cards Maintained 5. FFA Facilitates Child's Participation in YDS/Equivalent/Vocational Programs	Full Compliance (ALL)
VI	**Health and Medical Needs** (4 Elements) 1. Initial Medical Exams Conducted Timely 2. Follow-up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted Timely	Full Compliance (ALL)
VII	**Psychotropic Medication** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	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. CFPs' Efforts to Provide Meals and Snacks 4. CFPs Treat Children with Respect and Dignity 5. Children Allowed Private Visits, Calls and to Receive Correspondence 6. Children Free to Attend or Not Attend Religious Services/Activities 7. Reasonable Chores 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse Medical, Dental and Psychiatric Care 10. Children Given Opportunities to Participate in Extra-Curricular Activities, Enrichment and Social Activities	Full Compliance (ALL)
IX	**Personal Needs/Survival and Economic Well-Being** (7 Elements) 1. Clothing Allowance in Accordance with FFA Program Statement ($50 Minimum If After November 1, 2012) 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children's Involvement in Selection of Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 5. Minimum Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Needs Improvement
X	**Discharged Children** (3 Elements) 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable)	Full Compliance (ALL)

XI	**Personnel Records** (9 Elements) 1. DOJ, FBI, CACI Submitted Timely 2. Timely, Completed, Signed Criminal Background Statement 3. Education/Experience Requirements 4. Employee Health Screening/TB Timely 5. Valid CDL and Auto Insurance 6. Signed Copies of FFA Policies and Procedures 7. Staff Completed All Required Training and Documentation Maintained 8. FFA Social Workers Have Appropriate Caseload Ratio 9. Written Declarations for Contract FFA Social Workers That Caseloads Not Exceed Total of 15 Children	Full Compliance (ALL)

Homes of Hope
Foster Family Agency

1-888-94-4-HOPE

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Members of:

West Covina Chamber of Commerce

California Association of Children's Homes

Facebook: Homes of Hope FFA
Website: www.homesofhopeffa.com

July 12, 2013

Sharon M. Koga CSA 1
Out-of-Home Care Investigations Section
Department of Children and Family Services
Out of Home Care Management Division
9320 Telstar Avenue, Suite 216
El Monte, California 91731

RE: **Homes of Hope Foster Family Agency**
Monitoring Review Field Visit- May 14, 2013
Corrective Action Plan

Dear Ms. Koga:

Following is the corrective action plan of Homes of Hope, Foster Family Agency in response to a deficiency finding during the monitoring review field visit of May 14, 2013:

IX. **PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING**

 # 64 Does the certified foster parent encourage and assist children to update a life book or a photo album? (PERMANENCY).

1. Homes of Hope Foster Family Agency have developed a life-book which includes sections for the child's personal memoirs as well as pictures. This life book will be given to all the current children in placement and all the future placements as well. A newly placed minor will be given this life book after the first court hearing has established the minor's return to the foster family home.

2. Homes of Hope, FFA social workers during their weekly home visits, will review the life book with the minor. If a minor refuses to use the life book, then this will be documented in the weekly progress note. Foster family agency social worker will continue to encourage the minor to use the life book.

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Ms. Koga it was a pleasure working with you during your monitoring review field visit of May 14, 2013. In a continuing effort to diligently pursue the goals of Safety, Permanence, and Well-Being for the children and youth that we serve in partnership with the Department of Children and Family Services, it is the sincere intention of Homes of Hope to meet all contract requirements and fully support the collaborative efforts to meet the needs of LA County's dependent children and provide a quality care to our children in placement.

If any further information is needed, please contact me anytime at (626) 814-9085.

Thanks.

Sincerely,

Pritpal Sidhu PhD
Administrator
Homes of Hope Foster Family Agency
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