County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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August 6, 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

WALDEN FAMILY SERVICES FOSTER FAMILY AND ADOPTION AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a review of Walden Family Services Foster Family and Adoption Agency (The FFA) in March 2013. The FFA has two licensed offices, one in the County of Los Angeles, in the third Supervisorial District, and one office in Riverside County. Both offices provide services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, its mission is "to provide an environment of emotional and physical security, nurturing and consistency for children in placement."

At the time of the review, the FFA supervised 78 DCFS placed children in 34 certified foster homes. The placed children's average length of placement was nine months, and their average age was nine.

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 eight of 11 sections of our program compliance review: Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharge Children; and Personnel Records. The section of Psychotropic Medication was not applicable.

OHCMD noted deficiencies in the areas of Licensure/Contract Requirements, related to five substantiated Community Care Licensing (CCL) citation findings and Health and Medical Needs, related to one child's initial dental examination not being completed timely.

Attached are the details of our review.

REVIEW OF REPORT

On March 27, 2013, the DCFS OHCMD Monitor, Cori Shaffer, held an Exit Conference with the FFA representative, Marci Galvez, Regional Administrator. The FFA's representative: agreed with the review findings and recommendations; was receptive to implementing systemic changes to improve their compliance with regulatory standards; and agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

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

The FFA provided the attached approved CAP addressing the recommendations noted in this compliance report.

OHCMD will confirm that these recommendations have 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:cs

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Sue Evans, Executive Director, Walden Family Services FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

WALDEN FAMILY SERVICES 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 March 2013 review. The purpose of this review was to assess Walden Family Services Foster Family and Adoption 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 their case files to assess the care and services they received. Additionally, five discharged children's files were also reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, there were no placed children prescribed psychotropic medication.

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

CONTRACTUAL COMPLIANCE

OHCMD found the following two areas to be out of compliance.

Licensure/Contract Requirements

- OHCMD noted that Community Care Licensing (CCL) cited the FFA for one certified foster parent failing to notify the FFA of an arrest for possession of narcotics for sale. CCL immediately notified the FFA and the home was immediately decertified for cause and OHCMD put an "indefinite hold" on the home.

The FFA was also cited for four other homes due to substantiated Personal Rights violations from the Riverside County office. These included:

1. One foster parent carried a child to school wrapped in a towel, this home had only Riverside County placements and was decertified due to the CCL substantiated personal rights violation;

2. One foster parent threatened a child with corporal punishment and the home which was certified to accept Los Angeles and Riverside County placements was decertified due to the substantiated person rights violation;

3. One home with Riverside placements only, but licensed to accept both Riverside and Los Angeles County placements was decertified due to the foster mother's adult brother having engaged in sexual activity with a foster youth in the home. The foster mother's adult brother did not reside in the same home that the youth resided in. The adult brother resided in the foster mother's parents' home which was also certified through the FFA and also licensed to accept both Riverside and Los Angeles County placements. Although only one home was cited, both homes were decertified for cause and were placed on an indefinite hold by Riverside County. The alleged perpetrator has an exclusion from CCL forbidding him to work with or supervise children in California.

   On August 5, 2013, OHCMD contacted Riverside CCL and was informed that the allegation of sexual abuse was investigated by CCL's Riverside Special Investigation Section. Per the CCL report, Riverside Law Enforcement was contacted on June 22, 2013 to report the alleged abuse. Riverside has no additional information regarding the criminal investigation.

4. One foster home with Riverside placements only at the time of the incident, but is certified to also accept Los Angeles County placements was cited for a personal rights violation. The foster parents took their biological son to dinner and did not include the foster children.

For the last mentioned home, a Corrective Action Plan (CAP) was completed and approved by CCL, which included additional personal rights training with the foster parents.

Recommendations

The FFA's management shall ensure that:

1. All certified foster homes are in compliance with Title 22 Regulations and documentation is maintained in the certified foster parent files.

Health and Medical Needs

- One child's initial dental examination was seven months late. During the exit interview the FFA administrator indicated that there was an issue with the child's Medi-Cal, however the FFA failed to document their efforts in attaining the Medi-cal. Subsequent to the review, all FFA staff was re-trained on required timelines for medical and dental examinations for all placed children and FFA social work supervisors will provide additional oversight.

Recommendation

The FFA's management shall ensure that:

2. Placed children have timely initial dental and medical examinations and are documented in the children's file.

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

The OHCMD's last compliance report dated July 17, 2012 identified four recommendations.

Results

Based on OHCMD's follow-up, the FFA fully implemented all four previous recommendations for which they were to ensure that:

- Certified foster parents ensure that all tools and sharp items are safely secured.
- Initial Needs and Services Plans (NSPs) are completed timely.
- Initial and Updated NSPs are comprehensive.
- NSPs are signed by the DCFS CSWs authorizing implementation of the plan or the FFA's documented effort to obtain authorization.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER (A-C)

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

WALDEN FAMILY SERVICES FOSTER FAMILY AND ADOPTION AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

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Northridge, CA 91324
License: 197805512

3576 Arlington Ave., Suite 106
Riverside, CA 92506
Licenses: 336403491

	Contract Compliance Monitoring Review	**Findings: March 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. Improvement Needed 5. Not Applicable 6. Full Compliance 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 Maintenance Documentation for CFPs and Designated Drivers 11. Other Adults in the Home: Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance 12. FFA Assists CFPs with Transportation Needs	Full Compliance (ALL)
III	**Facility and Environment** (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained	Full Compliance (ALL)

	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 CSW 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	1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Full Compliance
VII	**Psychotropic Medication** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Not Applicable

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	Full Compliance (ALL)
X	**Discharged Children** (3 Elements) 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable)	Full Compliance (ALL)

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

April 23, 2013

Department of Children and Family Services
Out of Home Care Management Division
9320 Telstar Ave., #206
El Monte, CA 91731

Dear Ms. Shaffer,

This is in response to your request for an amended Corrective Action Plan resulting from our annual performance evaluation that you conducted in March 2013. The audit resulted in the following areas that needed to be addressed:

1. Licensure/Contract Requirements: There were 5 substantiated allegations in 2012, 4 families were decertified and 1 corrective plan was implemented. Walden Family Services makes every effort to certify quality foster parents who will provide loving and stable homes for our children. Every parent completes 30 hours of pre-certification training, the SAFE home study, all required criminal clearances, as well as other DCFS and CCL regulations. During this process, the agency selects out those families it doesn't believe will provide quality care. When issues in a home do arise after certification, the agency is quick to address them, retraining parents, or decertifying when merited.

2. Health and Medical Needs: One child had her initial dental exam 7 months late. In this particular child's case, there was in issue with her medi-cal. However, our FFA social worker's notes lacked information, and the follow up in attaining the medi-cal was not sufficient. Agency social workers were retrained on required timelines for medical and dental appointments, and were instructed to have better documentation when issues outside of the agency's control arise. (Riverside staff were re-trained on 4/23/2013 and Northridge staff were re-trained on 3/21/2013). In addition, social work supervisors will ensure that when medical/dental visits can't happen timely, there is quick and continual follow up until all required/needed appointments occur.

It is always a pleasure to work with you and we appreciate your time and input. If you need further information please feel free to contact me at (818) 365-3665.

Sincerely,

Marci Galvez

Marci Galvez
Regional Director

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