County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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October 18, 2013

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

From: Philip L. Browning
Director

BETA FOSTER CARE 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 Beta Foster Care Foster Family Agency (the FFA) in June 2013. The FFA has two licensed offices located in Orange County, and provides services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, its mission is "to maximize the full developmental potential (physical-cognitive-emotional-behavioral) of each child placed with Beta Foster Care (BFC). BFC treatment services focuses on the antecedent conditions, which precipitated foster care placement. BFC provides foster child centered therapeutic services and foster family based interventions to treat the effects of abuse and neglect. Treatment services at this time are crucial and may help to prevent the effects of childhood maltreatment from reducing the quality of life into adulthood."

At the time of the review, the FFA supervised 3 DCFS placed children in 2 certified foster homes. The placed children's average length of placement was 7 months, and their average age was 11.

SUMMARY

During OHCMD's review, the interviewed children generally reported: feeling safe in 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 9 of 11 sections of our program compliance review: Licensure/Contract Requirements; Certified Foster Homes; Facility and Environment; Education and Workforce Readiness; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records. Psychotropic Medication was not applicable, as no children were prescribed psychotropic medication.

OHCMD noted a deficiency in the area of Maintenance of Required Documentation and Service Delivery related to a Needs and Services Plan (NSP) and Quarterly Report being six days late.

Attached are the details of our review.

REVIEW OF REPORT

On July 23, 2013, the DCFS OHCMD Monitor, Sharon Koga, held an Exit Conference with the FFA representative, Craig Zacuto, Executive Director. The FFA's representative: 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 L. Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Craig Zacuto, Executive Director, Beta Foster Care FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

BETA FOSTER CARE FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW SUMMARY

860 E. La Habra Blvd.
La Habra, CA 90631
License Number: 306004164

	Contract Compliance Monitoring Review	**Findings: June 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. Not Applicable 6. Not Applicable 7. Not Applicable
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 7. Allowance Logs Maintained	Full Compliance (ALL)
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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Improvement Needed 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Improvement Needed 10. Full Compliance
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	Not Applicable (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/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)	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. Timely Employee Health Screening/TB Clearances 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)

BETA FOSTER CARE 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 June 2013 monitoring review. The purpose of this review was to assess Beta Foster Care Foster Family Agency's (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, three children were selected for the sample. The Out-of-Home Care Management Division (OHCMD) interviewed each child and reviewed all three 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, no placed children were prescribed psychotropic medication.

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

CONTRACTUAL COMPLIANCE

OHCMD found the following one area to be out of compliance.

Maintenance of Required Documentation and Service Delivery

- One Updated Needs and Services Plan (NSP) was six days late. The FFA representative responded that he has met with the FFA's social worker staff and reviewed the due dates for updated NSPs/Quarterly Reports, and will begin tracking due dates to ensure reports are completed on time.

- One Quarterly Report was six days late. The FFA representative responded that he has met with the FFA's social worker staff and reviewed the due dates for updated NSPs/Quarterly Reports, and will begin tracking due dates to ensure reports are completed on time.

Recommendation

The FFA's management shall ensure that:

1. Updated NSPs/Quarterly Reports are submitted timely.

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

The OHCMD's last compliance report dated May 30, 2012 identified five recommendations.

Results

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

- All certified foster home backyards are clean and safe for children.
- All age appropriate children have an initial medical examination within 30 days of placement.
- All age appropriate children have an initial dental examination within 30 days of placement.
- Foster parents spend the required money per month on each child's clothing in accordance with the FFA's program statement.
- Implement the outstanding recommendations from the September 21, 2009 compliance report.

At the Exit Conference, the FFA representative expressed his desire to remain in compliance with all Title 22 Regulations and Contract requirements. To ensure the timeliness of NSPs and Quarterly Reports, the FFA Executive Director will review and track all NSPs and Quarterly Reports each week until they are completed and submitted on time.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

Beta Foster Care

BETA FOSTER CARE OFFICE

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Facility License#:306004132

☒ 860 E. La Habra Blvd, Suite 170
La Habra, CA 90631
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July 23, 2013

Sharon Koga, Children's Administrator I
OHCMD
Los County Dept. of Children & Family Services
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

Dear Ms. Koga;

Subject: Foster Family Agency Monitoring Review Corrective Action Plan (CAP) 2013

Thank you for conducting the exit interview meeting with me today at our Laguna Hills office and explaining to me your findings for the 2013 Beta Foster Cares FFA contract review. I have drafted below the Corrective Action Plan (CAP).

Please see the two items listed you have identified, in the monitoring review, that need correction.

1. IV Maintenance of Required Documentation and Service Delivery: #31 Did the FFA social worker develop timely, comprehensive, updated (NSPs) with the participation of the developmentally age-appropriate child?

   Beta Foster Care – Objective: Complete Needs & Service Plans (NSP) on or before each due date.
   Method: Beta Foster Care Executive Director (BFC-ED) shall review with Beta Foster Care Social Workers each week, at weekly staff meetings, all NSP deadlines for the next 30 days. All due dates shall then be tracked by BFC-ED each week until NSP reports are completed, as well as being submitted, on time.

2. IV Maintenance of Required Documentation and Service Delivery: #35 Does the FFA social worker complete timely, comprehensive, quarterly reports? (to County workers by 10th business days following the end of each quarter from the date the child was placed)

   Beta Foster Care – Objective: Complete Quarterly Reports on or before each due date.
   Method: Beta Foster Care Executive Director (BFC-ED) shall review with Beta Foster Care Social Workers each week, at weekly staff meetings, all Quarterly Report deadlines for the next 30 days. All due dates shall then be tracked by BFC-ED each week until the Quarterly Reports are completed, as well as being submitted, on time.

I hope the above CAP meets your approval. If you have any questions please feel free to contact me at (949) 600-7722.

Sincerely,

Craig Zacuto, M.A., MFT
Executive Director