County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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February 18, 2014

To: Supervisor Don Knabe, Chairman
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Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

FIVE ACRES 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 Five Acres Foster Family Agency (the FFA) in August 2013. The FFA has one licensed office located in the First Supervisorial District, and provides services to County of Los Angeles foster children and youth. According to the FFA's program statement, its mission is "to help families raise children to become caring and productive adults by building on their strengths and those of their communities by working to: prevent child abuse and neglect; care for, treat and educate emotionally disturbed, abused and neglected children and their families in residential and outreach programs; advance the welfare of children and families by research, advocacy and collaboration; and strive for the highest standards of excellence by professionals and volunteers."

At the time of the review, the FFA supervised 35 DCFS placed children in 20 certified foster homes. The placed children's average length of placement was twelve 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 8 of 11 sections of our Contract compliance review: Certified Foster Homes; Facility and Environment; Education and Workforce Readiness; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records.

OHCMD noted deficiencies in the areas of Licensure/Contract Requirements, related to a Community Care Licensing (CCL) citation as a result of a deficiency noted by the FFA due to the certified foster parent sharing/sleeping the same bedroom with an adopted three-year-old child; Maintenance of Required Documentation and Service Delivery, related to children's Initial and Updated Needs and Services Plans (NSPs) and Quarterly Reports not being comprehensive; and Health and Medical Needs, related to initial dental examinations having been conducted late.

It is noteworthy to report that the FFA has a federal grant called Diligent Recruitment Program via DCFS that addresses meeting the needs of deaf children, hard of hearing children and children of deaf parents in order to improve permanency outcomes for this population. The FFA recruits, trains and certifies foster families that are willing to open their homes and provide an accessible environment for this population. Certified foster parents are linked to the FFA's staff that is skilled in working with deaf and/or hard of hearing population. Specific recruitment efforts address communication and cultural needs for this population.

REVIEW OF REPORT

On September 10, 2013, the DCFS OHCMD Monitor, Darío Villamarín, held an Exit Conference with the FFA representatives, Marianne Guilfoyle, Director of Permanency Programs, Selina Liu, Adoption, Foster Care and ITFC Program Supervisor, Ivone Favela, Training Coordinator, Vanessa Mann, Administrative Assistant, and Jude Ann Catayong, Quality Assurance Analyst. The FFA's representatives: agreed with the review findings and recommendations; were 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 verify that the recommendations have been implemented and provide technical assistance during our next visit to the FFA in March 2014.

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

PLB:EM:KR
RDS:dv

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy L. Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Marianne Guilfoyle, Director of Permanency Programs, Five Acres FFA
Angelica López, Acting Regional Manager, Community Care Licensing

FIVE ACRES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

4401 Santa Anita Avenue
El Monte, CA 91731
License Number: 197805113

	Contract Compliance Monitoring Review	Findings: August 2013
I	**Licensure/Contract Requirements** (7 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Serious Incident Report Documentation and Cross Reporting	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 Homes (WFFH) Training	5. Not Applicable
	6. FFA Pays Certified Foster Parents (CFP) WFFH Required Payments	6. Not Applicable
	7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or More Children	7. Full Compliance
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 (DOJ, FBI, 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, if Applicable Car Seat(s)	
	11. Criminal Clearances and Health Screening/CDL/CPR DOJ/FBI/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/Interior Well Maintained 3. Children's Bedrooms/Interior Well Maintained 4. Sufficient and Appropriate Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. CFP Conduct Disaster Drills and Documentation Maintained 7. Money and Clothing Allowance Logs Maintained	Full Compliance (ALL)
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. FFA Obtains or Documents Efforts to Obtain County Children's Social Worker's (CSW) Authorization to Implement NSPs 2. CFPs Participated in Development of NSPs 3. Children Progressing Towards Meeting NSP Goals 4. FFA Social Workers Develop Timely, Comprehensive Initial NSP with Child's Participation 5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with Child's Participation 6. Therapeutic Services Received 7. Recommended Assessments/Evaluations Implemented 8. County Children's Social Workers Monthly Contacts Documented in Child's Case File 9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Improvement Needed 6. Full Compliance 7. Full Compliance 8. Improvement Needed 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 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	 1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Full Compliance
VII	**Psychotropic Medications** (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 Choice 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	 Full Compliance (ALL)
IX	**Personal Needs/Survival and Economic Well-Being** (7 Elements) 1. $50 Clothing Allowance in Accordance with FFA Program Statement 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children's Involvement in 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/Assistance with Life Book/Photo Album	 Full Compliance (ALL)

X	**Discharged Children** (3 Elements) 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Palcement 3. Child Completed High School (if applicable)	Full Compliance (ALL)
XI	**Personnel Records** (9 Elements) 1. Criminal Clearances (DOJ, FBI, 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 Exceed Total of 15 Children	Full Compliance (ALL)

FIVE ACRES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2013-2014

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the August 2013 monitoring review. The purpose of this review was to assess Five Acres 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, six children were selected for the sample. Out-of-Home Care Management Division (OHCMD) interviewed five children and reviewed their case files to assess the care and services they received. One child was not interviewed due to his young age. During the home visit, the child was observed to be comfortable in the certified foster home and the certified parents were observed to be attuned to the needs of the child. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, three placed children were prescribed psychotropic medication. We reviewed all three case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

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

CONTRACTUAL COMPLIANCE

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

Licensure/Contract Requirements

- According to a Community Care Licensing's (CCL) Facility Evaluation Report dated March 12, 2013, CCL cited the FFA for a Building and Grounds violations when it was discovered that the FFA was aware of a three-year-old adopted child sharing a bedroom with the certified

foster parent; however the FFA failed to file for an exception. CCL requested a Plan of Correction (POC), which included retraining for the certified foster parent in Title 22 Regulations which, was approved by CCL on March 22, 2013.

During the Exit Conference, the FFA representatives stated that they were not aware of this sleeping arrangement. Once it came to their attention, the waiver was requested.

Recommendation

The FFA's management shall ensure that:

1. The FFA is in full compliance with Title 22 Regulations, free of CCL's citations.

Maintenance of Required Documentation and Service Delivery

- Of the six Initial Needs and Services Plan (NSPs) reviewed, two Initial Needs and Services Plan (NSP) were not comprehensive, as they did not include all of the elements in accordance with the NSP template. Specifically, educational goals were not developed and medical information was missing. Additionally, the FFA Social Worker's contact with the Department of Children and Family Services (DCFS) Children's Social Worker (CSW) and dates and frequency of visits by the FFA's Social Worker with the placed child was not documented.

- Six Updated NSPs were reviewed. The NSP for one of the children listed above was not comprehensive, as it did not include all of the elements in accordance with the NSP template. Specifically, educational goals were not developed for the child even though the FFA was aware that the child was performing poorly in school.

- For the same child, the Quarterly Report was not comprehensive. Specifically, an educational goal section was not completed.

It should be noted that the FFA representatives attended the OHCMD NSP Training for providers on August 1, 2013 and were made aware of the NSP requirements. All twelve NSPs reviewed were developed prior to the training.

Recommendations

The FFA's management shall ensure that:

2. Initial, Updated NSPs and Quarterly Reports are comprehensive and all the required fields/sections are completed in accordance with the NSP template.

Health and Medical Needs

- For two children, the initial dental exam was conducted seven days late.

During the Exit Conference, the FFA representatives stated that they are searching for additional dentists, as appointments with the current dental providers are not always available within the required timeframe. The FFA representatives also stated that certified foster parents have been instructed to contact another dental provider if an appointment with their current provider is not available within the required timeframe to ensure examinations are conducted timely. OHCMD advised the FFA to contact the DCFS CSWs and Public Health Nurses for referrals to health care providers when their regular dental providers are unable to set an appointment for placed children within the required timeframe.

Recommendation

The FFA's management shall ensure that:

3. Initial dental exams are conducted timely.

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

The OHCMD's last compliance report dated November 9, 2012, identified ten recommendations.

Results

Based on OHCMD follow-up, the FFA fully implemented eight of ten previous recommendations for which they were to ensure that:

- All certified foster parents with children required to be transported in car seats use car seats to transport children and are familiar with the Child Safety California Law; and that FFA social workers routinely inspect the foster homes to ensure on-going compliance.

- OHCMD is contacted for historical abuse/neglect information regarding prospective foster parents prior to certification.

- All required vehicle maintenance documentation is maintained in the certified foster parents' files and in accordance with the County contract and the FFA's program statement.

- All certified foster homes have appropriate dining seats to accommodate all residents in the home and that FFA social workers inspect the homes to ensure on-going compliance.

- All children's NSPs are discussed with certified foster parents and copies are provided for their records.

- Report cards are in all children's files and certified foster parents and/or FFA social workers retrieve copies when the foster parents do not receive the children's report cards.

- Certified foster parents prepare meals for placed children and FFA social workers routinely ask the children if foster parents prepare meals for them.

- All children have a life book or photo album.

Based on OHCMD follow-up, the FFA did not fully implement two of ten previous recommendations for which they were to ensure that:

- The FFA is in compliance with Title 22 Regulations, County contract requirements and the FFA's Program Statement.

- All age-appropriate children have an initial dental examination within 30 days of placement, FFA staff routinely monitors for on-going compliance, and documentation is maintained in the children's files.

Recommendations

The FFA administration shall ensure that:

4. The outstanding recommendations for the November 9, 2012 monitoring report, which are noted in this report as Recommendations 2 and 3 are fully implemented.

At the Exit Conference, the FFA Administration expressed their desire to remain in compliance with all Title 22 Regulations and Contract requirements. In an effort to ensure all certified foster homes are in compliance with Title 22 Regulations, the FFA provided training to staff on Title 22 Regulations. Additionally, certified foster parents were advised to seek other dental providers if their regular provider is unable to set an appointment within the required timeframe to ensure dental appointments are conducted timely. OHCMD will verify that the recommendations have been implemented during our next visit to the FFA to provide technical assistance and follow-up in March 2014.

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

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

October 4, 2013

LA County DCFS OHCMD
9320 Telstar Avenue, Suite 216
El Monte, CA 91731
Office (626) 569-6827
Fax (626) 572-2367
Attention: Mr. Villamarin

Re: Corrective Action Plan (CAP)

Dear Mr. Villamarin:

Following is the Corrective Action Plan (CAP) for Five Acres compliance review in August and September of 2013:

The DCFS review stated the following findings:

1. At the time of the review, the agency was not free of one substantiated CCL complaint report on safety and physical plant deficiency since the last review. The agency provided Mr. Villamarin documentation on 9/16/13 that the agency was in fact cleared of this deficiency on 3/20/13. See attached CCL clearance report.
2. Two of the six case files reviewed did not have comprehensive, updated NSPs with the participation of the developmentally age-appropriate child. At the time of the review, the agency was not aware that the "quarterly" sections needed to be completed in the Initial NSP. In addition, one of the six NSPs were not turned into the County Worker by the NSP due deadline.
3. Two of the six case files reviewed did not have an initial dental appointment completed within the 30 days of placement.

The following Corrective Action Plan was implemented immediately:

1. Social Worker Supervisor reviewed with the Five Acres Foster Care and Intensive Treatment Foster Care staff Title 22 Section 89387 (8) (A). It was determined and put into effect immediately that the placement worker and the social worker assigned to the home will ensure that except for infants, children shall not share a bedroom with an adult. It was addressed that regardless of whether a child is a foster, birth or adopted child if the child is above the age of two years he/she cannot share a bedroom with an adult. It was also addressed that if a child above the age of two years needs to share a bedroom with an adult that an exception will be requested at least two months prior to the child's second birthday. Staff will ensure that this standard is met by continuously observing the home and asking questions regarding sleeping

arrangements to the clients and foster parents (see attached new Home Visit Log). In addition, this regulation has also been added to the home inspection (see attached). Furthermore, social workers were instructed to familiarize themselves with the foster parent and client files especially if they inherit a case from a different worker. Please see attached the agenda and sign in sheet for the staff meeting held on 3/20/13.

2. FCSWs will ensure that Initial, Updated NSPs and Quarterly Reports are completed within a timely manner (within 30 days of placement, and quarterly from placement, and submitted to the CSWs for approval by the due date of the NSP). In addition, FCSWs will ensure that the quarterly sections in the Initial NSPs are also completed. This includes ensuring the following information (i.e., medical and dental information, home visit dates, CSW contact dates, and birth family visitation dates) are included in all NSPs (i.e., initial and updated quarterly NSPs). In addition goals will be created for clients that match their needs as discussed in the body of the NSP.

3. FCSWs will ensure that all age- appropriate children will have an initial medical and dental examination within 30 days of placement. FCSWs will document in the home visit note and ensure ongoing compliance and documentation is maintained in the children's files.

Please note that the above protocols were presented by Social Worker Supervisor and Program Supervisor to the FFA and ITFC staff during a staff meeting that took place on September 25, 2013 (Please see attached form). In addition, please note that the Resource parents were trained on 9/4/13 and 10/9/13 on Title 22 regulations and ensuring medical and dental appointments are completed in a timely manner.

If you have any questions or need further information, feel free to reach me at 626-246-1729.

Sincerely,

Gagan Sandhu, MA
Foster Care Social Worker Supervisor

cc: Selena Liu, M.Div, Program Supervisor
cc: Marianne Guilfoyle, LCSW, Program Director