County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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May 6, 2014

To: Supervisor Don Knabe, Chairman
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From: Philip L. Browning
Director

ETTIE LEE 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 Ettie Lee Foster Family Agency (the FFA) in January 2014. 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 provide each child with a safe and nurturing environment in which to meet his/her unique challenges, to provide the most home like environment possible and to offer comprehensive and effective treatment that supports the child to meet his/her goals."

At the time of the review, the FFA supervised 61 DCFS placed children in 22 certified foster homes. The placed children's average length of placement was 14 months and their average age was 7.

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 being 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 7 of 11 sections of our contract compliance review: Licensure/Contract Requirements, Facility and Environment, Health and Medical Needs, Personal Rights and Emotional Well-Being, Personal Needs/Survival and Economic Well-Being, Discharged Children and Personnel Records.

Psychotropic Medication was not applicable as there were no placed children that were prescribed medication at the time of the review.

OHCMD noted deficiencies in the areas of Certified Foster Homes, related to a home study for one certified foster parent not being completed prior to certification and safety inspections of certified foster homes were not completed per the timelines of the FFA Program Statement; Maintenance of Required Documentation and Service Delivery, related to a lack of documentation regarding children progressing towards their NSP goals, Updated NSPs did not include all of the elements in accordance with the NSP template, and the NSP Quarterly Reports reviewed were not comprehensive as they did not address the children's progress; and Education and Workforce Readiness, related to services not being provided to a child who was doing poorly in school.

Attached are the details of our review.

REVIEW OF REPORT

On February 21, 2014, the DCFS OHCMD Monitor, Greta Walters, held an Exit Conference with the FFA representative, Karen Cash, Director. The FFA's representative: agreed with the review findings and recommendations; was receptive to implementing systemic changes to improve the FFA's compliance with regulatory standards; and agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this 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 these recommendations have been implemented and will provide technical assistance during our next visit to the FFA in August 2014.

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

PLB:EM:KR
RDS:KR:gw

Attachments

c: William T Fujioka, Chief Executive Officer
John Naimo, Acting Auditor-Controller
Public Information Office
Audit Committee
Clayton Downey, CEO, Ettie Lee FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

ETTIE LEE FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

754 E. Arrow Hwy, #F
Covina, CA 91722
License Number: 197804111

	Contract Compliance Monitoring Review	Findings: January 2014
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. Full Compliance
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home (WFFH) Training	5. Not Applicable
	6. FFA Pays Certified Foster Parents (CFP) WFFH Required Supplemental 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	1. Improvement Needed
	2. Agency's Inquiry with OHCMD for Historical Information Prior to Certification	2. Full Compliance
	3. Timely Criminal Clearances (DOJ, FBI, CACI) Prior to Certification	3. Full Compliance
	4. Timely, Completed, Signed Criminal Background Statement	4. Full Compliance
	5. Health Screening & TB Test Prior to Certification	5. Full Compliance
	6. All Required Training Prior to Certification	6. Full Compliance
	7. Certificate of Approval on File/Including Capacity	7. Full Compliance
	8. Safety Inspections Completed At Least Every Six Months or Per Approved Program Statement	8. Improvement Needed
	9. Completed Annual Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates	9. Full Compliance
	10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers, if Applicable Car Seat(s)	10. Full Compliance
	11. Criminal Clearances and Health Screening/CDL/CPR/DOJ/FBI/CACI/Auto Insurance for Other Adults in the Home	11. Full Compliance
	12. FFA Assists CFPs in Providing Transportation	12. Full Compliance

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 Conducted 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 the 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. Improvement Needed 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 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	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance

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
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 Choices 7. Children's Chores Reasonable 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse or Received 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 Provided 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 or 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)	 1. Full Compliance 2. Full Compliance 3. Not Applicable
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)

ETTIE LEE 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 January 2014 monitoring review. The purpose of this review was to assess Ettie Lee 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, ten children were selected for the sample. The Out-of-Home Care Management Division (OHCMD) interviewed ten children. OHCMD reviewed all ten 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 four certified foster parent files and five staff 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.

Certified Foster Homes

- The home study for one certified foster parent was not completed prior to certification.

- Safety inspections of the four certified foster homes were not completed per the timelines of the FFA's Program Statement of every three months.

During the Exit Conference, the FFA's Director stated that effective immediately, before signing off on any certification, the FFA Director will ensure that all pertinent documentation is completed before the issuance of the Certificate of Approval. Also, the FFA Director stated that training would be provided to the FFA social workers in the area of timely safety inspections by February 26, 2014. Written documentation of the training was provided to OHCMD by the FFA.

Recommendations

The FFA's management shall ensure that:

1. All certified foster parents' home studies are completed prior to certification.

2. Safety inspections of certified foster homes are completed at least every six months or per the timelines of the FFA Program Statement.

Maintenance of Required Documentation/Service Delivery

- For six children, there was no documentation in the case files that the children were progressing towards the NSP goals.

- For six children, the Updated NSPs did not address the children's progress. Specifically, the goals were not modified, specific, time-limited nor measurable.

- The NSP Quarterly Reports for the six reviewed children were not comprehensive, as they did not address the children's progress.

During the course of the compliance review, the OHCMD monitor met with the FFA Director and went over the problematic NSPs. During the Exit Conference, the FFA's Director stated that a formal training on NSPs would be provided to the FFA social work staff by February 26, 2014. Written documentation of the training was provided to OHCMD by the FFA.

It should be noted that the FFA's representatives attended OHCMD's NSP refresher training on August 1, 2013. Some of the NSPs reviewed were developed prior to the training and some subsequent to the training.

Recommendations

The FFA's management shall ensure that:

3. Children's progress towards meeting NSP goals is documented.

4. Children's progress is documented and Updated NSP goals are modified, specific, time-limited and measurable.

5. NSP Quarterly Reports are comprehensive and include all elements in accordance with the NSP template.

Education and Workforce Readiness

- Two children were doing poorly in school. The children had received low grades in several subjects. The children's academic performance had not improved based on services provided by the FFA.

During the Exit Conference, the FFA's representative stated that the children are now receiving tutoring services. The FFA Director stated that when reviewing the Quarterly Reports, the FFA Director would track the children's progress and the FFA social workers would contact the school and certified foster parents to determine if the children are in need of any services.

Recommendation

The FFA's management shall ensure that:

6. Children's academic performance increases.

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

The OHCMD's last compliance report dated July 13, 2013, identified four recommendations.

Results

Based on our follow-up, the FFA fully implemented 4 of 4 previous recommendations for which they were to ensure that:

- Certified foster parents are re-assessed prior to recertification.
- Pool gates are locked at all times.
- Initial NSPs are completed timely.
- All part-time contract FFA social workers have written declarations that each of their collective caseloads would not exceed 15 children.

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

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

ETTIE LEE
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ACCREDITED BY

April 11,2014

Ettie Lee Foster Family Agency
Corrective Action Plan
Fiscal Year 2013-2014

The following Corrective Action Plan will address the three areas of review that were out of compliance at the time of the OHCMD review.

1) The home study for one certified foster parent was not completed prior to certification.

Karen Cash, Director of FFA will read and approve all of the home studies of all of the foster and adoptive parents. I will also be responsible for signing and checking the date on the certification form, along with the Foster Parent Recruiter/Trainer. This should insure that no certification gets approved without two people checking for the approved home study.

2) Safety inspections of the certified foster homes are completed at least every six months or per the timelines of the FFA Program Statement.

Ettie Lee Social Workers complete Safety Inspections on a quarterly basis (Jan, April, July, and October), and they are completed by our Recruiter /Trainer annually on their re-certification date. Social workers will make sure the safety inspections are completed on the date of their certification or before each time. A binder is kept with copies of each Safety Inspection.

3) Children's academic performance increases

Training has been provided to the social workers on 2/26/2014 about the need to better prepare foster children for further education. Social Workers will discuss with their supervisor, Karen Cash the challenges of working with children that have poor academic performance and the resources that have been requested or provided. These include: Tutoring, more communication with teachers, and assistance with helping foster parents follow through with their child's' home work. FFA Director will continue to track the children's academic performance and progress, while Social Workers will be more aware of needed services.

4) NSP's will better address the child's progress towards their goals. Goals need to be modified, specific, time-limited and measurable. NSP's were addressed during the 2/26/2014 training, and it will be the responsibility of the Social Workers and Director of the FFA to ensure that NSP's are comprehensive and include all elements required.

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Service locations in the cities of Azusa, Baldwin Park, Bloomington, Covina, Fontana (2), Pomona, Redlands

All of the mentioned areas have been addressed at the training held on 2/26/14. We addressed the Safety Inspections and who, when and how they should be conducted. We also addressed the complexity of the NSP's and the importance of involving both care taker and child in the setting of the goals as well as the need to make sure all goals are specific and measureable. We also learned about the services we can provide our families, which include tutoring and after school programs that assist in helping children progress educationally.

Ettie Lee FFA will continue to work towards improving in these areas in order to make each foster home a better place for our children to be, and each review better than the year prior.

Thank you,
Karen Cash, LCSW

Karen Cash, LCSW

Director Foster Care/Adoptions