County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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July 7, 2014

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

From: Philip L. Browning
Director

FUTURO INFANTIL HISPANO 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 Futuro Infantil Hispano Foster Family Agency (the FFA) in February 2014. The FFA has two licensed offices, one located in the First Supervisorial District and another located in San Bernardino County and provides services to County of Los Angeles DCFS foster children and youth. According to the FFA's program statement, "The primary purpose of the foster family agency is to achieve the placement agency's overall goals of safety, permanency and well-being. The primary goals of the FFA program are: to ensure children are provided with a safe and healthful living environment; a continuity of care, nurturance and services that will meet their individualized problems, needs and situation; to work with their families to achieve reunification; or to achieve other designated legal permanency plans such as adoption, legal guardianship or a permanent planned living arrangement for children when family reunification is not possible."

At the time of the review, the FFA supervised 307 DCFS placed children in 109 certified foster homes. The placed children's average length of placement was six months, and their average age was seven.

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 9 of 11 sections of our program compliance review: Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education 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.

OHCMD noted deficiencies in the areas of Licensure/Contract Requirements, related to Community Care Licensing (CCL) and DCFS cited the FFA as a result of deficiencies and findings during CCLs and DCFS investigations of complaints; and Certified Foster Homes, related to the FFA's failure to conduct home studies prior to certification. OHCMD instructed the FFA supervisory staff to enhance monitoring in order to eliminate documentation issues and ensure compliance with service requirements and all regulatory standards.

Attached are the details of our review.

REVIEW OF REPORT

On March 19, 2014, the DCFS OHCMD Monitor, Thomas Manning, held an Exit Conference with the FFA's representatives, Oma Velasco-Rodriquez, Executive Director, Lily Olan-Gonzalez, Administrator, and Teri Amirkhan, MA, Deputy Administrator. 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 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, your staff may contact me or Aldo Marin, Board Relations Manager, at (213) 351-5530.

PLB:EM:KR
RDS:tm

Attachments

c: William T Fujioka, Chief Executive Officer
John Naimo, Acting Auditor-Controller
Public Information Office
Audit Committee
Oma Velasco- Rodriquez, Executive Director, Futuro Infantil Hispano FFA
Lajuannah Hills, Regional Manager, Community Care Licensing

FUTURO INFANTIL HISPANO FOSTER FAMILY AGENCY
PRELIMINARY CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

2227 E. Garvey Ave. North
Covina, CA 991791
License Number: 197802497

1131 West Sixth Street
Ontario, CA 91762
License Number: 337804341

	Contract Compliance Monitoring Review	**Findings: February 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. Improvement Needed
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training	5. Not Applicable
	6. FFA Pays Certified Foster Parents (CFP) Whole Foster Family Home 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. Safety Inspection Every Six Months or Per Approved Program Statement	7. Full Compliance
	8. Safety Inspection Completed At Least Every Six Months or Pre-Approved Program Statement	8. Full Compliance
	9. Completed Annual Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates	9. Full Compliance
	10. Other Adults in the Home: Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance	10. Full Complaince
	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 Needs	12. Full Compliance

III	**Facility and Environment** (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas were 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 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	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 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	Full Compliance (ALL)
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 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)	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)

FUTURO INFANTIL HISPANO FOSTER FAMILY AGENCY
PRELIMINARY 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 February 2014 review. The purpose of this review was to assess Futuro Infantil Hispano 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, 12 children were selected for the sample. Out-of-Home Care Management Division (OHCMD) interviewed nine of twelve children. Three children were not interviewed, as they were too young. During the home visits, the children were observed to be comfortable in the certified foster homes and the certified parents were observed to be attuned to the needs of the children. We reviewed all 12 case files to assess the care and services they received. Additionally, five discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, 11 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 all three certified foster parents to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

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

Licensure/Contract Requirements

Community Care Licensing (CCL) cited the FFA as a result of deficiencies and findings during the course of investigating a child abuse referral. According to the report dated August 5, 2013, CCL substantiated a Personal Rights violation when it determined that the certified foster parents had inappropriately disciplined the placed children.

On November 6, 2013, CCL delivered an Accusation (Revocation of Certificate of Approval), which stated that the "Respondent be prohibited for the remainder of Respondent's life, from employment in, presence in, and from contact with, clients of any facility licensed by the CCL and from being a member of the board of directors, an executive director, or an officer of a license of any facility licensed by the CCL." This referral was investigated by Department of Children and Family Services (DCFS) Emergency Response Children's Social Worker (ER CSW) on January 29, 2013. The DCFS ER CSW concluded that the allegation of physical abuse of two placed children by their certified foster mother was Substantiated, which resulted in the placed children being removed. Out-of-Home Care Investigation Section (OHCIS) placed the certified foster home on an Indefinite Hold and it will no longer be used as a placement resource for DCFS children. OHCIS requested a Corrective Action Plan (CAP) from the FFA which included additional training on Children's Personal Rights and Appropriate Discipline Techniques for Certified Foster Parent.

Recommendations

The FFA's management shall ensure that:

1. All certified foster parents are re-trained on Children's Personal Rights and the FFA is in compliance with Title 22 Regulations.

Certified Foster Homes

In September 2013, it was brought to OHCMD's attention that the FFA did not conduct home studies at the foster care and adoption level (dual certification) for 51 certified foster homes prior to certification.

OHCMD requested a CAP that would address how the FFA would amend its certification process to be in compliance with County contracts and a detailed plan with timeframes to complete the dual certification of 51 certified foster homes. The FFA will complete dual certification on the remaining 49 homes (two homes were decertified) by May 28, 2015. The FFAs plan is to complete 25 dual certifications by August 28, 2014, 13 dual certifications by February 28, 2015 and the remaining 11 dual certifications by May 28, 2015. The FFA's CAP was approved by OHCMD on February 24, 2014.

Recommendations

The FFA's management shall ensure that:

2. All prospective certified foster parents have a completed home study prior to certification.

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

OHCMD'S last compliance report dated July 12, 2013, identified three recommendations.

Results

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

- All certified FFAWs and certified foster parents are re-trained to ensue all foster children are receiving their allowances.
- All certified foster parents are provided with a complete copy of the entire current NSP for their files.
- All certified foster parents are trained in accordance with the County contract and on the previous CAP which stated clothing would be purchased at the time of placement and receipts would be provided to confirm purchases.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

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

FUTURO INFANTIL HISPANO
Foster Family Agency

February 24, 2014

LA County, DCFS-OHCIS
Attn.: Thomas Manning, CSA I
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

RE: CAP, DUAL CERTIFICATION OF CERTIFIED FOSTER HOMES

Dear Mr. Manning:

In response to the letter dated January 28, 2014 from Rhonda David-Shirley, CSA III our agency would like to clarify that FIH FFA is certifying foster parents with the preparation of FPs as resource parents. Our agency trains all potential FPs to be resource parents through the pre-certification training of "PS-MAPP" (Group Preparation and Selection of Foster/Adoptive Families-Model Approach to Partnership in Parenting).

All resource parents certified as FPs after 10/1/09 will have an adoption home study completed by a licensed adoption agency to comply with the requested CAP regarding County Contract Section 12.1.1. Our CAP will also ensure all newly certified foster homes have a completed adoption home study at the time of initial certification effective immediately and ongoing. Our CAP addresses how our agency amended its certification process to be in compliance with the contract requirements clarified at a 9/26/13 meeting with OHCMD regarding the issue. A subsequent meeting took place with the agency's existing MOU adoption agency to do the adoption home studies for FPs certified since 10/1/09 and the adoption agency declined. The existing MOU adoption agency will only continue to do adoption home studies for FPs with identified foster children they are adopting. Therefore, our agency has been seeking other adoption agencies for an MOU to complete adoption home studies for our resource parents. At this time, we are waiting to hear back from at least two adoption agencies on an MOU of which one is just pending a signature date. In addition, our agency has already completed and signed a contract to design and obtain an adoption program and license within the coming year.

There were 51 foster homes identified that require an adoption home study of which two have since been decertified, leaving us with a total of 49 homes in need of an adoption home study. The following is the outline for the completion of the home studies:

*25 homes shall be completed by 8/28/2014 (six months of the CAP)
*13 additional homes shall be completed between 11/28/14 and 2/28/15 (six to nine months of the CAP)
*11 remaining homes shall be completed between 2/28/15 to 5/28/15 (nine to twelve months of the CAP)

Our agency received the attached list that your letter indicates has 181 names but it only listed 177 names. Therefore, our agency noted on the list the missing names, the correct certification and decertification dates, a resource parent that applied but never got certified (Terrazas) and those that already had an adoption home study done.

If you need additional information or have any questions, please feel free to contact me at 626-339-1824.

Sincerely,
Lily Olán Gonzalez, MSW
FFA Administrator

2227 E. Garvey Ave. North • West Covina, CA 91791 • Phone 626.339.1824 • Fax 626.915.4148