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DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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July 3, 2014

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

From: Philip L. Browning
Director

ALLIANCE HUMAN SERVICES 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 Alliance Human Services Foster Family Agency (the FFA) in October 2013. The FFA has two licensed offices, one office located in the Fourth Supervisorial District and one office located in San Bernardino County and provides services to County of Los Angeles DCFS foster children and youth. According to Alliance Human Services FFA's program statement, its mission is "to develop, implement, and maintain a system of care which provides children or non-minor dependents with complex circumstances options for living in the community, supports for attaining independence (when appropriate), and opportunities to grow and develop personal connections in natural settings."

At the time of the review, the FFA supervised 19 DCFS placed children in 19 certified foster homes. The placed children's average length of placement was 21 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 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 6 of 11 sections of our program compliance review: Facility and Environment; Education and Workforce Readiness, Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records.

OHCMD noted deficiencies in the areas of Licensure/Contract Requirements, related to Community Care Licensing (CCL) citations as a result of deficiencies and findings during CCL's investigations of complaints; Certified Foster Homes, related to certified foster parents not completing the annual training hours; Maintenance of Required Documentation and Service Delivery, related to the FFA failing to obtain DCFS Children Social Workers' signatures authorizing implementation of a child's Needs and Services Plan (NSP), Initial and Updated NSPs not being comprehensive, as they did not include all of the elements in accordance with the NSP template; Health and Medical Needs, related to untimely initial medical examinations for two children; and Personal Needs/Survival and Economic Well-Being, related to two children not receiving a Life Book/Photo Album.

REVIEW OF REPORT

On November 26, 2013, the DCFS OHCMD Monitor, Gladys Hidayat held an Exit Conference with the FFA representative Rose Rutherford, FFA Assistant Executive Director. 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 verify that the recommendations have been implemented and will provide technical assistance during our next visit to the FFA in June 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:gh

Attachments

c: William T Fujioka, Chief Executive Officer
John Naimo, Acting Auditor-Controller
Public Information Office
Audit Committee
Luigi Grimaldi, FFA Executive Director, Alliance Human Services FFA
Rose Rutherford, Assistant Executive Director, Alliance Human Services FFA
Angelica Lopez, Acting Regional Manager, Community Care Licensing

ALLIANCE HUMAN SERVICES FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

21311 Hawthorne Blvd, #330
Torrance, Ca 90503
License Number: 197805715

9166 Anaheim Place #225
Rancho Cucamonga, Ca 91730
License Number: 366407265

	Contract Compliance Monitoring Review	**Findings: October 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 Home (WFFH)Training	5. Not Applicable
	6. FFA Pays Certified Foster Parents (CFP) WFFH Required Supplemental Payments	6. Not Applicable
	7. 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 Prior to Certification	1. Full Compliance
	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 Prior to Certification	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. Full Compliance
	9. Completed Annual Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates	9. Improvement Needed
	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 Needs	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. 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 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. Improvement Needed 2. Full Compliance 3. Full Compliance 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 7. Children's Chores Reasonable 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. $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/Photo Album	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed

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)

ALLIANCE HUMAN SERVICES 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. The compliance report addresses findings noted during the October 2013 review. The purpose of this review was to assess Alliance Human Services Foster Family Agency's (the FFA) 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. The Out-of-Home Care Management Division (OHCMD) interviewed the six children and reviewed their 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, 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 parent files and five staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with three certified foster parents to assess the quality of care and supervision provided to the children.

CONTRACTUAL COMPLIANCE

OHCMD found the following five 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 investigations of CCL complaints. According to a CCL complaint investigation report dated May 28, 2013, CCL substantiated Neglect/Lack of Supervision when it was determined that the certified foster parents were intoxicated and got into a physical altercation in the presence of

the placed children. CCL cited for the FFA for violation of Health/Safety code, due to the certified foster parents' conduct, which was detrimental to the health, morals, welfare, or safety of the children and for personal rights as they failed to provide a safe, healthy and comfortable home where the children were treated with respect.

A referral was generated and was investigated by the Department of Children and Family Services (DCFS) Emergency Response Children's Social Worker (ER CSW). The DCFS ER CSW substantiated the allegations of Emotional Abuse, which resulted in the placed children being removed from the home. Out-of-Home Care Investigation Section (OHCIS) concurred with the conclusion made by the DCFS ER CSW and placed the home on "Indefinite Hold" and it will no longer be used as a placement resource for DCFS children. Since the FFA decertified the home, no Plan of Correction (POC) was required by CCL.

- On June 27, 2013, CCL cited the FFA for a General Personnel Requirement violation when it was discovered that the FFA did not have an adequate number of staff for the scope of adoption services and the FFA had only one social worker to perform adoption home studies. The FFA submitted an exception on June 27, 2013, which was approved by CCL on the same day.

- On September 6, 2013, CCL cited the FFA as a result of deficiencies and findings during an investigation of a CCL complaint. According to the CCL report, the certified foster parent failed to report an incident whereby a placed child sustained a red mark on her neck when a picture she attempted to take off the wall fell.

CCL requested a POC, which included retraining for the certified foster parent on reporting requirements. The FFA submitted the POC, which was approved by CCL on September 6, 2013.

- CCL cited the FFA as a result of deficiencies and findings during an investigation of a CCL complaint. According to a complaint report dated October 17, 2013, CCL substantiated Neglect/Violation of Responsibility for Providing Care and Supervision of a placed child by the certified foster parent.

According to the report, the certified foster parent had a placed child ride on the floor of her car because she had too many people in the car and not enough seat belts. The DCFS ER CSW substantiated the allegation of General Neglect, which resulted in the placed children being removed from the home. OHCIS concurred with the conclusion made by the DCFS ER CSW and placed the home on "Indefinite Hold" and it will no longer be used as a placement resource for DCFS children. Since the FFA decertified the home, no POC was required by CCL.

- On October 24, 2013, CCL cited the FFA for violation of Title 22 Regulation regarding Social Worker Ratios when it was discovered that a FFA social worker had a caseload of 16 children when the caseload for a full-time social worker is not to exceed 15 children.

The FFA submitted a Plan of Correction (POC) to CCL, which included reassignment of the caseload which was approved by CCL on October 24, 2013.

- On November 15, 2013, CCL cited the FFA for a violation of Building and Ground regulation noted during a CCL visit. According to the report, the certified foster parent's bedroom did not have a window or a direct exit to the outside. Further, the bedrooms smelled like mildew because the windows are kept closed and the home is not aired out.

The FFA submitted documentation to CCL showing that a door, which provides a direct exit to the outside had been installed. Additionally, the certified foster parents agreed to open the windows in their home during the day to eliminate the mildew smell. The POC was approved by CCL on December 2, 2013.

Recommendation

The FFA's management shall ensure that:

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

Certified Foster Homes

- In one certified foster home, the FFA approved the certified foster parents' 15 hours of Annual Training. However only three hours of the trainings were relevant to the care and supervision of foster children and the remaining 12 hours of trainings did not meet the County contract requirement.

During the Exit Conference, the FFA's representative stated that the FFA will monitor the Certified Foster Parents' trainings and ensure that their annual trainings meet the required training hours in accordance with the County contract. The FFA has provided OHCMD with verifications that the FFA staff were retrained on Certified Parents Annual Training requirements during the FFA trainings dated December 10, 12, 13, and 17, 2013 and the certified foster parents were trained during their in-service training from January 13 - 24, 2014.

Recommendation

The FFA's management shall ensure that:

2. Certified Foster Parents' annual trainings are related to the care and supervision of foster children and meet County contract requirements.

Maintenance of Required Documentation and Service Delivery

- For two children, the FFA did not obtain or document efforts to obtain the DCFS CSWs' signatures authorizing implementation of the Needs and Services Plan (NSP) in a timely manner. One child's NSP was due on June 29, 2013 and the request for the DCFS CSW's signature for approval was sent on October 21, 2013. Another child's NSP was due on July 10, 2013 and the request for the DCFS CSW's signature was sent on September 11, 2013.

- Of the six children's cases reviewed, it was noted that five children' NSP goals did not include all of the elements in accordance with the NSP template. Specifically, the NSP for three children

with behavioral problems, goals did not include the behavior needing improvement or interventions used to assist the children in reaching behavior goals; two children educational goals did not include methods or services provided to assist them in reaching their goals; and one child did not have a permanency goal.

- Quarterly Reports for three children were not sent to their respective DCFS CSWs in a timely manner. For two children, the Quarterly Reports were sent one month late and for the other child, the report was sent four months late and therefore their progress could not be assessed.

During the Exit Conference, the FFA's representative stated that all FFA social worker staff will be retrained on NSP development and requirements as specified in the County contract and Title 22. The FFA has provided OHCMD with verification that the FFA social worker staff retrained on Title 22 Regulations and DCFS Contract requirements and NSP requirements during their in-service training on December 10, 12, 13, and 17, 2013.

It should be noted that the FFA's representative attended the OHCMD's NSP training for providers on August 1, 2013, and was made aware of the NSP requirements. Some of the NSPs reviewed were developed subsequent to the training.

Recommendation

The FFA's management shall ensure that:

3. The FFA obtains or document efforts to obtain the DCFS CSW's authorization to implement NSPs in a timely manner and documentation is maintained in the child's files and that all placed children's NSP's include all elements in accordance with the NSP template.

4. Quarterly Reports are sent to the children DCFS CSWs in a timely manner.

Health and Medical Needs

- Two children initial medical examinations were conducted a month after the due date and there was no documentation in their case files indicating the reason for the delay.

During the Exit Conference, the FFA's representative stated that the FFA will ensure that all children's medical examinations are completed in a timely manner and documentations are obtained and filed in the children's case files.

Recommendation

The FFA's management shall ensure that:

5. FFA Social Workers routinely monitor the children's medical appointments and document the efforts in their case files.

Personal Needs/Survival and Economic Well-Being

- The FFA did not provide Life Books/Photo Albums for two children.

During the Exit Conference, the FFA's representative stated that they will ensure that each placed child is given a Life Book/Photo Album and that all FFA social workers and certified foster parents will receive training on its importance and on encouraging and assisting the child in creating and updating it. The FFA submitted verification that the trainings were conducted for the FFA staff on December 10-17, 2013, and for certified foster parents on January 21, 2014.

Recommendation:

The FFA's management shall ensure that:

6. Certified foster parents encourage and assist all placed children in creating and updating Photo Albums/Life Books.

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

The OHCMD's last compliance report dated February 28, 2013 identified six recommendations.

Results

Based on OHCMD follow-up, the FFA fully implemented 2 of 6 previous recommendations of which they are to ensure that:

- An assessment of certified foster parents is conducted prior to placing more than two children in the home.

- All placed children CSWs are contacted monthly as per County contract requirements and documentation is maintained.

Based on OHCMD follow-up, the FFA did not fully implement 4 of 6 previous recommendations of which they are to ensure that:

- An oversight plan is established to ensure all FFA certified homes comply with CCL regulations regarding children's safety, an adequate physical plant, and other Licensure/Contract Requirements.

- The training requirements for certified foster parents are followed as stated in the County contract.

- All placed children Updated NSP's follow CCL and County contract requirements and are comprehensive.

- All placed children Quarterly Reports are completed, updated and reflective of the children current progress.

Recommendation

The FFA's management shall ensure that:

7. The outstanding recommendations from February 28, 2013 monitoring report, which are noted in this report as Recommendations 1, 2, 3, 4 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. To ensure compliance, the FFA would utilize a tracking system to ensure all required documents are obtained and filed. Further, in December 2013, the FFA Program Director and FFA social workers were retrained on Title 22 Regulations, specifically on General Licensing Requirements, including Safety and Physical Environment, and on County contract compliance, which included NSPs requirements. Certified foster parents received the same training in January 2014. The FFA provided verification of training to OHCMD. OHCMD will verify implementation of the recommendations and will provide technical assistance during a follow-up visit to the FFA in June 2014.

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

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

Alliance
HUMAN SERVICES, INC.

December 17, 2013

Rhonda David-Shirley, LMFT
Out of Home Care Management Division
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

Dear Ms. David-Shirley:

RE: Foster Family Agency Monitoring Review Exit Summary, Dated December 03, 2013

Alliance Human Services, Inc. (Facility No. 197806287) has received the Foster Family Agency (FFA) Monitoring Review Exit Summary, dated December 03, 2013. After reviewing the Review Summary in thorough, Alliance Human Services, Inc. has completed the following Plan of Action that directly address the deficiencies identified:

I. **Licensure/Contract Requirements.**

- Community Care Licensing substantiated one (1) complaint on safety since the last review.

Alliance Human Services, Inc. (AHS) decertified the one (1) Certified Family Home (CFH) immediately upon receiving notification that there was a complaint/allegation against the CFH. Also, in light of the summary review, On December 10, 2013 and December 12-13, 2013, AHS Quality Assurance Director (QAD), Olga Toney, and Assistant Executive Director (AED), Rose Rutherford conducted a re-training with the Torrance and Bakersfield staff, including the social workers and program directors, regarding the Title 22 Regulations, specifically on the General Licensing Requirements, including Safety and Physical Environment. In addition, on December 13, 2013 and December 17, 2013, QAD Ms. Toney re-trained the Rancho Cucamonga facility staff. Furthermore, the same training will be conducted for the CFHs' during a Certified Parent In-Service Training in January 2014 (See attached, Proof of Training and supporting documents conducted in December 2013. Proof of Training for the Certified Family Homes shall be submitted by February 01, 2014).

II. **Certified Foster Homes.**

- Two certified foster parents did not complete a minimum of 12-hours of training.

On December 10, 12, 13, and December 17, 2013, QAD, Olga Toney and/or AED, Rose Rutherford, completed re-training for the social work staff and program directors, specifically regarding monitoring and ensuring that all certified foster parents meet the minimum fifteen (15) hours of on-going hours, per the County Contract Section 3.6 Exhibit A. Forthwith, and in accordance with AHS policies and procedures, the social worker assigned to the CFH shall document the continuing education trainings for the Certified Foster Parents on the Weekly Contact Record, and the Quarterly Health and Safety Assessment reports. In addition, the Resource team shall closely track the required additional training of 12 hours during the first year and 15 hours every year thereafter in Foster Track data base (See attached, Proof of Training and supporting documents).

In January 2014, during a Certified Parent In-Service Training, the Program Director and/or designated representative of each facility shall complete re-training with the Certified Foster Parents on the County Contract, Section 3.6 Exhibit A, specifically training requirements of fifteen (15) hours of training, annually. Any certified foster parent who does not attend the monthly scheduled trainings shall receive training in the CFH, completed by an AHS representative to ensure compliance with LA County DCFS Contract. The Certified Parent shall sign an acknowledgement, as proof of training completed (AHS shall submit Proof of Training by February 01, 2014).

III. Maintenance of Required Documentation and Service Delivery.

- The FFA social workers did not develop timely, comprehensive, updated Needs and Services Plan (NSP) with the participation of the developmentally age-appropriate child. It was noted one child was replaced to the current home on 08/06/12 during the previous review, CSW signed the initial NSP only, one NSP was mailed late, CFP participated for the NSP only, and one NSP's progress can't be assessed as the child's In addition, one NSP had not had a permanency goal for the past six months, and had the same goal for one year and it was unmet. The stated goals were not specific and measurable. The SB office is still using 2008 NSP.

- The FFA social workers did not complete timely, comprehensive, quarterly reports (to County workers by the 10th business days following the end of each quarter from the date the child was placed). It was noted one quarterly report was late.

On December 10, 12, 13, and December 17, 2013, AHS Quality Assurance Director and/or Assistant Executive Director conducted a re-training with the social work staff and program director in the Torrance, Rancho Cucamonga and Bakersfield facilities, specifically Title 22 Regulations and DCFS Contract requirements on a foster child's Needs and Services Plan (NSP). Ms. Toney and Ms. Rutherford reviewed the NSP report, including the instructions on completing the report. Also, Ms. Toney and Ms. Rutherford reviewed, "Creating S.M.A.R.T. Goals," with the staff to best develop a comprehensive plan with the participation of the developmentally age-appropriate child, foster parent, County Social Worker, Agency Social Worker, and other

pertinent parties. In addition, further review of the due dates of the NSP and Quarterly Reports were emphasized to ensure that the County workers received the reports no later than the 10th business days following the end of each quarter from the date the child was placed in the Certified Foster Home (see Proof of Training and supporting documents).

IV. Health and Medical Needs

- Two of the initial medical examinations were not conducted timely. It was noted that two of the children's initial medical examinations were late.

According to the assigned social worker on these cases, the children had an appointment within thirty days of their date of placement; however, the children's medi-cal cards had expired. The agency social worker reported the medi-cal card issue with the County Social Worker to resolve the matter; as a result, the next medical appointment was not secured until after the thirty days.

On December 10, 12, 13, and December 17, 2013, AHS social workers and program directors at the Torrance, Rancho Cucamonga, and Bakersfield facilities were re-trained on the state and county regulations as it pertains to the timeline for initial medical examinations (See attached, Proof of Training and supporting document).

In January 2014, during a Certified Parent In-Service Training, the Certified Foster Parents shall be-retrained on the importance of ensuring compliance with state and county regulations, specifically timely completion of initial medical examinations, and to ensure optimal care of the children (AHS shall submit Proof of Training by February 01, 2014).

V. Personal Needs/Survival and Economic Well-Being

- The Certified Foster Parent shall encourage and assist children to update a life book or photo album. It was noted that two children did not have a life book or a photo album.

On December 10, 12, 13, and December 17, 2013, the Torrance, Rancho Cucamonga, and Bakersfield facilities social workers and program directors were re-trained on the importance and benefits of a life book or photo album for each child (See attached Proof of Training and supporting document). In January 2014, the Certified Foster Parents shall receive the same training on the importance of encouraging and assisting each placed child in creating and updating a life book/photo album of items that relate to childhood memories (AHS shall submit Proof of Training by February 01, 2014). Furthermore, AHS staff or designated representative shall conduct a Life Book Training for the Certified Foster Parents, including providing a Life Book for each of the placed child in the Certified Family Home, as further proof of ensuring the survival and economic well-being of the children in our CFHs'.

Thank you for your consideration. If you have any questions, please contact Rose Rutherford or Olga Toney at (310)792-8920.

Sincerely,

Rose Rutherford
Assistant Executive Director
Alliance Human Services Inc.
21311 Hawthorne Blvd. Suite 330
Torrance, CA 90503
Tel: 310-792-8920
Fax: 310-792-8998

Enclosures

Alliance
HUMAN SERVICES, INC.

January 31, 2014

Rhonda David-Shirley, LMFT
Out of Home Care Management Division
9320 Telstar Avenue, Suite 216
El Monte, CA 91731

Dear Ms. David-Shirley:

RE: **Addendum to** the December 17, 2013 Corrective Action Plan submitted in response to: Foster Family Agency Monitoring Review Exit Summary, dated December 03, 2013

Alliance Human Services, Inc. (Facility No. 197806287) submitted to the Los Angeles County, Department of Children and Family Services on December 17, 2013, a Plan of Action that directly addressed the deficiencies identified, in response to the above-subject matter.

Alliance Human Services, Inc. completed the following training for the Certified Foster Parents, **in addendum,** to the Corrective Plan of Action submitted on December 17, 2013:

I. **Licensure/Contract Requirements.**

- Community Care Licensing (CCL) substantiated **two (2)*** complaints on safety since the last review, and four (4) citations.

During the writing of the Corrective Action Plan, it was corrected that there were two (2), and not one (1) substantiated allegation as previously mentioned in the CAP, dated December 17, 2013 (which is corrected in this addendum, dated January 31, 2014).

Alliance Human Services, Inc. decertified these two Certified Family Homes that received substantiated allegations, immediately upon receipt of the investigative findings from Community Care Licensing. The CAP for each of these substantiated allegations was approved by CCL (Copies of Decertification Letters were submitted to DCFS Auditor during the FFA Monitoring Review).

In addition, there were four (4) citations reporting during this monitoring review: 1) General Personnel Requirements cited on 6/27/13 (CAP: personnel was terminated from the agency); 2) CPs did not report red mark on a child's neck due to a picture falling on it cited on 9/20/13 (CAP: Training completed by the CPs); 3) Social Work Ratios Requirements cited on 11/7/13 (CAP: Case reassigned to another agency SW on the same day of citation); and 4) CFP received 2

citations for Building and Grounds cited on 11/28/13 (CAP: CFP built a door that leads to the backyard from their bedroom). Each of the corrective action plans for the four citations during this monitoring review were approved by CCL, and placed in the Certified Family Home office files.

In addition, Alliance Human Services, Inc. conducted training on Title 22 Regulations, specifically on the General Licensing Requirements, including Safety and Physical Environment with all staff. **As part of the Plan of Action, the same training was completed for the CFHs' who have placements with the Los Angeles County Department of Children and Family Services on January 11, 12, 13, 14, 21, 22, 23, and 24' 2014 during a Certified Parent In-Service Training (See attached, Proof of Training).**

II. Certified Foster Homes.

- Two certified foster parents did not complete a minimum of 12-hours of training.

Alliance Human Services, Inc. completed re-training for the social work staff and program directors, specifically regarding monitoring and ensuring that all certified foster parents meet the minimum fifteen (15) hours of on-going hours, per the County Contract Section 3.6 Exhibit A., including ensuring the social workers document the continuing education trainings for the Certified Foster Parents on the Weekly Contact Record, and the Quarterly Health and Safety Assessment reports, and ensuring that it is tracked in the Foster Track data base. **As part of the Plan of Action, on January 11, 12, 13, 14, 21, 22, 23 and 24 '2014, the Certified Parents completed re-training on the County Contract, Section 3.6 Exhibit A, specifically training requirements of fifteen (15) hours of training, annually (See attached, Proof of Training).**

IV. Maintenance of Required Documentation and Service Delivery.

- This has been addressed on the December 17, 2013 Corrective Action Plan.

VI. Health and Medical Needs

- Two of the initial medical examinations were not conducted timely. It was noted that two of the children's initial medical examinations were late.

As part of the Plan of Action, on January 11, 12, 13, 14, 21, 22, 23 and 24 '2014, during a Certified Parent In-Service Training, the Certified Foster Parents completed re-training on the importance of ensuring compliance with state and county regulations, specifically timely completion of initial medical examinations, and to ensure optimal care of the children (See attached, Proof of Training).

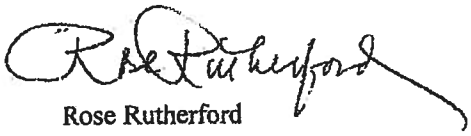
IX. Personal Needs/Survival and Economic Well-Being

- The Certified Foster Parent shall encourage and assist children to update a life book or photo album. It was noted that two children did not have a life book or a photo album.

Alliance Human Services, Inc. completed re-training with the social workers and program directors in December 2013on the importance and benefits of a life book or photo album for each child. **As part of the Plan of Action, on January 11, 12, 13, 14, 21, 22, 23, and 24 '2014, the Certified Foster Parents received the same training on the importance of encouraging and assisting each placed child in creating and updating a life book/photo album of items that relate to childhood memories. Each family was provided with Life Books for each child placed in their homes. (See attached, Proof of Training).**

Thank you for your consideration. If you have any questions, please contact Rose Rutherford or Olga Toney at (310)792-8920.

Sincerely,



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Enclosures