



County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

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May 23, 2017

To: Supervisor Mark-Ridley-Thomas, Chairman
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Supervisor Kathryn Barger

From: *for Cynthia McCoy Miller*
Brandon T. Nichols
Acting Director

OPTIMIST BOYS' HOME AND RANCH FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of Optimist Boys' Home and Ranch Foster Family Agency (the FFA) in May 2016. The FFA has one office located in the Fifth Supervisorial District and provides services to the County of Los Angeles DCFS placed children. According to the FFA's Program Statement, its stated purpose is to "provide culturally sensitive comprehensive treatment, specialized education and support services to abused, neglected or at-risk children, youth, and their families, to establish stability within families and communities."

At the time of the review, the FFA supervised 52 DCFS placed children in 26 Certified Foster Homes (CFHs). The children's average length of placement was 12 months and their average age was nine.

SUMMARY

During CAD's Contract Compliance Review, the interviewed children generally reported: feeling safe in the FFA CFHs; having been provided with good care and appropriate services; being comfortable in their placement environment; and being treated with respect. The Certified Foster Parents (CFPs) reported being supported by the FFA staff in their efforts to provide care and supervision to the children placed in their homes.

The FFA was in full compliance with 6 of 11 applicable areas of CAD's Contract Compliance Review: Education and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records.

CAD noted deficiencies in the areas of: Licensure/Contract Requirements, related to Community Care Licensing Division (CCLD) citations; Certified Foster Homes, related to three CFPs not maintaining current car registrations; Facility and Environment, related to common areas not being well maintained, expired food, tuna, powdered drink mix, snacks, money, and clothing allowance logs not being maintained; Maintenance of Required Documentation and Service Delivery, related to the FFA Social Workers not developing comprehensive Needs and Services Plans (NSPs); and Personal Needs/Survival and Economic Well-Being, related to clothing allowance not provided, ongoing clothing inventories of adequate quantity/quality not maintained, children not involved in the selection of their clothing, clean towels not provided, and children not receiving minimum weekly monetary allowance.

REVIEW OF REPORT

On June 16, 2016, Chinelo Maduiké, DCFS CAD, and Nancy Armenta, DCFS Out-of-Home Care Management Division (OHCMD), held an exit conference with the FFA representatives: Crystal Brackin, Assistant Executive Director and Danielle Lovelady-Ryan, Foster Family Agency Supervisor. The FFA representatives agreed with the review findings and recommendations; were 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).

The FFA provided the attached approved CAP addressing the recommendations noted in this compliance report.

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

BN:KR
LTI:cm

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Terri L. McDonald, Chief Probation Officer
Sheila Mitchell, Assistant Chief Probation Officer, Juvenile Services
Public Information Office
Audit Committee
Sil Orlando, Chief Executive Officer, Optimist Boys Home and Ranch
Lajuannah Hills, Regional Manager, Community Care Licensing Division
Lenora Scott, Regional Manager, Community Care Licensing Division

**OPTIMIST BOYS' HOME AND RANCH FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW SUMMARY**

**520 West Palmdale Blvd, #H
Palmdale, CA 93551
License Number: 197601246**

	Contract Compliance Review	Findings: May 2016
I	<p><u>Licensure/Contract Requirements</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. Timely, Cross-Reported Special Incident Reports (SIRs) 3. Runaway Procedures in Accordance with the Contract 4. Are There Community Care Licensing Division (CCLD) Citations/Out-of-Home Care Management Division (OHCMD) Safety Reports 5. If Applicable, Foster Family Agency (FFA) Ensures Complete Required Whole Foster Family Home (WFFH) Training 6. FFA Pays Certified Foster Parents (CFP) WFFH Payments 7. FFA Conducts an Assessment of CFP Prior to Placement of Two or More Children 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed 5. Full Compliance 6. Full Compliance 7. Full Compliance
II	<p><u>Certified Foster Homes</u> (12 Elements)</p> <ol style="list-style-type: none"> 1. Home Study and Safety Inspection Conducted Prior to Certification 2. FFA's Inquiry with OHCMD for Historical Information Prior to Certification 3. Timely Criminal Clearances from the Federal Bureau of Investigation (FBI), California Department of Justice (DOJ), and Child Abuse Central Index (CACI), Prior to Certification 4. Timely, Completed and Signed Criminal Background Statement 5. Health Screening and Tuberculosis (TB) Test Prior to Certification 6. All Required Training Prior to Certification 7. Certificate of Approval on File Including Capacity 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance

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	<ol style="list-style-type: none"> 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 Driver's License, Auto Insurance and Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers 11. Criminal Clearances and Health Screening / Driver's License/CPR/FBI/DOJ/CACI/Auto Insurance for Other Adults in the Home 12. FFA Assists CFPs in Providing Transportation Needs 	<ol style="list-style-type: none"> 8. Full Compliance 9. Full Compliance 10. Improvement Needed 11. Full Compliance 12. Full Compliance
III	<p><u>Facility and Environment</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. Exterior Grounds Well Maintained 2. Common Areas Well Maintained 3. Children's Bedrooms and 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 	<ol style="list-style-type: none"> 1. Full Compliance 2. Improvement Needed 3. Full Compliance 4. Full Compliance 5. Improvement Needed 6. Full Compliance 7. Improvement Needed
IV	<p><u>Maintenance of Required Documentation and Service Delivery</u> (10 Elements)</p> <ol style="list-style-type: none"> 1. FFA Obtains or Documents Efforts to Obtain the Department of Children and Family Services (DCFS) Children's Social Worker's (CSW's) Authorization to Implement Needs and Services Plans (NSPs) 2. CFPs Participated in Development of the NSPs 3. Children Progressing Towards Meeting NSP Goals 4. FFA Social Workers Develop Timely, Comprehensive Initial NSPs with the Child's Participation 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Improvement Needed

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	<ol style="list-style-type: none"> 5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with the Child's Participation 6. Therapeutic Services Received 7. Recommended Assessment/Evaluations Implemented 8. DCFS CSW's Monthly Contacts Documented in the Child's Case File 9. FFA Social Workers Develop Timely Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits 	<ol style="list-style-type: none"> 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance
V	<p><u>Education and Workforce Readiness</u> (5 Elements)</p> <ol style="list-style-type: none"> 1. Children Enrolled in School Within Three School Days 2. Children Attend School as Required and FFA Facilitates in Meeting the 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 Youth Development Services (YDS) or Equivalent Services and Vocational Programs 	Full Compliance (All)
VI	<p><u>Health and Medical Needs</u> (4 Elements)</p> <ol style="list-style-type: none"> 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	<p><u>Psychotropic Medication</u> (2 Elements)</p> <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	Full Compliance (All)
VIII	<p><u>Personal Rights and Social/Emotional Well-Being</u> (10 Elements)</p> <ol style="list-style-type: none"> 1. Children Informed of FFA's Policies and Procedures 	Full Compliance (All)

	<ol style="list-style-type: none"> 2. Children Feel Safe in the Certified Foster Home (CFH) 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 are 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 Extracurricular Activities, Enrichment and Social Activities in the CFH, School and Community 	
IX	<p><u>Personal Needs/Survival and Economic Well-Being</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. Clothing Allowance Provided in Accordance with FFA Program Statement 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children Involved in the 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 and Assistance with a Life Book or Photo Album 	<ol style="list-style-type: none"> 1. Improvement Needed 2. Improvement Needed 3. Improvement Needed 4. Improvement Needed 5. Improvement Needed 6. Full Compliance 7. Full Compliance
X	<p><u>Discharged Children</u> (3 Elements)</p> <ol style="list-style-type: none"> 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable) 	

XI	<u>Personnel Records</u> (9 Elements) <ol style="list-style-type: none">1. Criminal Clearances (FBI, DOJ, CACI) Signed and Submitted Timely2. Timely, Completed, Signed Criminal Background Statement3. FFA Social Workers Met Education/Experience Requirements4. Timely Employee Health Screening and TB Clearances5. Valid Driver's License and Auto Insurance6. FFA Employees Signed Copies of FFA Policies and Procedures7. FFA Employees Completed All Required Training and Documentation Maintained8. FFA Social Workers Have Appropriate Caseload Ratio9. FFA Maintained Written Declarations for Part-Time Contracted FFA Social Workers Caseloads Not to Exceed a Total of 15 Children	Full Compliance (All)
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**OPTIMIST BOYS' HOME AND RANCH FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW
FISCAL YEAR 2015-2016**

SCOPE OF REVIEW

The following report is based on a "point in time" review. This compliance report addresses findings noted during the May 2016 review. The purpose of this review was to assess the FFA's compliance with its County contract. The review covered the following 11 areas:

- Licensure/Contract Requirements,
- Certified Foster Homes,
- 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.

For the purpose of this review, 10 placed children were selected for the sample. CAD interviewed eight children as two children were too young to be interviewed. CAD reviewed the 10 children's files to assess the level of care and services they received. During the home visits, the children were observed to be comfortable and well cared for in the CFHs and the CFPs were observed to be responsive to the children's needs. Additionally, five discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, one of the children in the sample was prescribed psychotropic medication. This child's file was reviewed to assess for timeliness of Psychotropic Medication Authorization and the required documentation of psychiatric monitoring.

CAD reviewed five CFP files and five staff files for compliance with Title 22 Regulations and County contract requirements. Site visits were conducted to the FFA and CFHs to assess the quality of care and supervision provided to the placed children.

CONTRACTUAL COMPLIANCE

CAD found the following five areas out of compliance:

Licensure/Contract requirements

- CCLD citations.

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CCLD cited the FFA on June 10, 2015, for the CFPs failure to obtain a criminal record clearance for the Certified Foster Mother's (CFM's) adult son who visits the home and provides care and supervision. The FFA was assessed a civil penalty of \$100.00 and a Plan of Correction (POC), requiring that the CFM's adult son be fingerprinted and cleared. CCLD cleared the POC on July 14, 2015. There were no referrals generated to the DCFS Emergency Response (ER) or Out-of-Home Care Investigations Section (OHCIS) for this facility evaluation report and citation.

Recommendation:

The FFA's management shall ensure that:

1. The FFA is in full compliance with Title 22 Regulations and free of CCLD citations.

Certified Foster Homes

- CFPs did not maintain current vehicle registration.

3 of 5 CFPs did not have current Department of Motor Vehicles (DMV) vehicle registration at the time of the review. The registrations expired in May, April, and March of 2016 respectively. CAD instructed the CFPs not to transport the placed children in the vehicles until the cars were registered. This was immediately brought up to the attention of the FFA Administrator who followed up with the CFPs.

CAD received copies of DMV printouts confirming the vehicle registration was completed.

During the exit conference, the FFA representatives reported that the FFA developed a new protocol to track and monitor the CFPs' vehicle registrations and that their social workers had already implemented this.

Recommendation:

The FFA's management shall ensure:

2. CFPs maintain valid vehicle registration.

Facility and Environment

- Common areas not well maintained.

1 of 5 CFHs common areas were not well maintained. The attic cover in the hallway of the home was broken and a chain and padlock was used to hold up the ladder and cover. CAD brought this concern to the attention of the CFP and the FFA administrator for

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immediate rectification. The FFA sent an Email the next day with a picture attachment as proof showing that the attic cover was fixed.

- Adequate perishable and non-perishable food were not maintained

1 of 5 CFHs had food that expired in March and May 2016. The CFH had expired Ritz Bites, Twinkies, Hawaiian Punch, Squirt powder mix, canned chicken and tuna. CAD informed the CFPs of the expired canned goods and requested that the CFPs dispose of the expired food.

During the exit conference, the FFA representative stated that they would ensure that the CFPs adhere to their protocol of noting the purchase and expiration dates on the non-perishable food containers. Additionally, the FFA representatives stated that the FFA would provide refresher training to all CFPs and to staff responsible for conducting home inspections, regarding maintenance of perishable and non-perishable food.

- Money and clothing allowance logs not maintained.

2 of 5 CFHs did not maintain appropriate and comprehensive monetary allowance logs. They were missing monthly monetary and clothing allowance logs and receipts. One CFH was missing August, September, October, and December 2015 and January and March 2016 clothing logs and receipts for two of the children. The same children's January 2016 monetary weekly allowance logs were missing. The other CFH was missing several monthly clothing and weekly allowance logs for one child. The allowance was not documented in a weekly log for the one sampled child.

During the exit conference, the FFA's representative acknowledged that the CFPs had not uniformly implemented the FFA's allowance policy. The FFA representative stated that the FFA will ensure the CFPs follow the agency protocol and document monthly clothing and weekly allowance in the allowance logs.

Recommendations:

The FFA's management shall ensure that:

3. Common areas are well maintained.
4. Adequate perishable and non-perishable food is maintained.
5. Money and clothing allowance logs are maintained.

Maintenance of Required Documentation and Service Delivery

- The FFA did not develop comprehensive, Initial NSPs.

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1 of 10 sampled children's Initial NSPs was not comprehensive. A child's SIR was not documented in the Initial NSP. Further, the child's initial medical and dental exams were missing from the NSP.

During the exit conference, the FFA representatives acknowledged that this non-compliance will be corrected.

Recommendation:

The FFA's management shall ensure that:

6. The FFA developed comprehensive Initial NSPs.

Personal Needs/Survival and Economic Well-Being

- Clothing allowance was not provided.

1 of 10 sampled children reported not being aware of the monthly clothing allowance and the clothing allowance log was incomplete.

- Children's ongoing clothing inventories were not maintained.

1 of 10 sampled children did not have the required amount of clothing. This child was missing undergarments, socks, pants and shirts.

- Children not involved in the selection of their clothing.

1 of 10 sampled children was not involved in clothing selection.

- Children not provided with sufficient supply of clean towels.

One of the sampled children had only one old towel. The child reported having the same towel since November 13, 2014.

- Children not provided with weekly monetary allowance.

1 of 10 sampled children verified receipt of allowance but could not verify how often. CAD interviewed two other placed children in the home and they both were unaware of their weekly monetary allowance.

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During the exit conference, the FFA representatives acknowledged that this deficiency would be addressed with the FFA Social Workers and the CFPs. On June 29, 2016, the FFA representative sent an Email verification with attachment of minor's updated clothing inventory and clothing purchase receipts showing that child has adequate clothing and a sufficient supply of clean towels. The FFA also sent a signed monetary allowance log showing that all minors in the home have been refunded all weekly allowance owed to them.

Recommendations:

The FFA's management shall ensure that:

7. Clothing allowance amount is provided in accordance with the agency's program statement.
8. Children's ongoing clothing inventories are of adequate quantity and quality.
9. Children are involved in the selection of their clothing.
10. Children are provided with a sufficient supply of clean towels.
11. Children are always provided with weekly monetary allowances.

PRIOR YEAR FOLLOW-UP FROM THE DEPARTMENT OF CHILDREN AND FAMILY SERVICES (DCFS) CAD'S FFA CONTRACT COMPLIANCE REVIEW

CAD's last compliance report dated March 25, 2016 (review was conducted July, 2015), identified three recommendations.

Results:

Based on the results of the current review, the FFA fully implemented 2 of 3 previous recommendations for which the FFA was to ensure that:

- Children's bedrooms are well maintained.
- Discharge summary is completed for each discharged child.

Based on the results of the current review, the FFA did not implement 1 of 3 recommendations for which the FFA was to ensure that:

- The FFA is in compliance with Title 22 Regulations and is free of CCLD citations.

Recommendation:

The FFA's management shall ensure that:

12. The outstanding recommendation from the prior report noted in this report as recommendation number 1 is fully implemented.

At the exit conference, the FFA representatives expressed their desire to remain in compliance with Title 22 Regulations and contract requirements. The FFA will consult with the OHCMD for additional support and technical assistance, and CAD will assess contract compliance during the next review.



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OPTIMIST COMMUNITY SERVICES

FOSTER FAMILY, ADOPTION & MENTAL HEALTH PROGRAMS

A division of Optimist Youth Homes & Family Services

Silvio John Orlando, ACSW
Executive Director

Crystal L. Brackin
Assistant Executive Director

Nancy Ramos, KSW
Regional Director

July 11, 2016

Vanessa Stamp

DCFS Management, Contract Compliance Section

3530 Wilshire Blvd, 4th Floor

Los Angeles, Ca 90010

Affiliations



Accredited by



Annual DCFS Contract Compliance Audit 2015-2016

Dear Vanessa Stamp,

Thank you for coming out for the site review. It is always a pleasure working with your department in the best interest of the clients we serve.

Please find below the corrective action plan which has been completed in response to the areas of need pointed out in the Field Exit Summary:

We had the following deficiencies:

Deficiency: Licensure/Contract Requirements

- Agency had one substantiated CCL deficiency cited on 7/14/15 (CFH adult in the home without live scans)

Plan of Correction:

- Upon identifying that an adult was residing in the home, live scans were completed immediately and results were provided to the licensing agency, CCL
- In July 2015, all foster homes were retrained on CCL requirements for other adults living or frequenting the foster homes

Deficiency: Certified Foster Homes

- Three homes were found to have expired vehicle registrations, expired car insurance on file and expired driver's licenses on file

Plan of Correction:

- All driver's license were valid, however the agencies copies on file were expired – all files were reviewed for current documentation during the month of May/June 2016
- Copies of current, valid driver's licenses were provided to auditor immediately
- Optimist Implemented a new policy in June 2016, all foster parents are to provide copies of current vehicle registration at certification and annual recertification; This will be monitored by the certification staff
- The vehicles that were identified to have expired registrations were addressed, registered and copies provided to auditor and filed
- Copies of expired vehicle insurance which were identified in the foster family files were corrected and copies of current, valid vehicle insurance cards were provided to auditor and filed
- In June 2016, Optimist implemented additional audits of foster parent files to occur every 6 months to ensure all documentation is current; social workers are to follow up on all required documentation during their regular monthly visits
- Reminders of expired documents are sent out in the Optimist monthly newsletter; copy of the July Newsletter is attached, page 8 details reminders to foster parents; Administration completes the newsletter monthly

Deficiency: Facility & Environment

- One home was found deficient in the area of safety – CFH#4, attic door was broken and considered a danger for anyone walking through the hallway to bedrooms/bathroom

Plan of Correction:

- Safety issue was identified and corrected during the audit; attic door was repaired promptly
- Training was provided on 6/20/16 by FFA Supervisor to the assigned social worker regarding identifying and communicating any and all safety

- hazards to supervisor immediately; On 6/29/16, FFA Supervisor reviewed training on identifying and communicating safety hazards to all staff
- Additional safeguards were implemented to ensure multiple staff observe each home certified by Optimist, these include: certification specialist does all annual certifications and walk through of the homes; supervisor does spot checks on foster homes periodically during the year

Deficiency: Facility & Environment

- One home was found to have expired foods – CFH#1

Plan of Correction:

- FCSW's complete a monthly short home inspection on every foster home and within that checklist there is a space for 'perishable foods and adhere to instructions, check dates'; please refer to attached Short Home Inspection Form, line 3; this form is reviewed by FFA Supervisor every month for compliance
- FCSW's have been instructed to be more vigilant in checking on expired foods with foster parents; review of this requirement was done in the 6/8/16 weekly staff meeting
- Monthly newsletters are sent to all foster homes and reminders are placed in the newsletters to check dates on perishables; please refer to attached July newsletter page 8

Deficiency: Facility & Environment

- Two homes were found to have inadequate monetary and clothing allowance logs – CFH#1 was missing clothing receipts; incomplete documentation on allowance logs; incomplete clothing inventory; CFH#3 had inadequate documentation on allowance logs; minor spending allowance on haircuts (not appropriately documented if this was in addition to regular haircuts)

Plan of Correction:

- In May 2016, Optimist implemented allowance jars for every foster child placed between the ages of 4 – 12
- These mason jars were labeled with each child's name and brought to the foster homes during the months of May/June 2016. Social worker's advised the minors and foster parents the purpose of the jars and

requested that foster parents keep and turn in monthly the receipts for purchases the children make with their allowances when available

- In June 2016, social workers were retrained on documenting information on the allowance logs to include accurately documenting what the children are spending their money on and what the children are not allowed to be spent on; trainings occurred during weekly staff meetings on 6/1/16, 6/8/16 & 6/21/16
- Social workers have been instructed to review and address all clothing allowance receipts, clothing inventory and allowance sheets with the foster parent before leaving the home and to submit all completed monthly paperwork to FFA Supervisor for review
- The clothing policy is also attached to the July newsletter

Deficiency: Maintenance of required Documentation and Service Delivery

- One child found deficient on NSP documentation – missing information on the NSP

Plan of Correction:

- Ongoing training and monitoring was provided for all social workers regarding NSP standards and timeframes; trainings were completed in the weekly staff meetings on 6/1/16, 6/8/16, 6/21/16 and ongoing every weekly meeting
- Specific training was provided to the social worker who completed the deficient NSP regarding accurately documenting all areas of the NSP on June 22, 2016 by FFA Supervisor

Deficiency: Maintenance of required Documentation and Service Delivery

- During audit, auditor noted the following: Children's Bill of Rights were not consistently signed and dated; signatures and dates were missing from 4 out of 10 sampled and 3 of the samples had all blank documents.

Plan of Correction:

- Prior practice implemented to assist in getting CSW signatures on all forms was to have CSW, minor and foster parents initial one page sheet with multiple columns acknowledging receipt of all attached policies and documents to shorten the amount of paperwork requiring signatures. Upon review, it was found that by utilizing this one sheet form all the

documents were being left blank in the files, therefore in May 2016 the form with initials was removed from the packet and social workers were instructed to have all documents signed at time of placement

Deficiency: Personal Needs/Survival & Economic Well-Being

- One home was found deficient – CFH#3; auditor noted the children were not aware of any monthly allowance; clothing inventory was not adequate; child was missing undergarments, socks, pants and shirts; child is not involved in the selection of his clothing and “could not remember the last time he went clothing shopping”.

Plan of Correction:

- Already addressed in this CAP, in May 2016 foster parents have been provided with allowance jars and instructed on their usage
- On July 11, 2016, children identified in CFH#3 that were unaware/missing their allowance were repaid their allowance from the time of placement, less one week; signature pages showing the amount paid are attached
- As discussed in the staff meeting on 6/21/16, social workers will meet with all children on their caseloads regularly to ensure they are receiving the appropriate amount of allowance every week
- As discussed in the staff meetings on 6/1/16, 6/8/16, 6/21/16 & 6/29/16, social workers will review the monthly allowance logs with the foster parent and minor every month prior to turning into FFA Supervisor for review
- Clothing inventories will be completed at placement, 3 months after placement, every July and December and at discharge; requirement is on the internal audit checklist
- The child identified during the audit to not have adequate clothing was taken shopping immediately (May 2016); original receipts are on file; On 5/27/16, CFP and social worker were advised that appropriate amounts of money must be spent each month in accordance to the contract and any shortage will be deducted from the foster parents payments and the social worker will take the minor shopping for clothing; this applies to all foster homes and was discussed during the 6/8/16 staff meeting by FFA Supervisor

Deficiency: Personal Needs/Survival & Economic Well-Being

- CFH#3 – child had only 1 towel since placement in November 2014

Plan of Correction:

- In June 2016, Optimist implemented new requirements to have all social workers instruct all foster parents of the need for appropriate amounts of linens, to include minimum of 2 towels per child, to be in good condition and replaced on a regular basis; this will be tracked on the monthly short home inspection form and reviewed by FFA Supervisor
- On 6/29/16, social workers were instructed to check towels on a monthly basis and document this on their short home inspection form which was revised on 6/23/16 and distributed (see attached short home inspection form)
- Optimist social worker completed a one-on-one training with CFH#3 regarding requirements for towels for foster youths. Copy of signed statement submitted to auditor on 6/28/16.

Please let me know if you have any further questions or concerns. You can email me at dloveladyryan@oyhfs.org or call me at 661-272-4733.

Thank you,



Danielle Lovelady Ryan, MSW
FFA Supervisor