



County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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

BRANDON T. NICHOLS  
Acting Director

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August 23, 2017

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

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

**HATHAWAY-SYCAMORES CHILD AND FAMILY SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW**

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of the Hathaway-Sycamores Child and Family Services Foster Family Agency (the FFA) in November 2016. The FFA has one office 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 "cultivating hope and resilience to enrich the well-being of children, adults, families and communities."

At the time of the review, the FFA supervised four DCFS placed children in three Certified Foster Homes (CFHs). The children's average length of placement was 12 months and their average age was 12. This FFA transitioned its FFA Program to primarily an Intensive Treatment Foster Care FFA Program beginning in September 2015, and accepts specific FFA placements to accommodate siblings and specialized placement needs.

**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 8 of 11 applicable areas of CAD's Contract Compliance Review: Licensure/Contract Requirements; Facility and Environment; Education and Workforce Readiness; Health and Medical Needs; Personal Rights and

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Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records. The area of Psychotropic Medication was not applicable.

CAD noted deficiencies in the areas of: Certified Foster Homes, related to CFPs not completing the annual training; and Maintenance of Required Documentation and Service Delivery, related to FFA Social Workers not developing comprehensive Needs and Services Plans (NSPs).

### **REVIEW OF REPORT**

On December 12, 2016, Chinelo Maduiké and Grace Tamase, DCFS CAD, and Dario Villamarin, DCFS Out-of-Home Care Management Division (OHCMD), held an exit conference with the FFA representatives: Nick Ryan, Assistant Vice President; and Zenia Canas, Foster Family Agency Social Worker. 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.

BTN: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  
Debra Manners, Chief Executive Officer  
Lenora Scott, Regional Manager, Community Care Licensing Division

**HATHAWAY-SYCAMORES CHILD AND FAMILY SERVICES  
FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW SUMMARY**

**License Number: 197805715**

	<b>Contract Compliance Review</b>	<b>Findings: November 2016</b>
<b>I</b>	<p><b><u>Licensure/Contract Requirements</u> (7 Elements)</b></p> <ol style="list-style-type: none"> <li>1. Timely notification for child's relocation.</li> <li>2. Timely, cross-reported Special Incident Reports (SIRs).</li> <li>3. Runaway procedures.</li> <li>4. Community Care Licensing Division (CCLD) citations/Out-of-Home Care Management Division (OHCMD) safety reports.</li> <li>5. FFA ensures complete required Whole Foster Family Home (WFFH) training.</li> <li>6. FFA pays Certified Foster Parents (CFPs) WFFH payments.</li> <li>7. FFA conducted an assessment of CFPs prior to placement of two or more children.</li> </ol>	<p align="center">Full Compliance (All)</p>
<b>II</b>	<p><b><u>Certified Foster Homes</u> (12 Elements)</b></p> <ol style="list-style-type: none"> <li>1. Home study and safety inspection conducted prior to certification.</li> <li>2. FFA's inquiry with OHCMD for historical information prior to certification.</li> <li>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.</li> <li>4. Timely, completed, and signed criminal background statement.</li> <li>5. Health screening &amp; tuberculosis (TB) test prior to certification.</li> <li>6. All required training prior to certification.</li> <li>7. Certificate of approval on file including capacity.</li> <li>8. Safety inspection completed at least every six months or per approved Program Statement.</li> <li>9. Completed annual training hours for Re-certification and current Cardiopulmonary Resuscitation (CPR)/First-Aid/Water safety certificates.</li> <li>10. Current California Driver's License (CDL), auto insurance and annual vehicle maintenance documentation for CFPs and designated drivers.</li> </ol>	<ol style="list-style-type: none"> <li>1. Full Compliance</li> <li>2. Full Compliance</li> <li>3. Full Compliance</li> <li>4. Full Compliance</li> <li>5. Full Compliance</li> <li>6. Full Compliance</li> <li>7. Full Compliance</li> <li>8. Full Compliance</li> <li>9. Improvement Needed</li> <li>10. Full Compliance</li> </ol>

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	<p>11. Criminal clearances from the FBI, DOJ and CACI; health screening and TB test; auto insurance and current CDL for other adults in the home.</p> <p>12. FFA assists CFPs in providing transportation needs.</p>	<p>11. Full Compliance</p> <p>12. Full Compliance</p>
<b>III</b>	<p><b><u>Facility and Environment</u></b> (7 Elements)</p> <p>1. Exterior grounds well maintained.</p> <p>2. Common quarters well maintained.</p> <p>3. Children's bedrooms well maintained.</p> <p>4. Sufficient recreational equipment and educational resources (e.g. computer).</p> <p>5. Adequate perishable and non-perishable food.</p> <p>6. CFP conducted disaster drills and documentation maintained.</p> <p>7. Money and clothing allowance logs maintained.</p>	<p>Full Compliance (All)</p>
<b>IV</b>	<p><b><u>Maintenance of Required Documentation and Service Delivery</u></b> (9 Elements)</p> <p>1. FFA obtained or documented efforts to obtain DCFS Children's Social Worker's (CSW's) authorization to implement Needs and Services Plans (NSPs).</p> <p>2. CFPs participated in development of the NSPs.</p> <p>3. Children progressed towards meeting NSP goals.</p> <p>4. FFA Social Workers developed timely, comprehensive Initial NSPs with the child's participation.</p> <p>5. FFA Social Workers developed timely, comprehensive Updated NSPs with the child's participation.</p> <p>6. Therapeutic services received.</p> <p>7. Recommended assessment/evaluations implemented.</p> <p>8. DCFS CSW's monthly contacts documented.</p> <p>9. FFA Social Workers conducted required visits.</p>	<p>1. Full Compliance</p> <p>2. Full Compliance</p> <p>3. Full Compliance</p> <p>4. Full Compliance</p> <p>5. Improvement Needed</p> <p>6. Full Compliance</p> <p>7. Full Compliance</p> <p>8. Full Compliance</p> <p>9. Full Compliance</p>

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<p><b>V</b></p>	<p><b><u>Education and Workforce Readiness</u></b> (5 Elements)</p> <ol style="list-style-type: none"> <li>1. Children enrolled in school within three school days.</li> <li>2. Children attended school as required and FFA facilitated in meeting the children's educational goals.</li> <li>3. Children's report cards/progress reports maintained.</li> <li>4. Children's academic performance and/or attendance increased.</li> <li>5. FFA facilitated the children's participation in Youth Development Services (YDS) or equivalent services and vocational programs.</li> </ol>	<p>Full Compliance (All)</p>
<p><b>VI</b></p>	<p><b><u>Health and Medical Needs</u></b> (4 Elements)</p> <ol style="list-style-type: none"> <li>1. Initial medical exams conducted timely.</li> <li>2. Required follow-up medical exams conducted timely.</li> <li>3. Initial dental exams conducted timely.</li> <li>4. Required follow-up dental exams conducted timely.</li> </ol>	<p>Full Compliance (All)</p>
<p><b>VII</b></p>	<p><b><u>Psychotropic Medication</u></b> (2 Elements)</p> <ol style="list-style-type: none"> <li>1. Current court authorization for administration of psychotropic medication.</li> <li>2. Current psychiatric evaluation.</li> </ol>	<p>Not Applicable (All)</p>

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<p><b>VIII</b></p>	<p><b><u>Personal Rights and Social/Emotional Well-Being</u></b>          (10 Elements)</p> <ol style="list-style-type: none"> <li>1. Children informed of FFA's policies and procedures.</li> <li>2. Children feel safe in the Certified Foster Home (CFH).</li> <li>3. CFPs' efforts to provide nutritious meals and snacks.</li> <li>4. CFPs treat children with respect.</li> <li>5. Children allowed private visits, calls and to receive correspondence.</li> <li>6. Children free to attend or not attend religious services/activities of their choice.</li> <li>7. Children's chores are reasonable.</li> <li>8. Children informed about their medication and right to refuse medication.</li> <li>9. Children aware of right to refuse or receive voluntary medical, dental and psychiatric care.</li> <li>10. Children given opportunities to participate in extracurricular, enrichment and social activities in the CFH, school and community.</li> </ol>	<p>Full Compliance (All)</p>
<p><b>IX</b></p>	<p><b><u>Personal Needs/Survival and Economic Well-Being</u></b>          (7 Elements)</p> <ol style="list-style-type: none"> <li>1. Clothing allowance provided in accordance with FFA Program Statement.</li> <li>2. Adequate quantity and quality of clothing inventory.</li> <li>3. Children involved in the selection of their clothing.</li> <li>4. Routine provision of all personal care items that meet ethnic needs including towels and toiletries.</li> <li>5. Minimum monetary allowances.</li> <li>6. Management of allowance/earnings.</li> <li>7. Encouragement and assistance with a Life Book.</li> </ol>	<p>Full Compliance (All)</p>
<p><b>X</b></p>	<p><b><u>Discharged Children</u></b> (3 Elements)</p> <ol style="list-style-type: none"> <li>1. Completed discharge summary.</li> <li>2. Attempts to stabilize children's placement.</li> <li>3. Child completed high school (if applicable).</li> </ol>	<p>Full Compliance (All)</p>

<b>XI</b>	<b><u>Personnel Records</u></b> (9 Elements) <ol style="list-style-type: none"><li>1. Timely criminal clearances from the FBI, DOJ and CACI.</li><li>2. Timely, completed and signed criminal background statement.</li><li>3. FFA Social Workers met education/experience requirements.</li><li>4. Timely employee health screening and TB clearances.</li><li>5. Valid CDL and auto insurance.</li><li>6. FFA employees signed copies of FFA policies and procedures.</li><li>7. FFA employees completed all required training and documentation maintained.</li><li>8. FFA Social Workers have appropriate caseload ratio.</li><li>9. FFA maintained written declarations for part-time contracted FFA Social Workers caseloads not to exceed a total of 15 children.</li></ol>	Full Compliance (All)
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**HATHAWAY-SYCAMORES CHILD AND FAMILY SERVICES  
FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW  
FISCAL YEAR 2016-2017**

**SCOPE OF REVIEW**

The following report is based on a "point in time" review. This compliance report addresses findings noted during the November 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, four placed children were selected for the sample. CAD interviewed two children, as one child was too young to be interviewed and one Non-Minor Dependent (NMD) was hospitalized at the time of the review. CAD reviewed the four 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, three discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, none of the placed children were prescribed psychotropic medication.

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

**CONTRACTUAL COMPLIANCE**

CAD found the following four areas out of compliance:

**Certified Foster Homes**

- CFPs did not complete the required annual training hours for re-certification.

Two of the three CFHs reviewed did not complete the required ongoing training prior to re-certification. The CFPs in CFH #2 were missing five hours of training and the CFPs in



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CFH #3 were missing 11 hours of training. This was brought to the immediate attention of the FFA administrator who followed up to ensure completion of the training by the CFPs.

During the exit conference, the FFA representatives acknowledged the oversight during the transition of its FFA Program, and confirmed the implementation of the FFA's new tracking protocol to ensure all CFPs complete their annual training requirements. The FFA representatives stated that they would ensure that their CFPs meet and adhere to all annual re-certification requirements.

**Recommendations:**

The FFA's management shall ensure that:

1. CFPs complete all required annual training requirements prior to re-certification.

**Maintenance of Required Documentation and Service Delivery**

- FFA Social Workers did not develop timely, comprehensive Updated NSPs.

One child's Updated NSP was not timely and not comprehensive. The CFP's and child's signatures were missing dates. In addition, the case plan goals in all the Updated NSPs were marked as Family Reunification instead of Planned Permanent Living Arrangement.

During the exit conference, the FFA's representatives acknowledged the oversight and stated that it would be addressed with the FFA Social Workers. Further, a new protocol will be developed for FFA Social Workers to ensure that NSPs are timely and comprehensive.

**Recommendations:**

The FFA's management shall ensure that:

2. FFA Social Workers develop timely, comprehensive Updated NSPs.

**PRIOR YEAR FOLLOW-UP FROM THE DCFS CAD'S FFA CONTRACT COMPLIANCE REVIEW**

CAD's last compliance report dated March 18, 2016 (review conducted in October 2014), identified 17 recommendations. We note that the FFA did not operate a Program from September 2015 through June 2016, and restarted the FFA Program in FY 2016-2017.

**Results:**

Since the FFA did not have any DCFS placed children in FY 2015-2016, no compliance review was conducted for FY 2015-2016. However, CAD conducted a follow-up to the previous review conducted in October 2014. Based on the results of the current review and follow-up, the FFA fully implemented 16 of 17 recommendations for which the FFA was to ensure that:

- The FFA provides timely notification for child's relocation.
- Special Incident Reports are submitted timely and cross-reported.
- The FFA maintains runaway procedures in accordance with the contract.
- Adequate perishable and non-perishable food is maintained.
- Allowance logs are maintained for placed children.
- FFA obtains or documents attempts to obtain the DCFS Children's Social Worker's (CSW's) authorization to implement the NSPs.
- FFA Social Workers develop timely and comprehensive Initial NSPs.
- All therapeutic services are received.
- All recommended assessments/evaluations are implemented.
- DCFS CSWs are contacted monthly and those contacts are documented.
- FFA Social Workers conduct required visits.
- Follow-up medical examinations are conducted timely.
- FFA maintains current court authorization for administration of psychotropic medication.
- FFA maintains current psychiatric evaluation review.
- Minimum weekly monetary allowances are provided.
- Encouragement/assistance with a Life Book or photo album is provided.

**Recommendation:**

The FFA's management shall ensure that:

3. The outstanding recommendation from the prior review noted in this report as recommendation number 2 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.



Chinelo Maduike, MSW  
Children's Services Administrator I  
Contracts Administration Division - Compliance Section  
3530 Wilshire Blvd, 4th flr.  
Los Angeles, CA 90010

January 10, 2017  
*Revised January 27, 2017*  
*Revised May 1, 2017*

Dear Ms. Maduike,

This letter is written per your request for Hathaway-Sycamores Child and Family Services (HSCFS) to provide a Corrective Action Plan (CAP) for the Foster Family Agency (FFA) Annual Compliance Monitoring Review for fiscal year 2016-2017, conducted in November 2016. In order to provide additional context for the purpose of this review, it is important to note that the FFA changed program direction in 2015 which lead to multiple FFA homes transitioning to another agency, as HSCFS chose to focus primarily on ITFC homes. HSCFS, however, chose to retain the FFA and adoption licenses as well as multiple FFA placements.

With regards to the findings in this compliance review, please note that a majority of the deficiencies were noted in just one home. The Certified Foster Parents in this home have been duly counseled and **all deficiencies have been satisfactorily addressed**. There is currently one female non minor dependent, age 20.5, placed in the home.

You will find detailed CAP to address all (three) areas, as noted below.

**Deficiency #16:**

Have foster parents completed the required additional annual training of 12 hours during the first year and 15 hours every year, thereafter, as well as CPR, First-Aid and Water Safety certificates (if applicable)? (SAFETY)

**Finding:** "CFPs # 2 (foster mother) was short 2 hours of ongoing training and (foster father) was short 3 hours of ongoing training. CFP #3 (foster father) was short 3 hours of ongoing training and (foster mother) was short 9 hours of ongoing training.

**Response to actual deficiency:**

Despite extensive efforts to provide monthly scheduled trainings, follow up on missed trainings and development of action plans, referrals to external trainings in their community and offers to "make up" missed trainings in their homes or at other locations on dates and times convenient for said CFP's, there were two foster homes that were not current on their training hours for this review period.

**Corrective Action Taken:**

This finding was also made last review period. All agency CFP's and most recently the two CFP's in this specific deficiency have been counseled both proactively and responsively on multiple occasions about the training expectations. A monthly schedule was developed to reflect scheduling of monthly trainings that exceed minimum required hours and cover required topics and content. The 2016 schedule was mailed to and acknowledged by all foster parents in December 2016. The 2017 schedule was hand delivered on 12/29/16 and signatures were obtained to confirm receipt. Mandatory trainings were also reviewed in person on this date. All CFP's report being clear on expectations. The CFP's have also been provided with training catalogs for training sites in their community. FFA SW will require that the foster parents continue to submit all outside training certificates to her on a monthly basis which will be documented in the training tracking form kept on file. The Administrative Coordinator will be the process owner of the training tracking form and provide feedback on at least a monthly basis so FFA team can stay apprised of needed training hours and support the CFP's as best as possible to maintain compliance. Administrative Coordinator will generate a monthly report that will accurately show training status for all CFP's. Results will be reviewed on at least a monthly basis. A new policy has also been developed to support training follow through by CFP's. Please see attached. Monthly training schedule, which includes a 6 hour "catch up training" is also attached. *Please note that, as of 5/1/17, ALL foster parents have met all outstanding training requirements.*

**Deficiency #31:**

Did the FFA social worker develop timely, comprehensive, updated (NSPs) with the participation of the developmentally age- appropriate child? (WELL-BEING)

**Finding:**

"Child #2 fourth quarter updated NSP was missing signature dates for child and foster parent. The case plan goal in all updated NSPs was marked as FR instead of PPLA (child is a Non Minor Dependent)."

**Response to actual deficiency:**

Despite the omission of the date of signature, all NSP's have been timely in dates of both completion and submission to DCFS. The missing signature date appeared to be an oversight on the part of the FFA SW as all NSP's were reviewed and signed by CFP's per required protocol and timeframe. Although case plan goal was correct and accurately mobilized as part of the ongoing case plan, an incorrect box was marked on NSP's for two FFA youth.

**Corrective Action Taken:**

FFA SW has been counseled and reminded of the need to date all signatures. FFA Supervisor will assure dates are present moving forward. Charts will be audited on a monthly basis to ensure that all areas are present and compliant. Any deficiency will be addressed in a timely manner and this matter, as well as general contract requirements, will be reviewed and noted in weekly supervision with FFA SW. FFA SW will also be retrained on NSP completion. Trainings will occur or of before January 21, 2017. Training attendance documentation will be submitted to DCFS within two business days of training. All CFP's will be also be provide with home files to ensure CFP's have access to important case information including but not limited to NSP's.

**Deficiency #35:**

Does the FFA social worker complete timely, comprehensive, quarterly reports? (To county workers by 10th business days following the end of each quarter from the date the child was placed). (WELL-BEING)

**Finding:**

"Child #2 quarterly NSP was missing signature- dates for child and foster parent. The case plan goals in quarterly NSPs reviewed were marked as FR instead of PPLA (child is a Non Minor Dependent)."

**Response to actual deficiency:**

See deficiency #31

**Corrective Action Taken:**

See deficiency #31

Sincerely,



Gina Peck-Sobolewski, MA, LMFT #46253

*Assistant Vice President, Service Area 3, Hathaway-Sycamores Child and Family Services*

[GinaPeck-Sobolewski@hathaway-sycamores.org](mailto:GinaPeck-Sobolewski@hathaway-sycamores.org)

626-395-7100, ext. 6336