



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

Board of Supervisors
HILDA L. SOLIS
First District
MARK RIDLEY-THOMAS
Second District
SHEILA KUEHL
Third District
JANICE HAHN
Fourth District
KATHRYN BARGER
Fifth District

November 2, 2017

To: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Hilda L. Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

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

HAMBURGER HOME DBA AVIVA FAMILY AND CHILDREN'S 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 Hamburger Home dba Aviva Family and Children's Services Foster Family Agency (the FFA) in April 2017. The FFA has one office located in the Third 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 specialized supportive foster care homes in Los Angeles County, and thereby maximize the children's potential for optimal growth and development."

At the time of the review, the FFA supervised 46 DCFS placed children in 20 Certified Foster Homes (CFHs). The placed children's average length of placement was 15 months and their average age was eight.

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 7 of 11 applicable areas of CAD's Contract Compliance Review: Education and Workforce Readiness; Health and Medical Needs;

"To Enrich Lives Through Effective and Caring Services"

Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records.

CAD noted deficiencies in the following areas: Licensure/Contract Requirements, related to Special Incident Reports (SIRs) not submitted timely; Certified Foster Homes, related to the CFP not maintaining a current vehicle registration; Facility and Environment, related to a CFH not maintaining the exterior and the grounds: bricks were scattered around the backyard, three window screens were torn, and comprehensive monetary and clothing allowance logs were not maintained; and Maintenance of Required Documentation and Service Delivery, due to updated NSPs not being comprehensive.

Attached are the details of CAD's review.

REVIEW OF REPORT

On May 24, 2017, Rosalind Arrington, DCFS CAD, and Kirk Barrow, DCFS Out-of-Home Care Management Division (OHCMD), held an exit conference with the FFA representatives: Karina Souquette, Assistant Vice President of Foster Care/Adoptions/Intensive Treatment Foster Care and Bridgette Baca, Director of Foster Care. 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 were in agreement with addressing the noted deficiencies in a Corrective Action Plan (CAP).

The FFA provided the attached approved Compliance 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:ra

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Terri L. McDonald, Chief Probation Officer
Sheila Mitchell, Chief Deputy Probation Officer, Juvenile Services
Public Information Office
Audit Committee
Regina Bette, President and CEO, Hamburger Home dba Aviva Family and Children's Services
Lenora Scott, Regional Manager, Community Care Licensing Division

**HAMBURGER HOME DBA AVIVA FAMILY AND CHILDREN'S SERVICES
FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW SUMMARY**

License Number: 197804104

Contract Compliance Review		Findings: April 2017
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. 4. Community Care Licensing Division (CCLD) citations/Out-of-Home Care Management Division (OHCMD) safety reports. 5. FFA ensures complete required Whole Foster Family Home (WFFH) training. 6. FFA pays Certified Foster Parents (CFPs) WFFH payments. 7. FFA conducts an assessment of CFPs prior to placement of two or more children. 	<ol style="list-style-type: none"> 1. Full Compliance 2. Improvement Needed 3. Full Compliance 4. Full Compliance 5. Not Applicable 6. Not Applicable 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 & tuberculosis (TB) test prior to certification. 6. All required training prior to certification. 7. Certificate of approval on file including capacity. 8. Safety inspection completed at least every six months or per approved Program Statement. 9. Completed annual training hours for Re-certification and current Cardiopulmonary Resuscitation (CPR)/First-Aid/Water safety certificates. 10. Current California Driver's License (CDL), auto insurance and annual vehicle maintenance documentation for CFPs and designated drivers. 	<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 8. Full Compliance 9. Full Compliance 10. Improvement Needed

**HAMBURGER HOME DBA AVIVA FAMILY AND CHILDREN'S SERVICES
 FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW
 PAGE 2**

	<ol style="list-style-type: none"> 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. 12. FFA assists CFPs in providing transportation needs. 	<ol style="list-style-type: none"> 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 quarters well maintained. 3. Children's bedrooms well maintained. 4. Sufficient recreational equipment and educational resources (e.g. computer). 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. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed
IV	<p><u>Maintenance of Required Documentation and Service Delivery</u> (9 Elements)</p> <ol style="list-style-type: none"> 1. FFA obtained or documented efforts to obtain 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 progressed towards meeting NSP goals. 4. FFA Social Workers developed timely, comprehensive Initial NSPs with the child's participation. 5. FFA Social Workers developed 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. 9. FFA Social Workers conducted required visits. 	<ol style="list-style-type: none"> 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. 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. 	<p>Full Compliance (All)</p>

**HAMBURGER HOME DBA AVIVA FAMILY AND CHILDREN'S SERVICES
 FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW
 PAGE 3**

	<ol style="list-style-type: none"> 2. Children attended school as required, and FFA facilitated in meeting the children's educational goals. 3. Children's report cards/progress reports maintained. 4. Children's academic performance and/or attendance increased. 5. FFA facilitated the children's participation in Youth Development Services (YDS) or equivalent services and vocational programs. 	
VI	<p><u>Health and Medical Needs</u> (4 Elements)</p> <ol style="list-style-type: none"> 1. Initial medical exams conducted timely. 2. Required follow-up medical exams conducted timely. 3. Initial dental exams conducted timely. 4. Required 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. 	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. 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. 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 voluntary medical, dental and psychiatric care. 	Full Compliance (All)

**HAMBURGER HOME DBA AVIVA FAMILY AND CHILDREN'S SERVICES
 FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW
 PAGE 4**

	10. Children given opportunities to participate in extracurricular, 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. Adequate quantity and quality of clothing inventory. 3. Children involved in the selection of their clothing. 4. Routine provision of all personal care items that meet ethnic needs including towels and toiletries. 5. Minimum monetary allowances. 6. Management of allowance/earnings. 7. Encouragement and assistance with a Life Book. 	Full Compliance (All)
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). 	Full Compliance (All)
XI	<p><u>Personnel Records</u> (9 Elements)</p> <ol style="list-style-type: none"> 1. Timely criminal clearances from the FBI, DOJ and CACI. 2. Timely, completed and signed criminal background statement. 3. FFA Social Workers met education/experience requirements. 4. Timely employee health screening and 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 to exceed a total of 15 children. 	Full Compliance (All)

**HAMBURGER HOME DBA AVIVA FAMILY AND CHILDREN'S 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 April 2017 review. The purpose of this review was to assess the FFA's compliance with the County contract. The compliance 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, six placed children were selected for the sample. CAD interviewed five of the children, as one child was pre-verbal (*or too young to be interviewed*). 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. CAD reviewed the six children's files to assess the level of care and services the children received. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, one placed child was prescribed psychotropic medication. This child's file was reviewed to assess for timeliness of Psychotropic Medication Authorization and to confirm the required documentation of psychiatric monitoring.

CAD reviewed three CFP files and two 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:

Licensure/Contract Requirements

- SIRs are submitted timely.

CAD found that 3 of 7 SIRs reviewed were not submitted timely in accordance with the SIR Reporting Guidelines.

HAMBURGER HOME dba AVIVA FAMILY AND CHILDREN'S SERVICES
FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW
PAGE 2

An incident that occurred on August 25, 2016, was submitted into ITrack on September 13, 2016. A second incident that occurred on September 30, 2016, was submitted into ITrack on October 21, 2016.

Recommendations:

The FFA's management shall ensure that:

1. SIRs are submitted timely and cross-reported.

Certified Foster Homes

- Current California Driver's License, auto insurance and annual vehicle maintenance documentation for CFPs and designated drivers.

One CFP did not have a current vehicle registration because the vehicle required some repairs in order to pass a smog check. During the home visit, CAD learned that the CFP was transporting children in a vehicle (Saturn Outlook) with expired registration. CAD informed the CFP not to drive the vehicle until it is repaired, and the registration is renewed. CAD inspected another vehicle (BMW 328i) that the CFP will be driving temporarily until the Saturn is repaired and its registration is renewed. The BMW had current registration and insurance, and appeared to be in good working condition.

CAD immediately notified the FFA of this issue and the representative acknowledged the oversight in their vehicle safety inspection and agreed to train staff and make changes to their vehicle safety inspection policy.

Recommendation:

The FFA's management shall ensure that:

2. All CFPs maintain a current vehicle registration.

Facility and Environment

- CFH's exterior and the grounds are well maintained.

The CFH's had bricks scattered throughout the backyard and three window screens were torn.

The CFPs removed the bricks from the backyard and replaced the three torn window screens by April 21, 2017. The CFPs sent pictures of the backyard without the bricks and with three new window screens to CAD and the FFA social worker. The FFA social worker confirmed that the bricks were removed and the three window screens were replaced.

HAMBURGER HOME dba AVIVA FAMILY AND CHILDREN'S SERVICES
FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW
PAGE 3

- Appropriate and comprehensive monetary and clothing allowance logs are maintained.

One child did not receive his weekly monetary allowance for June and July 2016 and received less than the required weekly allowance from August 2016 through March 2017. CAD notified the FFA of this discrepancy and verified the complete distribution of all past due monetary allowance to this child was made on May 31, 2017.

Two children's clothing receipts did not match the logs, the date/store name(s) were not on the receipts, and some receipts were missing all together. The files for the other two children had hand written receipts from the CFPs for August and September 2016. All five of the children's files had clothing receipts that were missing dates, or the date on the receipts were not readable.

Recommendations:

The FFA's management shall ensure that:

3. The exterior and the grounds of the CFH are well maintained.
4. Monetary and clothing allowance logs are maintained.

Maintenance of Required Documentation and Service Delivery

- DCFS CSW's develop comprehensive Updated NSPs.

A child's NSP dated August 19, 2016 was not comprehensive as it was missing the FFA staff's signature.

Another child's NSP, dated December 14, 2016, was not comprehensive, as it did not have the correct start date for a new goal, the child's therapy sessions were not listed by date, it had a blanket statement, "Weekly therapy in home and school one time per week, with one family session per month;" the NSP dated March 14, 2017 had a goal listed in the achieved outcome goal section and did not match any goals from the previous NSP, dated December 14, 2017; and a goal that was in the NSP dated December 14, 2016, was completely missing in the NSP dated March 14, 2017.

Recommendation:

The FFA's management shall ensure that:

5. FFA Social Workers develop comprehensive, Updated NSPs.

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

The CAD's last compliance report dated April 25, 2017 (review conducted in June 2016), identified six recommendations.

Results:

Based on the results of this review, the FFA implemented 3 of the 6 recommendations for which the FFA was to ensure that:

- Annual vehicle maintenance records for all FFA homes are maintained.
- All children's bedrooms are comfortable and well maintained.
- The DCFS CSW's monthly contacts are documented in the child's case file.

The FFA did not implement 3 of the 6 recommendations for which the FFA was to ensure that:

- SIRs are submitted timely and cross-reported.
- The FFA is in full compliance with Title 22 Regulations and free of CCLD citations.
- Monetary allowance logs are maintained.

Recommendation:

6. The three outstanding recommendations from the prior report noted in this report as recommendation numbers 1, 2 and 4 are 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.



June 27, 2017

Rosalind Arrington, Children Services Administrator
Department of children & Family Services
Contract Compliance Section
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

ADMINISTRATION
7120 Franklin Avenue
Los Angeles, CA 90046
tel. 323.876.0550
fax 323.436.7042
www.avivacenter.org

Officers
Board Chair
Genevieve Haines

President and CEO
Regina Bette, LMFT

Vice Chair
Barbara Van Wormer

Treasurer
Bruce Andelson

Secretary
Laura Alpert

Board of Directors
Dellene Arthur
Carolyn Bloom
Robin Broidy
Wrenn Chais
Leslie Kavanaugh
Lola Levoy
Heidi Jo Markel
Danette Meyers
Susan Rothenberg
Barbara Schroeder
Candace Foy Smith
Cheryl M. Snow
Jonathan M. Werner

Council of Guardians
Elliott Broidy
Susan Casden
Hon. Gray Davis
Hon. Mike Feuer
Hon. Wendy Greuel
Nancy Josephson
Hon. Paul Koretz
Hon. Tom LaBonge
Barbara Lazaroff
Lauren Leichtman
Arthur Levine
Linda May
Hon. Mitch O'Farrell
Richard Sherman
Sharon Stone
Carolyn Strauss
Hon. Steve Westly
Wendy Wolf
Hon. Zev Yaroslavsky

Dear Ms. Arrington,

The following Corrective Action Plan Addendum is in regards to the Exit summary dated 5/24/17.

- A new plan has been set into place in order to avoid any late submissions of SIR's. Agency is to ensure that all SIR's are submitted on a timely manner. Resource Parents have been reminded to report Special incidents in a timely manner by calling the FCSW, daily duty worker or the after hours duty worker. The Director will read and submit the SIR within 24 hours of the incident. The director has created a log of SIR's in order to track them and will communicate closely with the the Assistant Vice President (AVP) when she needs backup. Aviva's FFA director or AVP will ensure that all SIR's are reviewed and submitted on a timely manner.
- The Foster Care Social Workers (FCSW) were retrained on 5/12/17 re: car Registration Protocol. Car registration will be collected from all Resource parents and logged in Foster Trak. Foster Trak has a master audit capability which allows us to track when the registration is up for renewal, therefore allowing us to remind the Resource Parent to turn in the new registration before it expires. A copy will be put in their file. On regular routine visits the FCSW will ensure that vehicles used to transport foster youth/NMDs have current registration tags. Aviva has added a check box at the bottom of page two on our Home evaluation to prompt the FCSW's to check for vehicle registration. FCSW will check vehicles regularly during home evaluations as well as home visits by physically viewing the car for safety and current tags.
- Agency is to ensure that the Resource Parents have a vehicle inspection prior to recertification. They will turn in all required documentation in order for recertification to happen on a timely manner. The vehicle inspection is tracked in Foster Trak as well. FCSW's were retrained on the importance of keeping all documents up to date and in the files and will check for any expired or missing documents on a quarterly basis.
- Agency will ensure that the resource home and yard are safe for youth/NMDs of all ages. The FCSW will walk the parameter of the home regularly for hazards such as bricks, torn screens and other debris. The Resource parent will be asked to remedy the situation immediately or as soon as possible. The FCSW will document in in the foster parent contact notes and follow up to ensure the



ACCREDITED
Council on Accreditation
for Children and Family Services

situation is remedied in a safe and timely manner. The home evaluation has a box on page two to prompt the FCSW to check outside play areas as well as window screens. On 4/21/17, the McNama Resource home replaced the torn screens and removed the bricks from the driveway. The home remains compliant in these areas at all times.

- Agency will ensure that all NSPs are comprehensive including FCSW signatures and accurate dates. FCSWs were retrained on the importance of accurate dates for new and updated NSP goals. An achieved goal will be moved to the achieved goal section of the NSP. The new goal written in its place will have the correct start date of the month the NSP is written. The Director or AVP will make sure the FCSW has signed the NSP at the time they give their approval signature. The date on the NSP for goal #3 was a typographic error and has been corrected from 9/14/17 to 12/14/17. Staff has signed the 8/19/16 NSP.
- The FCSWs were retrained to include therapy dates in contact notes as well as NSPs. Staff will not make blanket statements regarding therapy. FCSW will attempt to get accurate dates of therapy by asking the foster parent, therapist and or school. If the therapist does not give dates to the FCSW, the FCSW will call the therapist and document attempts to get the dates will be documented in the file.
- Agency will ensure accurate and updated allowance logs are maintained and signed by the children. Foster Care Social Workers are trained on the importance of the children signing their allowance forms and keeping them in the child's file. FCSW's will periodically check the allowance amount to make sure the child/NMDs are receiving the correct allowance for their age. FCSW's will review the document monthly to ensure that all signatures are on the forms. Agency will ensure accurate clothing logs are maintained with the correct receipts attached. FCSWs were retrained on the importance of checking the receipts against the log for completion and accuracy upon receipt. The FCSW will compare the receipts to what is written on the monthly log for accuracy. The FCSW will turn in the monthly log for review and tracking in Foster Trak.

If you have any questions, please call me at (323) 876-0550 ext. 1114.

Sincerely,



Bridgette Baca, MA

Director of Family Resource Services