



**Community Care Licensing Division  
Quality Assurance, Advocacy and Technical Support Bureau**

**Foster Family Agencies  
Most Common Complaint Deficiencies in 2014**

This is an analysis of the most common substantiated complaint deficiencies cited in 2014 for Foster Family Agencies (FFA). The Quality Assurance Unit reviewed all 2014 substantiated complaints and 900 corresponding citations drawn from the five Children’s Residential Regional Offices. This list is limited to those deficiencies cited in one percent (1%) or more of substantiated complaints.

*Are you an FFA licensee looking for assistance to come into compliance with these or other issues? Please contact the Technical Support Program at [TechnicalSupportProgram@dss.ca.gov](mailto:TechnicalSupportProgram@dss.ca.gov).*

Most common deficiencies cited when citations were issued for substantiated FFA complaints	This requirement can be found in Title 22 of the California Code of Regulations, Division 6:		Percentage of the total FFA citations issued for substantiated complaints in 2014
	Section Name	Section (and sub-section)	
Personal rights includes the right to be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse. Personal rights includes the right to be free from actions of a punitive nature including but not limited to interference with the daily living functions of eating, sleeping, or toileting, or withholding of shelter, clothing, or aids to physical functioning.	Personal Rights	89372(a)(1)	42%
Caregivers shall provide care and supervision as necessary to meet each child's needs, and shall be available at all times unless documented in the child's Needs and Services Plan, placement agreement, or Transitional Independent Living Plan (TILP) or agreed to in advance by the licensing agency.	Responsibility for Providing Care and Supervision	89378(a)	15%

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	Section Name	Section (and sub-section)	
The department may prohibit any person from being a member of the board of directors, an executive director, or an officer of a licensee, or a licensee from employing, or continuing the employment of, or allowing in a licensed facility or certified family home, or allowing contact with clients of a licensed facility or certified family home by, any employee, prospective employee, or person who is not a client who has: Engaged in conduct that is inimical to the health, morals, welfare, or safety of either the people of this state or an individual in or receiving services from the facility or certified family home.	Persons prohibited from employment; dismissal or removal; appeal	1558(a)(2) Health and Safety Code	6%
All persons subject to criminal record review shall obtain a criminal record clearance from the California Department of Social Services or county as appropriate. Such review will require submission of completed fingerprints pursuant to Health and Safety Code Section 1522. The licensing/approval agency will also conduct a search of the Child Abuse Clearance Index and child abuse records. The licensing/approval agency may conduct an authorized search of the California Law Enforcement Telecommunications System (CLETS).	Criminal Record Clearance	89319	3%
Caregivers shall provide or ensure at least three nutritious meals per day and meet any special dietary needs documented in the child's Needs and Services Plan.	Food Service	89376(a)	2%
The home shall be clean, safe, and sanitary and in good repair at all times for the safety and well-being of the children.	Buildings and Grounds	89387(b)	2%
Caregivers shall submit reports of any unusual incident or child absences which threatens the physical or emotional health or safety of any child.	Reporting Requirements	89361(a)(4)	2%

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Personal rights include the right not to be restrained or placed in any restraining device other than specified postural Supports and protective Devices.	Personal Rights	89372(a)(8)	1%
The caregiver shall ensure that persons who transport a "child" use vehicles that are in safe operating condition.	Transportation	89374(a)	1%
Medicines, disinfectants, cleaning solutions, poisons, firearms and other dangerous items shall be stored where inaccessible to children.	Storage Space	89387.2(a)	1%