



**County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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



**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

**BOBBY D. CAGLE**  
 Director

**BRANDON T. NICHOLS**  
 Chief Deputy Director

September 23, 2019

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

From: *Cynthia McCoy Miller for*  
 Bobby D. Cagle  
 Director

**WAYFINDER FAMILY SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE  
 REVIEW**

**REVIEW OF REPORT**

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of the Wayfinder Family Services Foster Family Agency (the FFA) in May 2019. The FFA has three offices: one located in the Fourth Supervisorial District; one in the Fifth Supervisorial District; and one in Riverside County. All offices provide services to the County of Los Angeles DCFS placed children, Probation foster youth, children placed by other counties, and Non-Minor Dependents (NMDs).

**Key Outcomes**

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 2
PRIORITY 2 3
PRIORITY 3 0

CAD conducted an on-site Contract Compliance Assessment review of the Contractor's compliance within the following applicable areas: General Contract Requirements; Resource Family Home Requirements; Facility and Environment; Engagement and Teamwork; Needs and Services Plans; Permanency; Education and Independent Living Program Services; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; and Personnel Files.

The FFA was in full compliance with 8 of 11 applicable areas of CAD's Contract Compliance Review: Resource Family Home Requirements; Facility and Environment; Engagement and Teamwork;

*"To Enrich Lives Through Effective and Caring Service"*

Permanency; Education and Independent Living Program Services; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; and Personnel Files.

For the purpose of this review, 12 DCFS placed children were selected for the sample. CAD reviewed the 12 children's files and interviewed all 12 children to assess the level of care and services they received. Additionally, the files of five discharged children were reviewed to assess the FFA's compliance with permanency efforts.

CAD reviewed six Resource Family Home (RFH) files and five staff files for compliance with Title 22 Regulations and County contract requirements. CAD also conducted interviews with staff and the resource family parents (RFPs). Site visits were conducted to the FFA and the RFH to assess the quality of care and supervision provided to the placed children.

CAD noted deficiencies in the areas of: General Contract Requirements, related to Special Incident Reports not properly documented; Needs and Services Plans (NSPs), related to NSPs not completed accurately and on time; and Health and Medical Needs, related to initial medical and dental exams not completed timely and follow up dental examinations not completed timely.

On June 4, 2019, Nicole Whaley, DCFS CAD Fiscal Specialist IV, and Mirla Valenzuela, Out-of-Home Care Management Division Children Services Administrator I, held an exit conference with the FFA representative, Leslie Oropeza, Director of Foster Care and Adoptions.

The FFA representative agreed with the review findings and recommendations. They were receptive to implementing systemic changes to improve the FFA's compliance with regulatory standards.

The FFA provided the attached approved Corrective Action Plan addressing the noted deficiencies in this compliance report.

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

BDC:KR  
LTI:nw

#### Attachments

c: Sachi A. Hamai, Chief Executive Officer  
Arlene Barrera, Acting Auditor-Controller  
Terri L. McDonald, Chief Probation Officer  
Sheila Mitchell, Chief Deputy Probation Officer, Juvenile Services  
Public Information Office  
Audit Committee  
Sybil Brand Commission  
Jay Allen, Executive Vice President & Chief Operating Officer, Wayfinder  
Family Services FFA  
Kellee Coleman, Regional Manager, Community Care Licensing Division  
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



July 1, 2019

Nicole Whaley, Children Administrator I  
Contract Compliance Section  
3530 Wilshire Blvd.  
Los Angeles, CA 90010

Wayfinder Family Services  
Leslie C. Oropeza  
Director of Foster Care and Adoptions

RE: WAYFINDER FAMILY SERVICES CORRECTIVE ACTION PLAN / JUNE 2019  
OUT OF HOME CARE MANAGEMENT DIVISION RECOMMENDATIONS

Dear Ms. Whaley:

Wayfinder Family Services would like to extend its appreciation for the comprehensive review conducted in May-June 2019.

The following serves as the Corrective Plan of Action to address recommendations presented by your department:

**General Contract Requirements**

1.) Special Incident Reports.

**Finding:** During this reviewing period, two SIR's were not noted on the corresponding NSP, and three SIR's were submitted a day late.

**Corrective Action:**

Foster Care Supervisors will conduct a comprehensive training on SIR Timelines with all Social Workers by July 30, 2019.

It is important for Wayfinder Family Services to inform the interested parties that the Social Worker who was responsible for all the late SIR submittals is no longer a part of the Wayfinder FFA team.

**Needs and Services Plans**

1.) The NSPs were completed accurately and on time.

**Finding:** Seven Needs and Services Plans submitted late for CSW approval. One Needs and Service Plan was pre-dated.

**Corrective Action:**

An In-Service Training provided on June 27, 2019 to all Social Workers in the FFA Department in which the importance of submitting timely NSP's was addressed. Social workers are aware not to pre-date any of the NSP's signature pages. Social Workers will



turn is NSP's to their respective Supervisors one week prior to the due date in order to receive feedback such allowing ample time for timely submission of NSP's. Supervisor will ensure that at least three attempts to obtain signatures are made within five business days of report due and escalated past CSW if signature has not been received from CSW within the 5-day period. Evidence of attempts, by means of fax/email, will be documented in the file.

It is important for Wayfinder Family Services to inform the interested parties that the Social Worker who was responsible for the late NSP's submittal is no longer a part of the Wayfinder FFA team.

### **Health and Medical Needs**

- 1.) Initial/Required follow-up examinations were conducted timely.

**Finding:** Two initial dental exams were late. A six-month follow up was not timely.

**Corrective Action:**

To ensure that all initial, and follow-up medical/dental examinations are completed within a timely manner, three (3) days after the child joins the family, the Social Worker will contact the resource parent to ascertain whether the medical/dental exam has been scheduled. Should such not be completed or followed through, the Social Worker will notify the respective supervisor, who will in turn, contact the resource parent and assist with scheduling the respective exam immediately.

We appreciate the professionalism and courtesy we experienced throughout the process. We look forward to being able to continue providing our services to the County of Los Angeles Department of Children and Family Services. Wayfinder Family Services appreciates the recommendations as a means to improve the quality of our services. Please feel free to contact me if I can be of further assistance.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Leslie C. Oropeza", is written over a horizontal line. The signature is fluid and cursive.

Leslie C. Oropeza, MS  
Director of Foster Care and Adoptions