



County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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December 3, 2019

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

From: Bobby D. Cagle  
Director

*Transmittal of BOC*

**FUTURO INFANTIL HISPANO 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 Futuro Infantil Hispano Foster Family Agency (the FFA) in May 2019. The FFA has two offices: one located in the First Supervisorial District; and one in San Bernardino County. Both offices provide services to the County of Los Angeles DCFS placed children, Probation foster youth, children placed by other counties, and Non-Minor Dependents.

**Key Outcomes**

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

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: General Contract Requirements; Resource Family Home Requirements; Facility and Environment; Needs and Services Plans; Education and Independent Living Program Services; Health and Medical Needs; 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, 4 discharged children's files were reviewed to assess the FFA's compliance with permanency efforts.

CAD reviewed 6 Resource Family Home (RFH) files and 5 staff files for compliance with Title 22 Regulations and County contract requirements. CAD also conducted interviews with staff and the Resource Family Parents. Site visits were conducted at 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: Engagement and Teamwork, related to the Child and Family Team (CFT) meetings, collaboration, and the implementation of the CFT decision-making processes not documented; Permanency, related to the CFT placement transition services not identified or documented in the CFT meeting minutes; Personal Rights and Social/Emotional Well-Being, related to the placed children reported not having voice and choice to participate in their CFT meetings.

On May 30, 2019, DCFS CAD Children Services Administrator Is and Out-of-Home Care Management Division Quality Assurance Section held an exit conference with the FFA's Administrator, Executive Director, Administrative Supervisor, FFA Senior Supervisor, Deputy Administrator, Controller, and FFA Supervisor.

The FFA representatives 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.

Each Supervisor  
December 3, 2019  
Page 3

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

BDC:KR  
LTI:tc

#### Attachments

c: Sachi A. Hamai, Chief Executive Officer  
Arlene Barrera, Auditor-Controller  
Terri L. McDonald, Chief Probation Officer  
Sheila Mitchell, Chief Deputy Probation Officer, Juvenile Services  
Public Information Office  
Audit Committee  
Sybil Brand Commission  
Oma Velasco-Rodriguez, President/Executive Director, Futuro Infantil Hispano  
Kellee Coleman, Regional Manager, Community Care Licensing Division  
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



**FUTURO INFANTIL HISPANO**  
Foster Family Agency

June 27, 2019

DCFS-Contract Compliance Section  
Attn.: Anthony Curry, CSA I  
3530 Wilshire Blvd, 4<sup>th</sup> Flr.  
Los Angeles, CA 90010

**RE: FIH FFA CCR CAD CAP Update**

Dear Mr. Curry,

Enclosed is our agency's Corrective Action Plan (CAP) for the findings of the final Exit Summary Report emailed to us on 6/18/19. Our Executive Management Team would like to point out that there appears to be an error on the scoring with the weight and ranking by the Tool Design Team in Section III.

It was a pleasure working with you and our OHCMD Monitor in a collaborative effort to help us complete our CAP.

Sincerely,

A handwritten signature in blue ink that reads "Lily Olán". The signature is fluid and cursive.

Lily Olán, MSW  
Administrator

## **FIH FFA 2019 CAP for Exit Summary Report**

### **IV. ENGAGEMENT & TEAMWORK**

21. The FFA documented the children's CFT meetings and collaboration.
  1. FIH FFA management staff will provide additional training to foster care social workers (FCSWs) on the process, guidelines and proper documentation for Child and Family Team (CFT) meetings and collaboration.
  2. FIH FFA supervisors will ensure that the proper documentation required regarding CFT meetings and collaboration is maintained in child, youth, NMD file including and not limited on required County placing agency reports, emails, progress notes, contact notes and/or attachments to reports.
22. The NSP goals identified the children's CFT team decision-making process for each goal.
  1. FIH FFA supervisors will ensure FCSWs obtain documentation of CFTs including and not limited to attendance, their participation and identification of Needs and Services Plan (NSP) goal in the Initial and/or Quarterly/NSPs.

### **VI. PERMANENCY**

31. Placement transition services are being identified at the children's CFT meetings.
  1. FIH FFA supervisors will ensure FCSWs obtain documentation of placement transition services (Wraparound, mental health teams, etc.) that are being identified at the children's CFT meetings including but not limited to attendance of CFTs, participation and documentation on any issues of concern, risk of placement disruption and/or a need for a change in transition and/or support.
  2. FIH FFA supervisors will ensure FCSWs obtain documentation of any meetings other than CFT meetings that can occur in conjunction with other processes to address other areas of a child, youth, NMD's need not already included in the CFT goals and/or objectives such as Team Decision Making meetings (TDM), Case Planning/Permanency Review meetings and/or a Transitional Independent Living Planning (TILP) meeting.

## **IX. Personal Rights and Social/Emotional Well-Being**

### **51. Children reported having a voice and choices in the CFT Meeting**

- 1. FIH FFA supervisors will ensure FCSWs enforce and request documentation that records children are having a voice and choices in the CFT meeting through sign-in sheet and CFT notes or emails from CSW and reports to County placing agency. The children's participation should be indicated in the CFT notes by the Facilitator and will indicate the same in required agency reports to County placing agency. If a participant is unable to be present due to proximity issues and/or other conflict in schedule, etc. then s a selected member of the team should representor individual can also be asked to participate via telephone and/or other electronic devices that may be available. Documentation on children's voice and choices in the CFTs will be on FC file.**
  
- 2. An age-appropriate child, youth or NMD will be encouraged to participate in CFT meetings. Participation should be limited if the nature of the meeting's agenda is not suitable for the child, youth or NMD. There may also be times when the child, youth, NMD will refuse to participate which will be documented. Further engagement of the child, youth or NMD may be needed to encourage participation and ensure child, youth or NMD's voice and choices in the CFT meeting. FCSW documentation will be on emails, progress notes and/or reports to County placing agency.**

Prepared by:  
Lily Olan, MSW  
FIH FFA Administrator