



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

Thank you for BOC

**OLIVE CREST TREATMENT CENTERS
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 Olive Crest Treatment Centers Foster Family Agency (the FFA) in June 2019. The FFA has four offices: one located in the Fourth Supervisorial District; one in the Fifth Supervisorial District; one in Riverside County, and one in Orange 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.

Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 3
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.

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The FFA was in full compliance with 7 of 11 applicable areas of CAD's Contract Compliance Review: Facility and Environment; Needs and Services Plans; 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.

For the purpose of this review, six DCFS placed children were selected for the sample. CAD reviewed the six children's files to assess the level of care and services they received. CAD interviewed one youth.

CAD reviewed four Resource Family Home (RFH) files and four 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: General Requirements, related to Special Incident Reports (SIR) not being documented in the Needs and Services Plans (NSP), SIRs not being submitted timely, and SIRs not being cross reported; Resource Family Home Requirements, related to the FFA not inquiring with Out-of-Home Care Management Division (OHCMD) for historical information prior to the FFA's approved date; Engagement and Teamwork, related to Child and Family Team (CFT) participants not being identified, the FFA not documenting the children's CFT meeting notes and collaboration, and the NSP goals not identifying the children's CFT team decision-making process for each goal; and Permanency, related to placement transition services not being discussed at the children's CFT meetings.

On August 9, 2019, DCFS CAD Children Services Administrator Is and a DCFS OHCMD representative held an exit conference with the FFA representatives, Foster and Adoptions Program Directors, Supervising Case Managers, Regional Director, Program Supervisor and Administrative Assistant.

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.

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

BDC:KR
LTI:ms

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
Donald A. Verleur, Chief Executive Officer, Olive Crest Treatment Centers
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



September 4, 2019

Matthew St. John, CSA I
Department of Children and Family Services
Contracts Administration Division
Contract Compliance
3530 Wilshire Blvd, 4th Floor
Los Angeles, CA, 90010

Re: Corrective Action Plan for Foster Family Agency Review (June 2019)

Dear Mr. St. John,

Per your request, we submit the following as our Corrective Action Plan (CAP) consequent to the finding of the Foster Family Agency Review Exit Summary you issued on August 9, 2019 at our Exit Review.

The following CAP is therefore submitted for the Department's review:

Item/Area not found in compliance:

Section I: General Contract Requirements:

Question 6: Are Special Incident Reports (SIRs) appropriately documented and cross-reported?

- 6a. Agency's Response: Two SIRs were not documented on the NSP.
- 6b. Agency's Response: Four SIRs were not properly cross-reported.

In order to ensure compliance with the contract in the future, all staff has been re-trained on SIR documentation in NPSs, and proper cross reporting. LA staff was retrained on 8/20/19 (see attached agenda). Orange County and Riverside County Program Leadership also re-train their staff in the month of August (see attachments).

Section II: Resource Family Home Requirements

Question 8: The FFA inquired with Out-of-Home Care Management Division and other previously certifying FFA's for historical information AND a reference check was conducted prior to the FFA's certification date.

Agency's Response: During this review, it was found that one family in approved out of the Olive Crest Orange County office, did not have their OHC clearance prior to receiving an LA County dependent into their care.

In order to comply with contract requirements in the future, the Olive Crest Orange County office has updated their policy to ensure all Orange County families are approved to take LA County dependents upon approval. Previous policy only required OHC clearances for new families if it was thought they would or could take LA County placements. Now all families will be cleared before approval. (see attached updated policy).

Section III: Engagement and Teamwork

Question 21: CFT participants have been identified.

Question 22: The FFA documented the children's CFT meetings and collaboration.

Question 23: The NSP goals identified the children's CFT team decision-making process for each goal.

Agency's Response: Two LA dependents placed in one Olive Crest-approved home in Riverside did not have documentation in their file that CFTs had occurred or been requested.

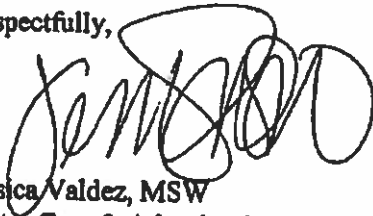
In order to ensure compliance with the contract in the future, all staff has been re-trained on documenting the requests for CFTs, including requesting and documenting a request for the initial CFT on the Initial 30-day. LA staff was retrained on 8/21/19 (see attached agenda). Orange County and Riverside County Program Leadership also re-train their staff in the month of August (see attachments).

Section VI: Permanency

Question 31: Placement and Transition Services are being identified at the children's CFT meetings.

In order to ensure compliance with the contract in the future, all staff has been re-trained on documenting the requests for CFTs, including addressing permanency at CFTs. LA staff was retrained on 8/21/19 (see attached agenda). Orange County and Riverside County Program Leadership also re-train their staff in the month of August (see attachments).

Respectfully,



Jessica Valdez, MSW
Foster Care & Adoption Programs Director
LA Region
562.977.6970