



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

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(213) 351-5602



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December 19, 2019

To: Supervisor Kathryn Barger, Chair
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Supervisor Sheila Kuehl
Supervisor Janice Hahn
From: *Cynthia McCoy Miller for*
Bobby D. Cagle
Director

**ALPHA 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 Alpha Treatment Centers Foster Family Agency (the FFA) in May 2019. The FFA has two offices: one located in the First Supervisorial District; and one in Riverside County. All offices provide services to the County of Los Angeles DCFS placed children, children placed by other counties, and Non-Minor Dependents (NMDs).

Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 3
PRIORITY 2 1
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 (RFH) 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 9 of 11 applicable areas of CAD's Contract Compliance Review: General Contract Requirements; Engagement and Teamwork; Needs and Services Plans;

Each Supervisor
December 19, 2019
Page 2

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.

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 four children, as two were pre-verbal. Additionally, five discharged children's files were reviewed to assess the FFA's compliance with permanency efforts.

CAD reviewed four 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 (RFPs). 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: RFH Requirements, related to Megan's Law searches on the RFPs and other adults in the home not being in the files; and Facility and Environment, related to RFHs' vehicles having a worn tire that needed replacement, vehicle having a cracked windshield, yard and outdoor activity space not free from safety hazards, and RFPs having expired frozen and canned food.

On June 10, 2019, the DCFS CAD Children Services Administrator Is and Out-of-Home Care Management Division Quality Assurance Reviewer held an exit conference with the FFA Executive Director and Social Services Director.

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 (CAP) addressing the noted deficiencies in this compliance report. CAD completed a follow-up visit on October 22, 2019 and confirmed the FFA's implementation of its approved CAP.

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

BDC:KR
LTI:amt

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
Janessa Sargent, Chief Executive Officer, Alpha Treatment Centers
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



CAP Addendum:

November 5th, 2019

Ana Maria Tribble
Children's Services Administrator I
Department of Children and Family Services
Contracts Administration Division
Contract Compliance Section
3530 Wilshire Blvd
Los Angeles, CA. 90010

Dear Mrs. Tribble,

It was a pleasure meeting with you during our annual Los Angeles County Department of Children and Family Services Contract Compliance Review. We understand the importance of this review and view this as an opportunity to learn and improve our agency. Alpha takes pride in our reputation and remain motivated to make the changes necessary to achieve full compliance. In an effort to do so, our administrative team has met to address the deficiencies cited during our exit review meeting. The CAP was written to address the current audit, while also focusing on reoccurring issues and how we can avoid them in the future. We will be addressing each deficiency/and note in the manner described below.

Sections and noted deficiencies identified on the FFA Monitoring Review Field Exit Summary

Area II. RESOURCE FAMILY HOME REQUIREMENTS

7) The FFA conducted Meghan's Law search on RFP and other adults residing in the RFH.

Deficiency: RFH's #3 and #4 had the Meghan's Law search missing in the file for RFP's and other adults living in the homes.

Corrective Action: Meghan's Law search was completed for RFH #3 and #4, and all adults residing in the foster home on 7/10/19. Results were placed in the foster family file. Meghan's Law search was previously completed for all other ATC families when they were converted to Resource homes. RFH #3 and #4 are the only families that were not converted to Resource homes yet. In order to avoid reoccurrences in the future, Retention and Recruitment Coordinator will continue to complete a Meghan's Law



search on all families prior to approval.

Area III. FACILITY & ENVIRONMENT

13. Vehicles used to transport children were well maintained and in good repair.

n. Tire Tread

Deficiency: RFH #3 vehicle's #3 and #4, used to transport DCFS children, needs new tires. 3 new ones on the Hyundai and 2 new ones on the Toyota. Agency was notified immediately and proof of purchase on all tires was requested.

Corrective Action: Foster Parent #3 purchased all tires requested by Contracts Administration Division (CAD). Proof of purchase was sent to CAD via email. In addition to the immediate correction, ATC FFA has also added a new section on the Monthly Child Home File & Safety Review Sheet which includes a vehicle inspection (**Attachment A**). These forms are completed once a month by the Agency Social Worker assigned to the home. These forms are submitted to Quality Assurance and placed in RFP file. The updated form will be effective as of August 2019.

Vehicle inspections were previously conducted by Quality Assurance during quarterly inspections only. They will continue to be completed during these inspections by Quality Assurance. In addition, they will now be completed monthly by the Agency Social Worker assigned to the home. In addition to the monthly vehicle checks, Resource parents were retrained on vehicle inspection protocols (See attached sign in sheets/Agenda). Resource families signed an acknowledgement form agreeing to report any vehicle damage/issues to their ATC Social Worker immediately (**Attachment B**).

q. Vehicle free of damage

Deficiency: RFH's #2's vehicle #2 used to transport DCFS children has a crack in the windshield glass. Agency was notified immediately and requested proof of repair or replacement of the new windshield glass. RFP #2 was decertified on May 20, 2019 to work with an agency closer to the home. Child #3 will remain in the home.

Corrective Actions: RFP #2 was advised by CAD and the agency that the repairs needed to be made. RFP #2 transferred to another agency on 5/20/19. As stated above, Alpha families received retraining this month on reporting requirements for vehicle damage/issues. Monthly trainings are held this month on the following dates; 7/11/19,



7/18/19 & 7/30/19 (See attached sign in sheets for 7/11/19 and 7/18/19. Victorville training will take place 7/30/19).

Note: This is a reoccurring finding from the previous contract compliance review. A vehicle inspection was added to the quarterly inspections in November 2017 as part of the previous CAP. Quarterly inspections are not sufficient. Therefore, they will now be completed on a monthly basis to avoid reoccurrences. In addition to inspections, RFPs were retrained on reporting requirements when it comes to vehicles. They also signed an acknowledgment form stating they would report any concerns/damages immediately. The issues that were noted in the review are specifically listed on the form. For example, windows, tires, documentation etc. (See Attachment A).

14. The exterior and the grounds of the RFH were safe and well maintained.

d. Yard and outdoor activity space are free from safety hazards

Deficiency:

RFH #3 stores two vehicles in the front porch of the house. RFP #3 feeds stray cats in front of the house entrance and the leftover food is dry and could attract other animals and rodents.

Note: RFH #3 backyard was flooded with water from the rain, making it impossible to enter the backyard (as posing a danger to the toddler living in the house). RFP #3 stated that it takes 3 days for the huge puddle of water to dry. The agency was notified immediately for solution.

RFP #3 has a dog and a cat and no vaccination records are in file.

Corrective Actions: RFP #3 was advised to purchase car covers for the two vehicles which are parked in the right driveway area, in front of the house. RFP #3 was informed that the children are not to be unsupervised around the vehicles. RFP #3 agreed to no longer feed the stray cats. If RFP #3 prefers to feed her own cat outside, RFP #3 will remove the bowl after the feeding. ATC Social Worker visited RFH #3 to ensure the puddle had dried up. ATC Social Worker took pictures and sent them to the Executive Director. RFP #3 was informed that she needed to fill up the hole by 8/10/19. Lastly, the vaccination records were on file for the dog (Attachment C). All RFPs will be informed during August monthly training on reporting requirements for pets. They will be advised to submit all available documentation for any pets in the RFH. In order to avoid future deficiencies in the area of "Yard and Outdoor Activity Space Free of Hazards", all RFPs will be retrained on "Home Safety" in the August monthly training. Dates for August training are as follows; 8/8/19, 8/15/19, and 8/26/19.



19. The RFH maintained an adequate supply of perishable and non-perishable foods.

d. Food storage meets USDA guidelines

Deficiency: RFH #3 has expired (2017-2018) canned goods. RFH #4 has expired (2017-2018) frozen food: fish, meat, and sausages. CAD asked RFP to discard the expired food immediately and took pictures in both cases.

Corrective Actions: RFP #3 discarded all expired food immediately. A new section titled "Food supply and expiration dates" was added to the Monthly Child Home File & Safety Review Sheet; this form is completed by the ATC Social Worker on a monthly basis. The new form will be effective as of August 2019. All RFPs will be informed during August monthly training. Dates for August training are as follows; 8/8/19, 8/15/19, and 8/26/19.

Alpha Treatment Centers is committed to providing quality services to the children/youth/NMD in our care. ATC continues to meet the needs of our children/youth/NMD and provides comprehensive training and support to our ATC staff and foster/resource parents. ATC will ensure that our agency remains in compliance with all CCL regulations and LA County contract requirements.

Respectfully,

A handwritten signature in black ink, appearing to read 'Amber Lund'.

Amber Lund

Date: 11/05/2019