



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

GINGER PRYOR  
Chief Deputy Director

January 27, 2020

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

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

**FIVE ACRES - THE BOYS' AND GIRLS' AID SOCIETY OF LOS ANGELES COUNTY  
FOSTER FAMILY AGENCY INTENSIVE SERVICES FOSTER CARE WITH SERIOUS  
EMOTIONAL BEHAVIORAL NEEDS CONTRACT COMPLIANCE REVIEW**

**REVIEW OF REPORT**

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of Five Acres - The Boys' and Girls' Aid Society of Los Angeles County Foster Family Agency Intensive Services Foster Care (the ISFC-FFA) with Serious Emotional Behavioral Needs (SEBN) in May 2019. The ISFC-FFA has one office located in the First Supervisorial District. The office provides services to the County of Los Angeles DCFS placed children.

**Key Outcomes**

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

CAD conducted an on-site Contract Compliance Assessment review of the Contractor's compliance within the following applicable areas: Contract Requirements; Specialized Resource Family Home and Parents; Needs and Services Plans (NSPs); Child and Family Team Meetings; Safety; Core Services; Personal Rights/Well Being; Discharged Children; Staff Qualifications and Requirements; Facility and Environment; Vehicles.

The ISFC-FFA was in full compliance with 8 of 11 applicable areas of CAD's Contract Compliance Review: Contract Requirements; Child and Family Team Meetings; Core Services; Personal Rights/Well-Being; Discharged Children; Staff Qualifications and Requirements; Facility and Environment; and Vehicles.

For the purpose of this review, two DCFS placed children were selected for the sample. CAD reviewed the two children's files to assess the level of care and services they received. CAD interviewed two children. Additionally, one discharged child's file was reviewed to assess the ISFC-FFA's compliance with permanency efforts.

CAD reviewed two Resource Family Home (RFH) files and one staff file 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 ISFC-FFA and the RFH to assess the quality of care and supervision provided to the placed children.

CAD noted deficiencies in the areas of: Specialized Resource Family Homes & Parents, related to the RFP's first aid and cardiopulmonary certificates not being current; NSPs, related to the DCFS Children's Social Workers not signing the NSPs; and Safety, related to the Special Incident Reports not being appropriately cross-reported.

On August 12, 2019, DCFS CAD Children Services Administrator Is, DCFS High Risk Services Division, and the DCFS Out-of-Home Care Management Division held an exit conference with the ISFC-FFA Administrator, Program Supervisor, Quality Assurance Director, Quality Assurance Analyst, and Social Worker Supervisor.

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

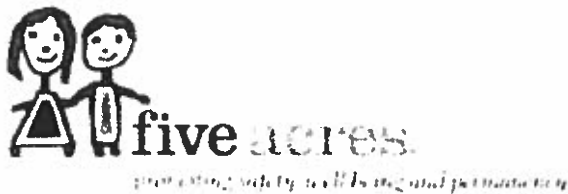
The ISFC-FFA provided the attached approved Corrective Action Plan addressing the noted deficiencies in this compliance report.

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

BDC:KR  
LTI:slr

#### Attachments

c: Sachi A. Hamai, Chief Executive Officer  
Arlene Barrera, Auditor-Controller  
Public Information Office  
Audit Committee  
Chanel Boutakidis, Chief Executive Officer, Five Acres  
Kellee Coleman, Regional Manager, Community Care Licensing Division  
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



September 19, 2019

Sherry L. Rolls, CSA I  
Department of Children and Family Services  
Contracts Administration Division - Contracts Compliance Section  
3530 Wilshire Boulevard, 4th Floor  
Los Angeles, California 90010

RE: Updates to Technical Review Corrective Action Plan 2019 (ISFC SEBN)

Dear Ms. Rolls,

On 9/17/19, we received your request for an update to the below listed Corrective Action Plan items that were formulated in response to the ISFC Monitoring Review that occurred on 8/12/19. Please see our amended updates below:

#### **SPECIALIZED RESOURCE FAMILY HOMES & PARENTS**

11) RFP 1 was reported to be missing First Aid & CPR certification.

**Corrective Action:** The First Aid & CPR certification that was on file for the selected reviewed chart contained a 3-month gap in certification between January and April 2018. The foster care social worker for the family is no longer with the Agency. In partial response to this technical review finding, the Agency expectation of family file compliance monitoring will be reviewed with the foster care staff on 9/25/2019, including the specific requirement pertaining to First Aid and CPR certification. Furthermore, effective 9/19/19, the Foster Care Program Administrative Assistant will complete a monthly RFP documentation compliance check of multiple RFP charts by the 5<sup>th</sup> of every month and will provide a summary report to the Social Worker Supervisor of any missing or late chart documentation, including First Aid and CPR. The Social Worker Supervisor will fully review the monthly summary reports generated by the Administrative Assistant by the 10<sup>th</sup> of the month and follow up on any identified missing items with the foster care social workers. Additionally, the Social Worker Supervisor will review RFP chart documentation

requirements and compliance with all foster care social workers during weekly supervision meetings.

### **NEEDS AND SERVICES PLANS**

- 16) One NSP was not dated by the SW's signature. One NSP was missing the CSW's signature and only two requests were made of DCFS to obtain the signatures.

**Corrective Action:** Five Acres foster care social workers underwent training on 8/28/19 by the Social Worker Supervisor on the importance of timeliness compliance with required due dates entered on NSPs. Furthermore, on 8/28/2019 a retraining session for the foster care social workers was facilitated by the Social Worker Supervisor that focused on the process of requesting CSW signatures from the CSW and the in-office NSP liaisons. Effective 8/28/19 the Social Worker Supervisor will review and monitor timeliness compliance of all NSP documents before final program approval is authorized.

### **SIRS**

- 18) Five SIRS for one client did not include a cross-report to CCL for escalated behaviors, including holding the family cat too tightly, hitting himself in the head, and stating that he hated himself.

**Corrective Action:** Effective 9/19/19 the Foster Care program is instituting a new in-service training requirement wherein as of 9/25/19 and every six months thereafter all foster care program personnel including the social worker supervisor will participate in a training by the Program Supervisor on SIR Reporting Requirements with special reference to cross-reporting requirements to Community Care Licensing and other third party entities. The Foster Care Program Administrative Assistant will maintain and archive sign-in verification records for all attending staff at the biannual SIR Reporting Requirements training and the Division Director will check verification records to ensure that all foster care program staff have completed this required training. Effective 8/28/2019 the Social Worker Supervisor is individually reviewing all SIR documents before final submission to ensure that all SIR documents are designated as having CCL included as a recipient entity for SIRS pending transmission. Effective 8/28/2019 the Foster Care Program Supervisor is individually reviewing all SIR documents completed by the Social Worker Supervisor before final submission to ensure that all SIR documents are designated as having CCL included as a recipient entity for SIRS pending transmission.

Thank you for your prompt and pleasant collaboration, Ms. Rolls. Please feel free to contact us if you should have any additional questions or concerns.

  
\_\_\_\_\_

Cesar Gomez, LCSW

Five Acres Division Director of Permanency Programs (Foster Care and ITFC)