



County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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January 21, 2020

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

GUARDIANS OF LOVE 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 Guardians of Love Foster Family Agency (the FFA) in March 2019. The FFA has three licensed sites: one located in the First Supervisorial District; one located in the Second Supervisorial District; and one in San Bernardino County. All sites 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 2
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 9 of 11 applicable areas of CAD's Contract Compliance Review: Resource Family Home Requirements; 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.

For the purpose of this review, 12 DCFS placed children were selected for the sample. CAD reviewed the 12 children's files to assess the level of care and services they received. CAD interviewed 10 children, as one was pre-verbal and one was hospitalized. Additionally, all 12 children's files were reviewed to assess the FFA's compliance with permanency efforts.

CAD reviewed 6 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 at the FFA and the RFHs 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 Serious Incident Reports (SIRs) not properly cross-reported to the Out-of-Home Care Management Division; Facility and Environment, related to vehicles used to transport children not well maintained, one vehicle belonging to an RFP had two front tires without proper tread/grooves; also related to the common quarters not safe and well maintained, one RFH stored cleaning solutions in an unlocked cabinet.

On May 17, 2019, DCFS CAD Children Services Administrator Is and the Out-of-Home Care Management Division Quality Assurance Section held an exit conference with the FFA's Chief Executive Officer, Administrative Director, Quality Assurance Manager, and Supervising Foster Care Social Worker.

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.

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

BDC:KR
LTI:bm

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
Kinikki Fullerwood, CEO, Guardians of Love
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



CORRECTIVE ACTION PLAN

REQUESTING AGENCY:	DCFS - CONTRACTS ADMINISTRATION DIVISION
AUDIT YEAR:	2018 - 2019
CAP DUE DATE:	JUNE 17, 2019
CAP SUBMITTED TO:	BEATRIZ MEZA CHILDREN SERVICES ADMINISTRATOR I
CAP SUBMITTED BY:	KINIKKI FULLERWOOD, CHIEF EXECUTIVE OFFICER

OVERVIEW

Guardians of Love, Inc. (GOL) has been providing foster care services since 1997. It is and has always been our desire to provide comprehensive services to all the children we serve, while concurrently adhering to all the contractual requirements specified in our Department of Children and Family Services (DCFS) contract and the California Department of Social Services (CDSS) Interim Directives.

During our 2018-2019 Foster Family Agency Compliance Review conducted by Beatriz Meza, CSA I, deficiencies were noted in 3 out of 79 (4%) main elements. The following Corrective Action Plan details the deficiencies in their entirety and provides Guardians of Love's Plan of Action, which will ensure all corrective actions, are executed. The Chief Executive Officer will be responsible for creating the CAP and ensuring its implementation. The Supervising Foster Care Social Workers and Quality Assurance Manager will provide oversight to ensure ongoing compliance of items addressed within this Corrective Action Plan. While most corrective actions were implemented immediately, GOL will fully implement the Corrective Action Plan no later than July 31, 2019.

DEFICIENCIES:

I. GENERAL CONTRACT REQUIREMENTS

- **SIRs documented in the NSPs and case files were not always being properly reported via the I-Track system (Element #6).**

Out of eleven (11) SIRs reviewed two (2) were not properly documented. One (1) SIR was not reported to OHCMD and one (1) SIR did not include the incident date.

Corrective Action Proposed:

Guardians of Love retrained all agency social workers (May 15, 2019) on SIR reporting. Supervisors were also retrained (May 15, 2019) on SIR reporting and approval requirements. GOL's Quality Assurance Manager will also periodically review submitted SIRs to ensure they are being cross reported, include incident date and meet all other SIR reporting requirements.

III. FACILITY AND ENVIRONMENT

- **Vehicles used to transport children were well maintained and in good repair (Element #13).**

At the time of monitoring review, one (1) resource parent's vehicle's front tires were in poor condition. Resource parent purchased new front tires and provided verification on April 16, 2019.

Corrective Action Proposed:

Guardians of Love is in the process of revising our Resource Parent Home Inspection to include physical inspection of all vehicles used to transport foster youth. Any vehicle that does not meet inspection requirements will be prohibited from being used to transport foster youth until deficiencies have been resolved and proof of resolve has been provided. Revised Vehicle Inspection will be completed by July 31, 2019. Guardians of Love will also continue to require resource parents to have an annual automobile inspection completed by a professional vehicle technician.

- **Common quarters were safe and well maintained (Element #15)**

At the time of monitoring review, one (1) resource parent had cleaning solutions stored in an unlocked kitchen cabinet.

Corrective Action Proposed:

Guardians of Love retrained all agency social workers (May 15, 2019) and resource parents (May 22, 2019) on proper storage of medicines, disinfectants, cleaning solutions, poisons and other dangerous items. The FCSW monitoring resource parent's home was also individually retrained to address the specific deficiency noted during monitoring review. Resource parent #4 was no longer certified with GOL at the time of Compliance Review Exit Summary, therefore could not be individually retrained. Guardians of Love's FCSWs will also continue to monitor proper storage compliance during their quarterly Resource Parent Home Inspection.

Guardians of Love would like to thank Ms. Meza for her knowledge, valuable recommendations, professionalism and assistance throughout FFA Compliance Review. GOL respectfully submits this Corrective Action Plan for your review.

Prepared By:


Kiniki Fullenwood
Chief Executive Officer

Date:

7.3.19