



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

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March 31, 2020

To: Supervisor Kathryn Barger, Chair
Supervisor Hilda L. Solis
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Supervisor Sheila Kuehl
Supervisor Janice Hahn

From: Bobby D. Cagle
Director

**OLIVE CREST TREATMENT CENTERS
INTENSIVE SERVICES FOSTER CARE FOSTER FAMILY AGENCY
FOR CHILDREN WITH SERIOUS EMOTIONAL AND 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 the Intensive Services Foster Care (ISFC) Foster Family Agency (FFA) for Children with Serious Emotional Behavioral Needs (SEBN) (the Contractor) in June 2019. The Contractor 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 1
PRIORITY 2 3
PRIORITY 3 0

CAD conducted an on-site Contract Compliance review of the Contractor's compliance within the following applicable areas of their ISFC-FFA SEBN contract: General Requirements; ISFC Homes and Resources Parents; Needs and Services Plans; Child and Family and ISFC Team Meetings; Safety; Core Services; Personal Rights and Needs/Well-being; Discharge Planning; Staff Qualifications and Requirements; Facility and Environment; and Vehicles.

The Contractor was in full compliance with 7 of 10 applicable areas of CAD's Contract Compliance Review: ISFC Homes and Resources Parents; Child and Family and ISFC Team Meetings; Core Services; Personal Rights and Needs/Well-being; Staff Qualifications and Requirements; Facility and Environment; and Vehicles. There were no children discharged from the ISFC program; therefore, the section "Discharge Planning" was not applicable.

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

CAD reviewed one Resource Family Home (RFH) file and one staff file for compliance with Title 22 Regulations and County contract requirements. CAD interviewed staff and the Resource Family. A site visit was conducted to the site and the RFH to assess the quality of care and supervision provided to the placed children.

CAD noted findings in the areas of:

Priority 1

- General Requirement
 - The Contractor did not maintain the required staffing of eight children per one ISFC-FFA Social Worker.

Priority 2

- Safety
 - Serious Incident Reports being submitted late, and were not cross-reported per the Special Incident Reports reporting guidelines.
- General Requirement
 - The Contractor did not maintain a recruiter for this program.
 - The Contractor did not maintain a minimum of two homes.
- Needs and Services Plan
 - The Needs and Services Plans were not comprehensive, complete and were not in compliance with all requirements.

On August 9 2019, DCFS CAD Children Services Administrator I and II, Out-of-Home Care Management Division Quality Assurance Specialist and Quality Assurance Manager with the Bureau of Clinical Resources and Services, held an exit conference with the ISFC-FFA SEBN representatives: Foster and Adoption Program Directors, Supervising Case Managers, Regional Director, Program Supervisor and Administrative Assistant.

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

The Contractor 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:ms

Attachments

c: Sachi A. Hamai, Chief Executive Officer
Arlene Barrera, Auditor-Controller
Raymond Leyva, Interim Chief Probation Officer
Sheila Mitchell, Chief Deputy Probation Officer, Juvenile Services
Public Information Office
Audit Committee
David 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



November 6, 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- ISFC SEBN 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 for our Intensive Services Foster Care (Serious Emotional and Behavioral Needs) issued on August 9, 2019 at the Exit Review.

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

Item/Area not found in compliance:

Section I: General Requirements:

Question 1: The agency maintained continuous dedicated efforts recruiting ISFC RPs and a minimum of two ISFC homes.

Agency Response: Because our current model does not incorporate a *designated* ISFC Recruiter, it is our intent to hire for this position in order to meet the new contract requirement. Current staff assigned to recruit for ISFC, in addition to other Olive Crest programs, will continue in this task, until a designated ISFC recruiter can be hired. While in the past Olive Crest has maintained up to 5 ISFC-SEBN homes, currently the agency has 1 approved home that has chosen not to maintain active status with the ISFC-SEBN program. With the hiring of a designated recruiter, the agency will use the position to recruit, train, approve and maintain a minimum to two ISFC-SEBN homes. The agency will also evaluate all applicant families during the regular screening process for potential as an ISFC-SEBN family.

Question 6: The agency provided the required staffing based on the child's (ISFC) medical necessity and in accordance with the contract requirements.

Agency Response: Olive Crest has continued to apply best practice in weighting each ISFC case on a case load as an equivalent of 2 children instead of one; FFA caseloads cannot exceed 15 per CCL regulations. FFA Caseloads are organized accordingly. It is the understanding of this agency that the county intends to amend the 1:8 requirement based on multiple FFA concerns regarding best practice and financial feasibility. Until that time, this FFA will comply with the 1:8 Case Management ratio. At the time of this CAP, the agency does not have an ISFC-SEBN youth in care. This requirement will met when another ISFC-SEBN client is placed with the agency.

Section II: Needs and Services Plan

Question 12: Individualized NSPs were comprehensive, complete and in compliance with all requirements including being timely, trauma informed, culturally relevant and age and developmentally appropriate.

Agency's Response: During this review, it was found that one quarterly due in February 2019 was missing the respite plan. This new contract requirement (Jan 2019) was implemented in the May 2019 NSP and will be on-going addition to all subsequent NSPs.

Section V: Safety

Question 15: The Agency notified the required parties of a threat or serious incident (or sign of either) within 24 hours and as per SIR guidelines (Exhibit A-5).

Agency's Response: 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).

Respectfully,



Julia Palmquist, MSW
Interim Director of Foster Care & Adoption
LA Region
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