



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

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May 14, 2020

To: Supervisor Kathryn Barger, Chair
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Supervisor Sheila Kuehl
Supervisor Janice Hahn

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

**BIENVENIDOS FOSTER CARE SERVICES A HILLSIDES AFFILIATE 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 Bienvenidos Foster Care Services, a Hillside's Affiliate Foster Family Agency (the Contractor) in July 2019. The Contractor has two offices: one located in the Fifth Supervisorial District; and one in Orange County. Both offices provide services to the County of Los Angeles DCFS placed children, children placed by other counties and Non-Minor Dependents.

Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 3
PRIORITY 2 12
PRIORITY 3 3

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.

"To Enrich Lives Through Effective and Caring Service"

The Contractor was in full compliance with 1 of 11 applicable areas of CAD's Contract Compliance Review: Resource Family Home Requirements.

For the purpose of this review, 12 DCFS placed children were selected for the sample. CAD reviewed the 12 children's files and interviewed 12 children to assess the level of care and services they received. Additionally, four discharged children's files were reviewed to assess the Contractor's compliance with permanency efforts.

CAD reviewed four RFHs 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 to the Contractor and the RFHs to assess the quality of care and supervision provided to the placed children.

CAD noted findings in the areas of:

Priority 1

- Engagement and Teamwork
 - Child and Family Team (CFT) participants not being identified.
 - The Contractor did not document the children's CFT meetings and collaboration.
 - The Needs and Services Plan (NSP) goals not identifying the children's CFT team decision-making process for each goal.

Priority 2

- General Contact Requirements
 - Disaster Drills not being completed every six months.
- Facility and Environment
 - RFH not having posted and visible required notices.
- Permanency
 - Child's case plan goals not documented on Permanency section of NSP.
 - Placement transition services are not being identified at the children's CFT meetings.
- Education and Independent Living Program Services
 - Report cards and progress reports were not maintained in the child's file.
 - Failure to document efforts to provide eligible children with Youth Development Services (YDS) and Independent Living Program (ILP) services.
- Health and Medical Needs
 - Initial dental exams were not completed timely
 - Required follow-up dental exams were not conducted timely.
- Personal Rights and Social/Emotional Well-Being
 - Children were not given a voice and choice in the CFT meetings.
 - Reproductive health care rights were not discussed with an age appropriate child.

- Personal Need/Survival and Economic Well-Being
 - An age appropriate child reported they were not receiving any YDS/ILP services.
- Personnel Files
 - Personnel did not complete annual on-going trainings.

Priority 3

- Facility and Environment
 - RFH not maintaining a working computer.
- Needs and Services Plan
 - NSPs were not completed accurately and on time.
- Personal Need/Survival and Economic Well-Being
 - Children were not encouraged to maintain a LifeBook.

On October 22, 2019, the DCFS CAD Children Services Administrator I and II and Out-of-Home Care Management Division Quality Assurance Specialist held an exit conference with the Contractor's representatives.

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

The Contractor provided the attached approved Corrective Action Plan addressing the noted findings 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
Terri L. McDonald, Chief Probation Officer
Sheila Mitchell, Chief Deputy Probation Officer, Juvenile Services
Public Information Office
Audit Committee
Sybil Brand Commission
Joseph Costa, President and Chief Executive Officer, Bienvenidos Foster Care Services, a Hillside Affiliates Foster Family Agency
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



Nov 21, 2019

Los Angeles County Department of Children & Family Services
Contracts Administration Division- Contracts Compliance Section
3530 Wilshire Blvd, 4th floor
Los Angeles, CA 90010
Email: stjohma@dcsf.lacounty.gov

Attn: Matthew St. John
Children's Services Administrator I

Re: 2018-2019 Foster Family Agency Contract Compliance Review

Bienvenidos submits the following Corrective Action Plan addressing the Contract Compliance Review Field Exit Summary for the 2018-2019 performance year.

I. General Contract Requirements

- a. #4- The FFA ensured disaster drills were conducted and documented in the RFPs case files, occurring at a minimum of every 6 months.
- The agency's social workers will be re-trained to facilitate compliance regarding disaster drills completed and documented in the RFPs case files will be conducted by Program Manager & Training Coordinator on 11/20/19.

II. Resource Family Home Requirements

- a. N/A

III. Facility & Environment

- a. #16- RFH's have posted and visible in the home all required notices.
- The agency's social workers will provide the each RFH an Information Board with the agency's contact information and required posting for all to access. Postings to be included are current Certificate of Approvals, Legal Rights of Teens, and other postings as required. The agency social workers will document in the RFP file on the RFA 809 when Information Board was provided to the RFH. Any RFH with children will be provided an Information Board by Jan 10, 2020.
- b. #18- RFH's maintained adequate recreational equipment and educational resources in good repair and made readily available to children.
- The agency's social workers will be re-trained to facilitate compliance regarding recreational equipment and educational resources are in good repair and made available to children. The agency social workers will assess compliance during home visits. The Program Manager & Training Coordinator will re-train social workers on 11/20/19.

IV. Engagement & Teamwork

- a. #20- CFT participants have been identified.
- b. #21- The FFA documented the children's CFT meetings and collaboration.
- c. #22- The NSP goals identified the children's CFT team decision-making process for each goal.

- On Aug 15, 2019, the agency social workers received training and support from DCFS Out of Home Care Management Division Children Services Administrator I, Nancy Armenta, on Child and Family Team meetings.
- The agency has revised the communication protocol with DCFS will use email communication to obtain the following required elements: current case-plan, concurrent case-plan, request initial and on-going Child and Family Team (CFT) meeting and information for Needs and Service Plan (NSP) goals. (Please refer to #23 for the agency's revised communication protocol with DCFS.)

V. Needs & Service Plans

a. #23- The NSP were completed accurately and on time.

- In September 2019, the agency transitioned to a new electronic record system designed for foster care and adoption programs. The new electronic record system is called Extended Reach. The agency has set up alerts to automatically alert social workers of NSP/Report due dates. The alert is set up for 10 days prior to due date. In addition, Extended Reach program has an individualized social worker calendar that will post all required documentation due dates.
 - To improve the development of timely NSPs, the agency's new protocol to track due dates for NSPs will include the following: 1) As new children are placed with the agency, their information will be entered into Extended Reach program by the Agency's Intake staff within 24 hours of admit. 2) The Extended Reach program has been programmed to automatically send email alerts to social workers 10 days prior to NSPs due date. 3) The agency's social workers and supervisors will review NSPs due dates on a monthly basis at supervision to ensure NSPs are in process and completed timely. This review will be documented on the supervisor's supervision notes with individual social workers.
 - The agency will implement this new protocol on 11/25/19. All social workers will be trained on the new protocol on 11/20/19. Supervisors will begin monthly NSPs review at supervision on 11/25/19.
- The last review 2017-2018, the Agency's Corrective Action Plan (CAP) indicated that the agency would modify the Agency's Client File Review Tool and complete peer chart reviews on a quarterly basis to monitor timeliness of reports, CSW signature requests and client's case plans. The agency's Quality Assurance Coordinator monitored chart review outcomes and reported trends to the supervisors. In addition, for the last Review 2017-2018, the agency use the NSP Signature Request form to document the FCSW's efforts to obtain the CSW's authorization to implement the Initial NSP. The agency's FCSW documented and tracked request for signatures and included their efforts for escalating attempts from DCFS representatives; 1st attempt from CSW; 2nd attempt to CSW & SCSW; and 3rd attempt to CSW, SCSW & ARA. As a result from this year's review, the agency developed a new tracking method.
 - The agency social workers will email DCFS CSW within time frames of a child's placement. The agency will implement a revised communication protocol with DCFS to request and obtain current information from DCFS. The agency's revised communication protocol with DCFS will use email communication to obtain the following required elements: current case-plan, concurrent case-plan, request initial (30 day) Child and Family Team (CFT) meeting and information for Needs and Service Plan (NSP) goals. In addition, the email communication will include the agency's request for CSW signature upon completed NSP.
 - The agency's efforts will be documented by the agency social worker's email to DCFS CSW.
 - At placement- The agency's Intake Dept. will schedule the child's Initial CFT and document the tentative CFT date on the Intake report and email to

assigned agency social worker for follow up confirmation. This will be the agency's 1st attempt to request CFT for client.

- Week 1 of placement- The agency's social workers will clearly document in the subject field in the email: " 2nd attempt" RE: case-plan, CFT meeting and NSP information
 - The email will introduce assigned agency's social worker to DCFS CSW and provide the agency's contact information. The email will also request current case-plan information, confirmation for initial (30 day) CFT meeting and NSP input from DCFS CSW.
- As needed, the agency's social workers email DCFS CSW and clearly document in the subject field in the email: " 3rd attempt" RE: case-plan, CFT meeting and NSP information
 - The agency's social worker will include the DCFS SCSW in the email
- For NSP CSW signature request, the agency social workers will email DCFS CSW and document in the subject field: " 1st attempt" RE: NSP CSW signature request
 - As needed, the agency social workers will send out a 2nd request and document in the subject field: "2nd Attempt" RE: NSP CSW signature request.
 - The email will be sent to CSW and to the DCFS NSP Designated Regional Office Contact within the 5 days timeframe for CSW to review, sign and return NSP to the agency. This protocol supports the DCFS FYI – dated 1/23/19.
- The agency will implement this revised communication protocol on 11/25/19. All social workers will be trained on the revised protocol on 11/20/19 (sign –in sheet provided/see attachment).
- The agency's revised communication protocol with DCFS will have the same progression as mentioned above for continued email communication to obtain client's quarterly updates on current and updated case-plan, concurrent case-plan, request for (90 day) Child and Family Team (CFT) meeting and updated information for Needs and Service Plans (NSP) goals. The agency's social worker will request for CSW signature upon completed NSPs.
 - For NSP CSW signature request, the agency social workers will email DCFS CSW and document in the subject field: " 1st attempt" RE: NSP CSW signature request
 - As needed, the agency social workers will sent out a 2nd request and document in the subject field: "2nd Attempt" RE: NSP CSW signature request.
 - The email will be sent to CSW and to the DCFS NSP Designated Regional Office Contact within the 5 days timeframe for CSW to review, sign and return NSP to the agency. This protocol supports the DCFS FYI – dated 1/23/19.

VI. Permanency

a. #30- The NSPs Permanency section documented the children's case plan goals.

- The agency's social workers will be trained on developing NSP goals that are short-term goals that can be tracked and monitored within the reporting period. The agency social worker will document progress of the client's goal in the NSP. The agency social worker will document reasons why NSP goals needs to be continued or modified for the following reporting period. The agency social workers will document in the NSP reason for goal, intervention, plan or

services to meet goal and the method of how the goal will be achieved by client and others responsible to assist with goal.

- The training will be conducted by Program Manager & Training Coordinator on 11/20/19.

b. #31- Placement transition services are being identified at the children's CFT meetings.

- On Aug 15, 2019, the agency social workers received training and support from DCFS Out of Home Care Management Division Children Services Administrator I, Nancy Armenta, on Child and Family Team meetings.

VII. Education & Independent Living Program Services

a. #37- Children's report cards and progress reports are maintained in their files.

- The agency's social workers will be re-trained to maintain current report cards in child's files and document reasons or barriers for no current report card in client's NSPs. The Program Manager and Training Coordinator will re-train social workers on 11/20/19.

b. #40- The FFA documented it's efforts to provide eligible children with Youth Development Services/ Independent Living Program Services/ or vocational training programs, or documented barriers to acquiring services.

- The agency's social workers will be re-trained to document the agency social worker's efforts to coordinate ILP/YDS services with DCFS CSW. The Program Manager and Training Coordinator will re-train the social workers on 11/20/19.

VIII. Health & Medical Needs

a. #42- Initial Dental examinations were conducted timely.

b. #44- Required follow-up dental examinations were conducted on time.

- The agency's social workers will be re-trained to collaborate with the agency's RFPs to meet compliance with timely dental exams and required follow up dental exams. The agency's social worker will document reasons or barriers for late or pending dental exams in client's NSPs. The re-training will be conducted by Program Manager & Training Coordinator on 11/20/19.

IX. Personal Rights and Social/Emotional Well-Being

a. #52- Children reported having a voice and choices in CFT meetings.

- On Aug 15, 2019, the agency social workers received training and support from DCFS Out of Home Care Management Division Children Services Administrator I, Nancy Armenta, on Child and Family Team meetings.
- The agency has revised the client Orientation Acknowledgement Receipt on 11/20/19 to include: "F) Role of the Child and Family Team (CFT) meeting and their voice and choice on who attends." (see attachment)

b. #60- Children reported discussing their reproductive health with FFA personnel.

- The agency's social workers will be trained on discussions with clients regarding reproductive health. The agency social workers will document their discussions or efforts to provide reproductive health education in client's NSPs.
 - i. The training will be conducted by Program Manager & Training Coordinator on 11/20/19.

X. Personal Needs/Survival and Economic Well-Being

a. #63- The FFA ensures that children are encouraged and supported by the RFPs in keeping a life-book.

- The agency's social workers will be re-trained to collaborate with the agency's RFPs to encourage clients and RFP to keep a life book. The agency's social worker will document efforts to encourage keeping a life book with client and documents reasons or barriers for client not keeping a life book in client's NSP.
- The Program Manager & Training Coordinator will re-train social workers on 11/20/19.

- b. #65- Children are provided with YDS or ILP services.
- The agency's social workers will be re-trained to collaborate with DCFS CSW to encourage clients to participate in YDS or ILP services. The agency's social worker will document efforts to encourage client's participation in YDS or ILP services and documents reasons or barriers for client not participating in YDS or ILP services.
 - The Program Manager & Training Coordinator will re-train social workers on 11/20/19.

XI. Personnel Files

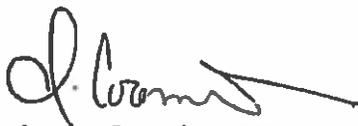
- a. #80- Personnel are receiving annual on-going trainings.
- The agency's Training Coordinator and the Professional Development Team will conduct quarterly reviews on social workers' completed training requirements to ensure mandated trainings and required training hours are completed annually by the agency's social worker.
 - The agency's Training Coordinator will schedule and or provide the agency's social workers with internal, online or community trainings as needed to support the annual on-going training for social workers.

Attachments provided:

- 1) Aug 15, 2019 CFT Training by DCFS OHC Management Division & sign-in sheet
- 2) Nov 20, 2019 Bienvenidos CAP training & sign-in sheet
- 3) Revised Orientation Acknowledgement Receipt

Please do not hesitate to contact us with any further questions or concerns.

Sincerely,



Jocelyn Corominas, MA
Bienvenidos Foster Care & Adoptions
Program Manager



Cindy Macias, LMFT
Bienvenidos Foster Care & Adoptions
Division Chief