



County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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May 27, 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

**FRED JEFFERSON MEMORIAL HOME FOR BOYS 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 Fred Jefferson Memorial Home for Boys Foster Family Agency (the Contractor) in May 2019. The Contractor has four offices: one in the Second Supervisorial District; one in the Fifth Supervisorial District; one in San Bernardino County; and one in Riverside County. The 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 2
PRIORITY 2 3
PRIORITY 3 2

*"To Enrich Lives Through Effective and Caring Service"*

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 Contractor was in full compliance with 4 of 11 applicable areas of CAD's Contract Compliance Review: RFH Requirements; Education & Independent Living Program Services; 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 and interviewed nine children to assess the level of care and services they received, two were pre-verbal, and one had returned to home of parent. Additionally, five 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 & Teamwork
  - Child and Family Team (CFT) meetings/planning did not occur for the placed children per the Statement of Work.
- Needs and Services Plan (NSP)
  - Child, RFP, and Children's Social Worker's signatures were missing, no informed trauma/cultural sensitive services were provided to the placed children.

#### Priority 2

- General Contract Requirements
  - Special Incident Report (SIR) was not included in an updated NSP.
- Permanency
  - No CFT occurred for the interviewed children between ages two to 16
- Health and Medical Needs
  - No court-approved psychotropic medication authorization on file for the children on psychotropic medication

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### Priority 3

- Facility & Environment
  - An RFP's vehicle front windshield had numerous cracks.
  
- Personal Rights and Social/Emotional Well-Being.
  - Children interviewed stated they do not participate in their CFT meetings

On July 17, 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 Board Relations Manager Aldo Marin, at (213) 351-5530.

BDC:KR  
LTI:mn

### 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  
Cecelia Jefferson, Fred Jefferson Memorial Home for Boys  
Kellee Coleman, Regional Manager, Community Care Licensing Division  
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



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August 26, 2019

Department of Children and Family Services  
Contract Administration Division, Compliance Section  
Attention: Mary Naylor  
3530 Wilshire Blvd., 4<sup>th</sup> Floor  
Los Angeles, CA 90010

Regarding: March 2018 – March 2019 Contract Compliance Review

Dear Ms. Naylor,  
Fred Jefferson FFA is submitting the corrective action plan for the review period of March 2018 through March 2019. Below you will find a response to each finding listed on the monitoring review field exit summary. The Administrator will monitor and ensure all corrections are implemented immediately upon all training. The Administrator will also ensure that the agency remains in compliance with all State and County regulations.

**I. GENERAL CONTRACT REQUIREMENTS**

**Finding**

The agency was found not to be cross recording Special Incident Reports within the updated NSP section as required.

**Action Taken**

Fred Jefferson Memorial Foster Family Agency will make certain that all Special Incident Reports are documented in updated NSP as required. Agency Social Workers will be retrained on NSP and SIR training guidelines on August 26, 2019 during the staff meeting. A copy of the sign in sheet will be sent over immediately after completion of the training.

## **II. FACILITY AND ENVIRONMENT**

### **Finding**

The Agency was found not to have appropriate vehicles to transport children and in good repair.

### **Action Taken**

Fred Jefferson Memorial Foster Family Agency Social Workers will ensure proper checks of the vehicles are maintained quarterly. A revised version of the home evaluation now includes an area to document inspections for vehicles. Attached is a copy for your review. Number 50 on the evaluation has been added and highlighted for your approval. A handout will be provided to all agency Social Workers explaining safety concerns regarding vehicles. A copy of that handout is attached as well. This will minimize any safety concerns when RFP are transporting children on daily basis. This will be implemented August 26, 2019 at a staff meeting. The RFP vehicle in question has been repaired. Attached please find a picture of the repair completed.

## **IV. ENGAGEMENT AND TEAMWORK**

### **Finding**

The Agency was found not to reflect the standard CFT process had been conducted to identify required participants. The agency failed to have standard CFTS's per County and State regulations. It was reported to have team meetings that did not often involve an age appropriate child.

### **Action Taken**

Each Agency Social worker will be required to contact the CSW regarding any meetings to ensure ASW are aware of any scheduled meetings to effectively collaborate and continuity of care. They will also follow up via email to the CSW to ensure receipt of the inquiry. The document used to document CFT meetings is attached for your review. This document will be placed in the child's file and used to update needs and service plans.

### **Finding**

The Agency was found not to have team decision-making documentation in the NSP's.

### **Action Taken**

The agency social worker will ensure that when updating NSP's all supporting documentation will be included within the current NSP to reflect engagement and team work. The social worker will be refreshed on the importance of this implementation at the meeting on August 26, 2019. The social worker will report goals concurrent with the

information provided in the CFT. Meetings will be documented on the updated CFT meeting forms. Please see attached form for your review.

#### **V. NEEDS AND SERVICE PLANS**

##### **Finding**

The Agency was found not to have comprehensive and accurate needs a service plan.

##### **Action Taken**

Social Worker Supervisors will ensure that Social Workers are completing comprehensive and accurate needs and service plans in a timely manner. This report will include accurate visitation plans, school history and include signatures from the resource parents, children's social worker and the child if age appropriate. Attached you will find an updated training tool titled "documentation" that each social worker will be provided at the staff meeting on August 26, 2019. This document will include the requirements regarding case plans and concurrent case plans.

##### **Finding**

The agency was found not to ensure and document in the needs and service plan that children are receiving trauma informed and culturally sensitive services to ensure progress is made toward meeting each child's case plan goal.

##### **Action Taking**

The agency Administrator will retrain the Social Workers on August 26, 2019 on cultural sensitivity and trauma informed care and how to properly document it in the needs and service plan. Information regarding these topics will be included in the handout that is attached for your review. The Social Worker Supervisors will ensure that all Social Workers have included this information in each report.

#### **VI. PERMANENCY**

##### **Finding**

The Agency was found not to have the permanency section documented the children's case plan goals.

##### **Action Taken**

The Administrator has included in the attached training document that each social worker will be provided and discussed at the meeting on August 26, 2019. Social Worker Supervisors will ensure that the documentation is properly documented in the report.

**Finding**

The agency was found not to document placement transition services identified at the children's CFT meetings.

**Action Taken**

The Administrator will retrain all Social Workers on proper documentation of the NSP report and how to properly ensure that information provided is transferred to the NSP. Social Worker Supervisors will ensure that this information is documented on the NSP. At the time of placement, the Social Worker assistant will request the Child's Social Worker to schedule a Child Family Team meeting in hope to engage with the Department of Children Family Services, the child and biological family. A copy of the sample email is attached for your review.

**VIII. Health and Medical Needs**

**Finding**

The agency was found not to have current court approved psychotropic medication authorization on file.

**Action Taken**

The Intake worker will ensure upon receiving child with psychotropic medication the court authorized and stamped request is submitted with the remainder of the documents. After expiration of the JV221 the agency receives the updated document directly from the Department's PMA desk via email. The agency has requested the court approved JV221 from the PMA desk. However, there is no record on file to provide to the agency. The placed child is currently not taking medication due to the lack of approved documentation. If this situation occurs with another child, the ASW will contact the CSW immediately. If there is no response, the calls and emails will escalate to the Supervisor and/or the assigned ARA. A child on psychotropic medication will not be administered medication without the proper documentation on file.

**IX. PERSONAL RIGHTS AND SOCIAL/ EMOTIONAL WELL-BEING**

**Finding**

The agency was found not to have children to report having a voice and choice in child family team meetings.

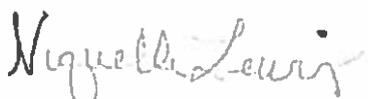
**Action Taken**

The Administrator will include the importance of conducting CFT meeting quarterly. The information will be on the handout provided at the staff meeting on August 26, 2019. The Social Worker Supervisors will ensure that CFTs are occurring and properly documented.

Resource Parents and/or the agency Social Workers will ensure that children are present at the CFT to ensure they give input and request their desires to all present.

The staff meeting that is being held on August 26, 2019 will include topics and handouts to each Social Worker and Social Worker Supervisor. All information provided to each staff member is attached for your review. The handout titled "documentation" will have highlighted areas to identify the additional information included to satisfy this review. A copy of the sign in sheet will be provided to you no later than Tuesday, August 27, 2019.

Respectfully submitted,

A handwritten signature in cursive script that reads "Niquelle Lewis".

**Niquelle Lewis, MA**  
Executive Director