



County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

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July 9, 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

NEW LIFE 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 New Life Foster Family Agency (the Contractor) in March 2020. The Contractor has one office located in the Fifth Supervisorial District. The office provides services to the County of Los Angeles DCFS placed children, children placed by other counties and Non-Minor Dependents.

Key Outcomes

Table with 4 rows: NUMBER OF PRIORITY FINDINGS, PRIORITY 1 (6), PRIORITY 2 (1), PRIORITY 3 (0)

CAD conducted a virtual 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 (NSPs); 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 7 of 11 applicable areas of CAD's Contract Compliance Review: General Contract Requirements; Resource Family Home Requirements; Permanency; Education & Independent Living Program Services; Health & Medical Needs; Personal Needs/Survival and Economic Well-Being; and Personnel Files.

"To Enrich Lives Through Effective and Caring Service"

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

CAD reviewed five RFHs files and three staff files for compliance with Title 22 Regulations and County contract requirements. CAD also conducted telephonic interviews with staff and the Resource Family Parents (RFPs). To assess the quality of care and supervision provided to the placed children, virtual site visits were conducted to the Contractor and the RFHs.

CAD noted findings in the areas of:

#### Priority 1

- Facility & Environment
  - Common quarters were not well maintained, knives and other sharp utensils were stored in unlocked cabinets.
- Engagement & Teamwork
  - Contractor did not document Child and Family Team (CFT) participant's information.
  - Contractor did not document efforts made to participate in the children's CFT meetings.
  - Contractor did not document CFT recommendations in the NSPs.
- Needs and Services Plans
  - Concurrent case plans were not well documented in the NSPs.
- Personal Rights and Social/Emotional Well-Being
  - Children reported not being able to discuss their reproductive sexual health with RFPs or FFA personnel.

#### Priority 2

- Personal Rights and Social/Emotional Well-Being
  - A child reported being unfamiliar with CFT meetings.

On May 4, 2020, the DCFS CAD Children Services Administrator I 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.

Each Supervisor  
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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:bm

#### Attachments

c: Sachi A. Hamai, Chief Executive Officer  
Arlene Barrera, Auditor-Controller  
Ray Leyva, Interim Chief Probation Officer  
Brandon Nichols, Chief Deputy Probation Officer  
Public Information Office  
Audit Committee  
Nauman Azariah, Executive Director, New Life FFA  
Kellee Coleman, Regional Manager, Community Care Licensing Division  
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division

June 2 , 2020

Los Angeles County Department of Children and Family Services  
Contract Administration Division  
3530 Wilshire Blvd., 4<sup>th</sup> Floor  
Los Angeles, CA 90010  
Attention: Beatriz Meza, CSA I

Re: Monitoring Review Corrective Action Plan

Dear Ms. Meza

New Life Foster Family Agency submits the following Action Plan (CAP) to address the areas identified as needed improvement in the Foster Family Agency Monitoring Review Field Exit Summary. This plan has been developed and already implemented.

We thank you for your comprehensive review.

### III. Facility and Environment

15i. Common quarters were safe and well maintained. If appropriate, knives and sharp objects are safely stored and locked.

**Corrective Actions:** NLFFA retrained all foster care social workers on May 6, 2020 and resource parents were trained in May on proper storage of knives and other danger items and re-training on Sexual Reproductive Health Rights(see attached). The foster care social worker will monitor compliance and document during their quarterly resource parent inspection or as frequent as needed.

### IV Engagement and Teamwork

20. CFT participants have been identified or the FFA has documented efforts to obtain the information.

**Corrective Actions:** NLFFA retrained all foster care social workers on May 6, 2020 on the process to identify CFT participants. Foster care social workers will work and document efforts with child, youth and/or NMD and CSW to contact individuals identified by the child, youth or NMD and family members as important, professionals and others who are invested in the child, youth and family's success. Documentation of these efforts will be included in the NSP.

21. The FFA documented efforts to participate in the children's CFT meetings and collaborations.

**Corrective Actions:** NLFFA retrained all foster care social workers on May 6, 2020 on the process, guidelines and proper documentation for the CFT meetings and collaboration. The introductory email sent to the CSW after the placement of a child will request a CFT meeting. NLFFA supervisor will ensure that the proper documentation required regarding CFT meetings and collaboration is maintained in child, youth, NMD file including and not limited on required County placing reports, emails, progress notes, contact notes and/or attachments to reports. A

follow up email requesting CFT meetings will also be sent after 30 days of the first email to the CSW.

22. The NSP goals reflected the child's CFT recommendations if shared with the FFA

**Corrective Actions:** NLFFA supervisor will ensure foster care social workers obtain documentation of CFTs including and not limited to attendance, their participation and identification of Needs and Services Plan (NSP) goal in the Initial and/or Quarterly/NSPs.

#### V Needs and Services Plans

23c. The NSPs were completed accurately and on time. Included Case Plans and Concurrent Case Plan.

**Corrective Actions:** NLFFA retrained all foster care social workers on May 6, 2020 in which NSP's expectation and the importance of submitting Case Plans and Concurrent Case Plan. NLFFA supervisor will review and ensure that all initial and NSP/Quarterly reports include the concurrent case plan and they are comprehensive and timely.

#### IX Personal Rights and Social/Emotional Well-Being

52. Children reported having a voice and choices in the CFT meeting

**Corrective Actions:** NLFFA retrained all foster care social workers on May 6, 2020 in which it was addressed that age appropriated child, youth or NMD be included in the entire process from beginning to end including being informed about the purposes of the CFT process and be encouraged to voice their wants and needs (voice and choice)

NLFFA supervisor will ensure foster social workers enforce and request documentation that records children having a voice and choices in the CFT meeting through sign-in sheet and CFT notes or emails from CSW and reports to County placing agency. The children's participation should be indicated in the CFT notes by the Facilltator and will indicate the same in required agency reports to County placing agency. If a participant is unable to present due to proximity issues and/or other conflict in schedule, etc. then a selected member of the team should represent. The individual can also be asked to participate via telephone and/or other electronic devices that may be available. Documentation on children's voice and choices in the CFTs will be on Foster Child's file.

An age-appropriate child, youth or NMD will be encouraged to participate in CFT meetings. Participation should be limited if the nature of the meeting's agenda is not suitable for the child, youth or NMD. There may also be times when the child, youth or NMD will refuse to participate which will be documented. Further engagement of the child, youth or NMD may be needed to encourage participation and ensure child, youth or NMD's voice and choices in the CFT meeting. Foster care social workers will document on emails, progress notes, and/or reports to County placing agency.

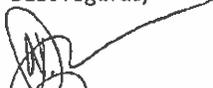
60. Children reported being able to discuss their reproductive or sexual health with RFP(s) or FFA Personnel, if they desire to.

**Corrective Actions:** NLFFA retrained all foster care social workers on May 6, 2020 in which it was addressed that age appropriated child, youth or NMD be informed about Know Your Sexual and

Reproductive Health Rights; at the time of admission age appropriated child, youth or NMD will be provided with education using form CDSS Pub 490. In May all Resource parents were also trained on the same subject. Documentation on children's Know Your Sexual and Reproductive Health Rights will be on Foster Child file.

Thank you for your visit and valuable information and feedback received in this review. We found the monitoring review process to be collaborative and supportive. We look forward to working with the Department of Children and Family Services and value your partnership.

Best regards,



Nauman Azariah  
Executive Director