



County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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

BOBBY D. CAGLE
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July 24, 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

CHILDREN'S BUREAU OF SOUTHERN CALIFORNIA 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 Children's Bureau of Southern California Foster Family Agency (the Contractor) in September 2019. The Contractor has two offices: one in the First Supervisorial District; and one in the Fifth Supervisorial District. Both 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 0
PRIORITY 3 2

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 8 of 11 applicable areas of CAD's Contract Compliance Review: Resource Family Home Requirements; Engagement and Teamwork; Permanency; Education & Independent Living Program Services; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Wellbeing; 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 six children to assess the level of care and services they received, six were pre-verbal. Additionally, four discharged children's files were reviewed to assess the Contractor's compliance with permanency efforts.

CAD reviewed seven 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). To assess the quality of care and supervision provided to the placed children, DCFS conducted site visits at the Contractor's location and the RFHs.

CAD noted findings in the areas of:

Priority 1:

- General Contract Requirements
 - Special Incident Reports were not timely submitted or appropriately cross-reported.

Priority 3

- Facility & Environment
 - Child safety concern, an RFP's vehicle back windshield wiper was broken.
- Needs and Services Plans (NSPs)
 - NSPs missing signatures of the Children's Social Worker (CSW). No efforts were documented nor demonstrated at the site visit by the Contractor to obtain the CSW's signature.

On November 15, 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.

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:ni

Attachments

c: Sachi A. Hamai, Chief Executive Officer
Arlene Barrera, Auditor-Controller
Raymond Leyva, Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
Corina Casco, Children's Bureau of Southern California
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



November 27, 2019

County Of Los Angeles-DCFS
Contracts Administration Division Compliance Section
3530 Wilshire Blvd
5th Floor
Los Angeles, CA 90010
Attn: Victor Akinmurele

Re: Corrective Action Plan

Dear Mr. Akinmurele,

Children's Bureau of Southern California (CB) is committed to providing the highest quality services to the children we serve. The Department of Children and Family Services is a valued partner and the professionalism in which your team conducted themselves during the most recent Contract Compliance Review is appreciated. The following plan of correction is submitted to address findings presented to CB for the licensed Foster Family Agency facilities located at 1910 Magnolia Ave., Los Angeles, CA 90007 (headquarters) and 1529 E. Palmdale Blvd., Suite 210, Palmdale, CA 93550 (satellite office).

Section I. General Contract #6b Special Incident Reports (SIR) are properly documented; Properly cross-reported in the I-Track System

FINDINGS: There were 4 findings in which SIRs were not submitted within 24 hours of the incident.

ANAYLSIS: In review of the specific incidents, all were reported late by the resource parents to CB. All resource parents had received training on "Special Incident and Communication Procedure" upon the child(ren) joining the family. Of the four incidents:

1. Three of the I-Tracks were submitted within 24 hours of CB learning about the incident; and
2. CB social workers documented in I-Track reviewing or a plan to review with the families their responsibility to report incidents the same day it occurred.

PLAN: During team meeting on January 16, 2020, Director of Foster Care and Adoption will review the Exit Summary findings with CB social workers and supervisors.

CB social workers will review with resource parents who are caring for children quarterly the SIR and Communication Procedure with Resource Parents beginning January 17, 2020. A copy of the signed Procedure will be added to the home file in the office. If a family informs CB of an incident late, CB social worker will review the family's responsibility of reporting and indicate when the conversation did or will occur in the I-Track and in a contact note placed in the resource family home file.



CB Supervisors will review 1) a sample of files every month to check compliance with the quarterly review and 2) I-Tracks for timeliness of reporting and documentation of reviewing with family's their responsibility if reporting late.

Section III. Facility and Environment #13 Vehicles used to transport children were well maintained and in good repair

FINDINGS: One vehicle was found to have the back windshield wiper broken. It was fixed by resource parent as soon as it was brought to her attention.

ANAYLSIS: CB has on file an annual vehicle inspection completed on 8/16/2019 noting windshield wipers were in operational condition. The inspection is required annually per state regulations.

PLAN: CB will ensure that families comply with annual vehicle inspections while actively approved as resource parents. If repairs are needed to windshield wipers, families will be prompted to fix the problem timely.

Section V. Needs and Services Plan

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

FINDINGS: One NSP did not have a concurrent planning goal checked.

ANALYSIS: In review of the NSP, the CB social worker did not check the concurrent plan in one of the reports. This was due to human error.

PLAN: During team meeting on January 16, 2020, Director of Foster Care and Adoption will review the Exit Summary findings with CB social workers and supervisors. The team will be trained on how to complete the case plan sections. If the concurrent plan is unknown, this will be clearly stated in the NSP. CB social workers will be expected to complete this section of the NSP. When approving the NSP, supervisors will ensure the section is completed thoroughly.

#23g Signed by CSW/DPO

FINDINGS: There were 2 findings in which 3 attempts to obtain CSW signature within 5 days did not occur.

ANALYSIS: For both findings, the CB person responsible for the follow up was on vacation and the CB social workers forgot to make the appropriate attempts. The follow up attempts were completed after the timeframe and signatures were obtained. The



children's bureau

cause of the findings is due to human error.

PLAN: One Administrative Assistant in each office is designated to complete the follow up to obtain CSW signature. When one of the Administrative Assistant's is on vacation or other prolonged leave of absence, the other will be responsible for follow up for both offices. In the event that both Administrative Assistants are on vacation or prolonged leave of absence, the Program Coordinator will be responsible to complete the follow up.

Attached you will find the Special Incident and Communication Procedure. By January 31, 2020, CB will forward to you a copy of the January 16, 2020 team meeting agenda and sign in sheet, along with any additional attachments as it relates to the Plan of Correction.

If you have any further questions, please feel free to contact me at 213-342-0116.

Sincerely,

Amy Heilman, LCSW

Director of Foster Care and Adoption