



County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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December 28, 2020

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

From: 
Bobby D. Cagle
Director

ALLIES FOR EVERY CHILD 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 Allies For Every Child Foster Family Agency (the Contractor) in July 2020. The Contractor has offices located in the First and Second Supervisorial Districts. The office provides 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 6
PRIORITY 2 0
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; 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 7 of 11 applicable areas of CAD's Contract Compliance Review: Resource Family Home Requirements; Engagement and Teamwork; 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.

For the purpose of this review, six DCFS placed children were selected for the sample. CAD reviewed the files of the six selected children to assess the level of care and services they received, all six were pre-verbal. An additional four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts.

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

CAD noted findings in the areas of:

Priority 1

- General Contract Requirements
 - Disaster drills were not conducted timely.
- Facility & Environment
 - Medications were not properly stored.
 - Required notices were not posted at the time of the review.
- Needs and Services Plans (NSPs)
 - NSPs were not completed accurately, had missing signatures, missing child's name or written in as "Error"; had incorrect date/s or referenced NSP information for another child.
- Personnel Files
 - Initial reproductive and sexual health training was not on file at the time of the review.
 - Annual on-going reproductive and sexual health training was not on file at the time of the review.

On September 1, 2020, 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.

Each Supervisor
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If you have any questions, your staff may contact me or Aldo Marin, Board Relations Manager, at (213) 351-5530.

BDC:KDR
LTI:bm

Attachments

c: Fesia Davenport, Acting Chief Executive Officer
Arlene Barrera, Auditor-Controller
Raymond Leyva, Interim Chief Probation Officer
Brandon Nichols, Chief Deputy Probation Officer
Public Information Office
Audit Committee
Heather Carrigan, Chief Executive Officer, Allies for Every Child
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



October 9, 2020

*Beatriz Meza CSA I
Department of Children and Family Services
Contracts Administration Division
Contract Compliance
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Phone (213) 925-1993*

Re: UPDATED Allies for Every Child (Allies) FFA Contract Compliance Review FY 2019-2020 Summary of Findings – Corrective Action Plan

Dear Ms. Meza

As per your request, below is an UPDATED CAP identifying the root causes and Quality Assurance Plans for the compliance review findings and the steps taken by Allies for Every Child to prevent avoidable reoccurrences of these findings in the future.

Area I. General Contract Requirements

4. The FFA ensured disaster drills were conducted and documented in the RFPs case files, occurring at a minimum of every six (6) months.

4. Cause: Human Error. Disaster Drills were completed for each family but 2 were completed later than the due date.

Quality Assurance plan: Resource Family Chart Audit form was updated to include Disaster Drills. (see attached RESOURCE FAMILY CHART AUDIT FORM.docx)

Area III. Facility & Environment

Common quarters were safe and well maintained: 15h, 16g, 16h.

15h. If applicable, medicines are properly stored and locked according to the prudent

15h. Cause:

Lack of protocol. Per the RFA 03 mandatory form “All household knives, medicines, disinfectants, and cleaning solutions are **inaccessible** to a child or NMD. **Note:** A

Resource Family/applicant may allow a child or NMD to have access to the above, as well as appliances, while applying the reasonable and prudent parent standard.

Allies for Every Child was following the RFA03 form and interpreting the phrase “in accessible” as not requiring medications to be locked up. Our protocol did not include insuring all items were locked up but rather inaccessible.

Quality Assurance Plan: Allies RFA social worker returned to the family home and insured medications are in a locked box. Allies has pictures of the medication locked up. The home inspection form RFA03 was updated to state medications should be locked. This form will be used going forward for all home inspections. (See attached Allies Resource Family Home Health and Safety Assessment Checklist RFA03. pdf)

16g. Foster Care Ombudsman and 16h Compliant Procedures

16g. and 16h Cause: Protocol not followed. Resource parent of 2 infants did not have the foster care ombudsman notice or complaint procedures posted at the time of the review.

Quality Assurance Plan: Allies RFA social worker returned to the family home and insured the foster care ombudsman notice and complaint procedures are posted. RFA social workers will spot check the postings in each resource family home on every other month basis.

Area V. Needs and Services Plans

23b. Are comprehensive and accurate (23e) Signed by RFPs (23g) Signed by CSW/DPO

23b. Cause: Protocol not followed and Human Error.

Quality Assurance Plan: RFA social worker is no longer an employee at Allies for Every Child. Allies Child Audit form was updated to include the dates of NSP’s. (See attached). Audit’s will be taking place the last week of every month by the RFA team members. Each staff member will audit a minimum of 2 files per audit.

Area XI. Personnel Files

77b. Reproductive and sexual health training.

78b. Annual on-going reproductive and sexual health training.



77b. Cause: Human Error. Allies for Every Child's Initial Reproductive and Sexual Health Training is embedded in the pre-approval resource parent training as opposed to a separate training. Staff receive one certificate for the full training series.

78b. Cause: Protocol not followed. Changes to required training expectations from ILSV.4 were not updated within the Allies RFA program. Annual on-going reproductive and sexual health training (78b) requirement for staff was not added to the training checklist for staff; Human Error.

Quality Assurance Plan: A new Allies for Every Child check list for initial and ongoing training for RFA Social Workers was developed (Training Requirements for Allies RFA Staff) which includes Initial and Ongoing training for Sexual and Reproductive Health and Wellness for Children in Foster Care (See attached Training Requirements for Allies RFA Staff.docx). In addition, all Allies RFA Social Work staff have taken the SB89 training from the John Burton website since the finding was discovered. (see email proof attached) Lastly, a separate certificate will be provided for the initial/new staff training for Reproductive and Sexual Health Training per employee.

Please contact us if you need further clarification on our responses.

Respectfully,

Marianne Guilfoyle

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