



# County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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March 10, 2021

To: Supervisor Hilda L. Solis, Chair  
Supervisor Holly J. Mitchell  
Supervisor Sheila Kuehl  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

From:   
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 2020. 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. All 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 6
PRIORITY 2 0
PRIORITY 3 2

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 6 of 11 applicable areas of CAD's Contract Compliance Review: Resource Family Home Requirements; Facility and Environment; Education & Independent Living Program Services; Personal Rights and Social/Emotional Well-Being; 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 files of the 12 selected children, 10 children were telephonically interviewed to assess the level of care and services they received and two were pre-verbal. An additional four discharged children files were reviewed to assess the FFA's compliance with permanency efforts.

CAD reviewed seven Resource Family Homes (RFHs) files and five 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, 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
  - Special Incident Reports were not well documented in the Needs and Service Plans (NSPs).
- Engagement and 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 (NSPs)
  - NSPs were not completed accurately and timely,
  - Supportive services were not well documented in the NSPs.

#### Priority 3

- Permanency
  - Children's case plan goals were not well documented in the NSP Permanency section.
- Health and Medical Needs
  - Initial dental exams were not conducted timely.

On September 8, 2020, the DCFS CAD Children Services Administrator I and II and the Out-of-Home Care Management Division Quality Assurance Specialist held an exit conference with the Contractor's representatives.

Each Supervisor  
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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:KDR  
LTI:yw

#### Attachments

c: Fesia Davenport, Chief Executive Officer  
Arlene Barrera, Auditor-Controller  
Adolfo Gonzales, Chief Probation Officer  
Brandon Nichols, Chief Deputy Probation Officer  
Public Information Office  
Audit Committee  
Cecilia Jefferson-Freeman, CEO, Fred Jefferson Memorial Home for Boys  
Kellee Coleman, Regional Manager, Community Care Licensing Division  
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



***Fred Jefferson Memorial Foster Family Agency  
152 West Walnut Street Suite #150  
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License Number 197805873***

Phone # (310) 763-1660

Fax # (310) 763-0357

October 8, 2020

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

**Regarding: May 2019 – May 2020 Contract Compliance Review**

Dear Ms. Williams,  
Fred Jefferson FFA is submitting the corrective action plan for the review period of May 2019 through May 2020. 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 reporting 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 October 28, 2020 during a staff meeting held at the Corporate office. Although this a repeat finding, the majority of the ASW's that were trained on this last year are no longer with the agency. The Social Worker

Supervisor will ensure that a copy of the Special Incident Report is emailed to the Agency Social Worker a copy of all the incidents when they occur.

#### **IV. ENGAGEMENT AND TEAMWORK**

##### **Finding**

The Agency was found to not identify participants, document efforts or obtain information for the CFT meetings.

##### **Action Taken**

ASWs will be retrained to follow the CFT protocol by the Administrator. The agency will require each ASW to invite the CSW to a CFT meeting thirty days prior to a quarterly report or needs and service plan for each child via email. Each email will be kept in the child's file to track the request being sent. The Social Worker Supervisor will ensure that the Agency Social Workers document this request properly in an email.

##### **Finding**

The Agency was found not to document efforts to participate in the children's CFT meetings.

##### **Action Taken**

ASW's will be trained by the Administrator to document CFT efforts on the current quarterly reports and needs and service plans in the visitation section. This instruction will be given at the training scheduled for October 28, 2020. The Social Worker Supervisor will ensure that this item is documented in the correct area when reviewing the reports for approval.

##### **Finding**

The agency was found to not obtain CFT meeting notes or recommendations were not documented. The CFT recommendations were not reflected in the NSP.

##### **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 workers will be refreshed on the importance of this implementation at the meeting on October 28, 2020. The social workers will report goals concurrent with the information provided in the CFT. Meetings will be documented on the updated NSP in the visit section of quarterly reports and needs and service plans.

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

### **Finding**

The Agency was found not to have timely, comprehensive and accurate needs a service plans, case plans and concurrent case plans documented.

### **Action Taken**

The administrator and supervisor will randomly pull children and resource parents files quarterly and internally audit for compliance. Disciplinary action will be taken against staff who are consistently non-compliant in following contract policy & procedures.

The agency social workers will be retrained on the accurate dates for the documents for the reports. As mentioned before most of the social workers are new to the agency. Reporting dates will be reviewed at the training on October 28, 2020.

The agency social worker supervisor will ensure that each report has been properly documented with the child's information in regards to the psychiatric hospitalizations and psychotropic medication given to the children. This information will be documented on the reports under the medical section.

The agency social worker supervisor will ensure that each social worker documents the case plan goal and concurrent case plan goal. These plans will be reviewed at the CFT with the entire team including the CSW for approval and submitted to all parties involved.

### **Finding**

The agency was found to not document Individual Counseling and Therapeutic Behavioral Services (TBS). The support services were not documented in November 2019 and February 2020.

### **Action Taken**

All social workers will be reminded in the writing the importance of documenting all services provided to the child in the appropriate section of the NSP. This communication will take place in an email. If further reports are reviewed and the information is not documented the worker will be verbally warned the first time. If it continues to happen the documentation will escalate. All documentation will be kept in the file.

### **Finding**

The agency was found not to obtain signatures from the placed child, Resource Parent or CSW within a timely matter.

### **Action Taking**

The agency's social worker will be informed of a new protocol to complete quarterly reports and needs and service plans prior to the quarterly CFT. At the CFT the report will be reviewed and signed for approval for all attending parties.

## **VI. PERMANENCY**

### **Finding**

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

### **Action Taken**

The Administrator will train each social worker to provide and discuss permanency with the case plan goals. During the training conducted on October 28, 2020. Social Worker Supervisors will ensure that the documentation is properly documented in the quarterly reports and needs and services. A copy of the permanency guide from DCFS will be provided to each child. The Agency Social Worker will be provided with copies for each child the training on October 28, 2020.

## **VIII. Health and Medical Needs**

### **Finding**

The agency was found not to have current initial dental exam for a child placed in August 2019.

### **Action Taken**

The Agency Social Worker will document all efforts made to have the child seen by a dentist within the required timeframe. The social Worker Supervisor will ensure that this documentation is maintained in the child's file. Each Social Worker will be retrained on the electronic data base that the agency utilizes that will send reminders of important deadlines such as dental appointments.

Respectfully submitted,

*Niquelle Lewis*

Niquelle Lewis, MA  
Executive Director



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## **Social Worker Training**

**October 28, 2020**

### **Agenda**

1. 2020 Corrective Action Plan Review
2. Permanency Guide
3. Special Incident Reporting and Documentation
4. After Hours Policy
5. August 2020 Statement of Work
6. Needs and Service Plans





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Social Worker Training  
Sign in Sheet

October 28, 2020

<u>Print Name</u>	<u>Signature</u>
Mildred Byrd-Gray	MBG
CHEROKEE Hine	[Signature]
Kedren Battle	[Signature]
Leona Smith	Leona Smith
Brandi Milliner	[Signature]
Michelle Thompson	[Signature]
Jacquelyn Kelly	[Signature]
Ebon Williams	E Williams
Jontae Waters	Jontae Waters