



**County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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

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March 23, 2021

To: Supervisor Hilda L. Solis, Chair  
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From: *Cynthia McCoy Miller for*  
Bobby D. Cagle  
Director

**NUEVO AMANECER LATINO CHILDREN'S SERVICES  
FOSTER FAMILY AGENCY  
CONTRACT COMPLIANCE REVIEW**

**REVIEW OF REPORT**

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a virtual Contract Compliance Review of the Nuevo Amanecer Latino Children's Services Foster Family Agency (FFA) (the Contractor) in September 2020. The Contractor has four offices: one located in the First Supervisorial District; one in the Third Supervisorial District; one in the Fifth Supervisorial District; and one in San Bernardino County. The 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 1
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.

The Contractor was in full compliance with 10 of 11 applicable areas of CAD's Contract Compliance Review: General Contract Requirements; Resource Family Home Requirements; Facility and Environment; 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; and Personnel Files.

For the purpose of this review, 10 DCFS placed children were selected for the sample. CAD reviewed the files of the 10 children, seven children were virtually interviewed to assess the level of care and services they received, two were pre-verbal, and another child left the placement prior to the interview date. An additional four discharged children files were reviewed to assess the FFA's compliance with permanency efforts.

CAD reviewed five RFHs files and four 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 also conducted virtual site visits at the Contractor's locations and the RFHs.

CAD noted one finding in the area of:

#### Priority 1

- Needs and Services Plans (NSPs)
  - The NSPs were not comprehensive or accurate.

On November 30, 2020, the DCFS CAD Children Services Administrators I and II and the Out-of-Home Care Management Division Quality Assurance Specialist, held an exit conference with the Contractor's representative.

The Contractor's representative agreed with the review findings and recommendations, and was 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 finding 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:pm

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  
Sybil Brand Commission  
Norma Duque, Chief Executive Officer, Nuevo Amanecer Latino Children's Services  
Kellee Coleman, Regional Manager, Community Care Licensing Division  
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



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**Corporate Office**  
**Lic. # 197802088**  
Tel: (323) 720-9951  
Fax: (323) 720-9953  
5400 Pomona Blvd.  
Los Angeles, CA  
90022

December 14th, 2020

Patricia Moreno, Children's Services Administrator I  
Contracts Administration Division  
Contract Compliance Section  
3530 Wilshire Blvd, 4<sup>th</sup> Floor  
Los Angeles, CA 90010

Re: *Corrective Action Plan*

Dear Patricia,

*Nuevo Amanecer Latino Children's Services has received the report following the contract compliance annual review of our agency conducted by the Contracts Administration Division (CAD) and are submitting the following Corrective Action Plan to remediate and address the recommendations noted.*

FFA Monitoring Review

**V. Needs and Services Planning**

- *The NSPs were completed accurately and on time.*

*Nuevo Amanecer Latino received a finding under 23b. NSPs are comprehensive and accurate and under 23c. NSPs include Case Plans and Concurrent Case Plan.*

*During the review, an NSP was completed using the correct LA county DCFS template. However, the heading read San Bernardino County. This was a computer/electronic system error which has already been corrected. In addition, during the review, some NSP's were found not to thoroughly identify a concurrent plan and for two NSPs children's names were misspelled and or confused. Lastly, in one NSP a goal was not modified accordingly to the child's progress.*

*In order to ensure that the items found under Needs and Services Planning are corrected, meet contractual requirements, and ensure the safety of children/NMDs, NALCS will do the following:*

- *In January 2021, NALCS social workers will receive training on proper use of Los Angeles county DCFS NSP template, proper documentation and follow-up of concurrent case plans, creation of SMART goals, and proper documentation of children names within the NSP. This training will be provided by NALCS Program and Compliance Director with the use of the DCFS Needs & Services Plan/Quarterly Report Training PowerPoint. A sign-in sheet will be provided.*
- *In addition, on a quarterly basis, NALCS QI Department will conduct NSP reviews to ensure proper use of Los Angeles county DCFS NSP template, proper documentation and follow-up of concurrent case plans, creation of SMART goals, and proper documentation of children names within the NSP.*

**"Providing children with a path to a better future life"**



*At this time, we would like to extend a genuine recognition to Patricia Moreno for her recommendations and observations during the review. We welcome the Department's feedback as a means to improve the quality of our services.*

*Should you have any further questions or suggestions please feel free to contact me.*

*Sincerely,*

*Enrique Montiel*

*Enrique Montiel  
Program & Compliance Director*