



County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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March 31, 2021

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

From: *Cynthia May Miller for*
Bobby D. Cagle
Director

GUARDIANS OF LOVE 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 Guardians of Love Foster Family Agency (the Contractor) in May 2020. The Contractor has three offices: one located in the First Supervisorial District; one located in the Second Supervisorial District; and one in San Bernardino County. The 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

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|-----------------------------|
| NUMBER OF PRIORITY FINDINGS |
| PRIORITY 1 1 |
| PRIORITY 2 3 |
| 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 Requirements (RFH); 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; Needs and Services Plans; Permanency; Education and Independent Living Program Services; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; and Personnel Files.

For the purpose of this review, 12 DCFS placed children were selected for the sample. CAD selected the children for this sample review on March 12, 2020. Due to the onset of the COVID-19 pandemic, the entrance conference was delayed twice, from March 19, 2020 and April 6, 2020, to May 4, 2020. CAD reviewed the files of the 12 children, six children were virtually interviewed to assess the level of care and services they received, and three children (ages 1 year, 3 years and 11 months) were too young to be interviewed and were virtually observed to be clean, well-groomed and healthy. Three of the children whose files had been reviewed were discharged prior to the interviews being conducted, one child was discharged on March 23, 2020 and two children were discharged on May 1, 2020. An additional five discharged children files were also reviewed to assess the Contractor's compliance with permanency efforts.

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

CAD noted findings in the areas of:

Priority 1

- Facility and Environment
 - Vehicles used to transport children were missing the appropriate car seat.

Priority 2

- General Contract Requirements
 - Special Incident Reports not properly cross-reported.
- Facility and Environment
 - Each operable window did not have an intact window screen.
- Personal Needs/Survival and Economic Well-Being
 - Children not receiving their required basic weekly allowance amount.

On June 4, 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.

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.

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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:KDR
LTI:jar

Attachments

c: Arlene Barrera, Auditor-Controller
Adolfo Gonzales, Chief Probation Officer
Public Information Office
Audit Committee
Kinikki Fullerwood, Chief Executive Officer, Guardians of Love
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



CORRECTIVE ACTION PLAN

| | |
|--------------------|--|
| REQUESTING AGENCY: | DCFS - CONTRACTS ADMINISTRATION DIVISION (CAD) |
| AUDIT YEAR: | 2019 - 2020 |
| CAP DUE DATE: | JULY 20, 2020 |
| CAP SUBMITTED TO: | JOSE A. RODRIGUEZ CHILDREN SERVICES ADMINISTRATOR I |
| CAP SUBMITTED BY: | KINIKKI FULLERWOOD, CHIEF EXECUTIVE OFFICER |

OVERVIEW

Guardians of Love, Inc. (GOL) has been providing foster care services since 1997. It is and has always been our desire to provide comprehensive services to all the children we serve, while concurrently adhering to all the contractual requirements specified in our Department of Children and Family Services (DCFS) contract and the California Department of Social Services (CDSS) Interim Directives.

During our 2019-2020 Foster Family Agency Monitoring Review conducted by Jose A. Rodriguez, CSA I, deficiencies were noted in 4 out of 78 (5%) main elements. The following Corrective Action Plan details the deficiencies in their entirety and provides Guardians of Love's Plan of Action, which will ensure all corrective actions, are executed. The Chief Executive Officer will be responsible for creating the CAP and ensuring its implementation. The Supervising Foster Care Social Workers and Quality Assurance Manager will provide oversight to ensure ongoing compliance of items addressed within this Corrective Action Plan. Due to the current climate of our nation and the impact COVID-19 is having on our overall daily operations, we are experiencing a delay in implementing all corrective actions. GOL will fully execute proposed Corrective Action Plan no later than September 30, 2020.

DEFICIENCIES:

I. GENERAL CONTRACT REQUIREMENTS

- **Special Incident Reports (SIRs) are properly documented (Element #6).**

SIR #661308/666034 Not cross-reported to DCFS-CSW
 SIR #639398 Not cross-reported within timeframe required

Corrective Action Proposed:

Guardians of Love will retrain all FCSWs on Special Incident Reporting (August 2020). Training will specifically focus on cross-reporting and will incorporate verifying all required parties have been included and the protocol when an error has occurred (CSW not listed, system error, etc.) that prevents FCSWs from cross-reporting to any required individual. GOL's Quality Assurance Manager will also periodically review submitted SIRs to ensure they are being cross-reported and will report any infractions to SFCSWs. FCSW repeat occurrences of cross-reporting noncompliance will result in disciplinary action.

III. FACILITY AND ENVIRONMENT

- **Vehicles used to transport children were well maintained and in good repair (Element #13).**

At the time of review, resource parent's (RP#1) vehicle was missing booster seat and when it was retrieved from inside the garage, it was missing the seat cushion.

Corrective Action Proposed:

Guardians of Love retrained RFP#1 and FCSW on GOL's car/booster seat requirements. RP#1 purchased a new booster seat on 5/25/20 and verification was submitted to CAD. GOL also retrained RFP#1 on resource parent's responsibility to maintain facility/environment compliance at all times and their obligation to correct deficiencies identified (by resource parent, agency, DCFS, etc.) immediately.

- **The exterior and the grounds of the RFH were safe and well maintained (Element #14).**

At the time of review, Child#6's (C6) bedroom window was missing a window screen.

Corrective Action Proposed:

RFP#1 replaced window screen on 5/27/20 and verification was provided to CAD on 5/27/20. GOL also retrained RFP#1 on resource parent's responsibility to maintain facility/environment compliance at all times and their obligation to correct deficiencies identified (by resource parent, agency, DCFS, etc.) immediately.

X. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

- **Children reported receiving all allowances (Element #69).**

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|-----------------|----------------------|
| Child #02 (C2) | Underpaid by \$3.10 |
| Child #04 (C4) | Underpaid by \$30.60 |
| Child #06 (C6) | Underpaid by \$85.50 |
| Child #07 (C7) | Underpaid by \$2.10 |
| Child #11 (C11) | Underpaid by \$77.60 |

Corrective Action Proposed:

Guardians of Love researched allowance underpayments and concluded underpayments were primarily attributed to miscalculations and RFPs erroneously using outdated allowance logs. Guardians of Love's finance department is currently processing aforementioned allowance underpayments. Documentation will be submitted to CAD upon receipt of children's allowance logs for July 2020. Allowance logs will confirm child's receipt of allowance underpayment and include child's signature and date received. Guardians of Love will also retrain all RFPs and FCSWs on deficiencies that contributed to allowance underpayments (September 2020).

Guardians of Love would like to thank Ms. Rodriguez for his COVID-19 adaptability, valuable recommendations, professionalism and assistance throughout Monitoring Review. GOL respectfully submits this Corrective Action Plan for your review.

Prepared By: 
Kinikka Fullerwood
Chief Executive Officer

Date: 07-20-20