



# County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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

Board of Supervisors  
HILDA L. SOLIS  
First District  
HOLLY J. MITCHELL  
Second District  
SHEILA KUEHL  
Third District  
JANICE HAHN  
Fourth District  
KATHRYN BARGER  
Fifth District

BOBBY D. CAGLE  
Director

GINGER PRYOR  
Chief Deputy Director

March 31, 2021

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

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

## PERSONAL INVOLVEMENT CENTER 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 Personal Involvement Center Foster Family Agency (FFA) (the Contractor) in September 2020. The Contractor has one office located in the Second Supervisorial District. The office provides services to the County of Los Angeles DCFS placed children, Probation foster youth, and Non-Minor Dependents.

### Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 4
PRIORITY 2 13
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.

The Contractor was in full compliance with 3 of 11 applicable areas of CAD's Contract Compliance Review: Education and Independent Living Program Services; Personal Rights and Social/Emotional Well-Being; and Personal Needs/Survival and Economic Well-Being.

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

CAD reviewed two RFHs files and three staff files for compliance with Title 22 Regulations and County contract requirements. CAD also conducted virtual 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 findings in the areas of:

#### Priority 1

- Resource Family Home Requirements
  - Case files did not include criminal clearances for all adults in the RFH.
- Facility and Environment
  - The exterior and the grounds of the RFH were not safe and well maintained; and
  - Common quarters were not safe and well maintained.
- Personnel Files
  - Contractor did not complete criminal related requirements for personnel.

#### Priority 2

- Resource Family Home Requirements
  - Contractor did not inquire with the Out-of-Home Care Management Division and a reference check was not conducted prior to approval of the RFP.

- Facility and Environment
  - RFH did not maintain an adequate supply of perishable and non-perishable foods.
- Engagement and Teamwork
  - Child and Family Team (CTF) participants were not identified and the Contractor did not document efforts to obtain the information;
  - Contractor did not document efforts to participate in the children's CFT meetings and collaboration; and
  - The Needs and Service Plans (NSPs) goals were not reflected in the child's CFT recommendations.
- Permanency
  - The NSP's Permanency Section did not document the children case plan goals;
  - Contractor did not provide placement transition services identified in the NSP or CFT; and
  - Contractor did not complete transition plans for each child upon initial entry.
- Health and Medical Needs
  - Initial medical examinations were not conducted timely; and
  - Initial dental examinations were not conducted timely.
- Personnel Files
  - Contractor did not have required medical clearances for personnel;
  - Contractor did not have current certificates on file for personnel; and
  - Personnel did not receive initial training.

### Priority 3

- General Contract Requirements
  - FFA did not ensure part-time social workers have written declarations indicating their caseloads do not exceed fifteen children.
- Needs and Services Plans
  - NSPs were not completed accurately and on time.

On December 22, 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 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  
March 31, 2021  
Page 4

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:lf

#### Attachments

c: Fesia Davenport, Chief Executive Officer  
Arlene Barrera, Auditor-Controller  
Adolfo Gonzalez, Chief Probation Officer  
Brandon Nichols, Chief Deputy Probation Officer, Juvenile Services  
Public Information Office  
Audit Committee  
Maxine Diggs, Chief Executive Director, Personal Involvement Center  
Kellee Coleman, Regional Manager, Community Care Licensing Division  
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



**PERSONAL  
INVOLVEMENT  
CENTER, INC**  
Servicing, Supporting, Strengthening



Headquarters  
8220 S. San Pedro Street | Los Angeles, CA | 90003  
Office: 323.570.0445 | Toll Free Number: 866.508.0311  
[www.personalinvolvementcenter.org](http://www.personalinvolvementcenter.org)

February 12, 2021

Leticia Foster, CSA I  
County of Los Angeles  
Contract Administration Division  
Compliance Section  
3530 Wilshire Blvd, 4th floor  
Los Angeles, CA 90010

Dear Ms. Foster,

On behalf of the Personal Involvement Center Foster Family Agency, I would like to take this opportunity to thank you for your time and patience while conducting our Foster Family Agency Monitoring review. I also want to thank Victor Akinmurele, CSA II, and Jennifer Bateman - OCHMD, for their time and patience in participating in our Foster Family Agency Monitoring Exit Review on 12/22/20. Please know we are grateful for the information, recommendations and insight you have provided to us. We are excited about the opportunity to continue to learn, grow and most of all to support children, youth and families in the Foster Care system.

Please see attached our response/Corrective Action Plan (CAP) to the Exit review findings conducted on December 22, 2020. If you have any questions or concerns regarding the contents of the attached document, please do not hesitate to contact me at your earliest convenience at (323) 828-0937 or via email at; [mdiggs@picservice.org](mailto:mdiggs@picservice.org).

Sincerely,

Maxine Diggs  
CEO

Cc: Jennifer Bateman, OHCMD  
PIC Board Secretary





**Personal Involvement Center Foster Family Agency  
Corrective Action Plan – Monitoring Review Exit 12/22/2020**

**AMENDED 02/12/2021**

**Section I. GENERAL CONTRACT REQUIREMENTS**

Finding 3. FFA did not ensure part-time social workers have written declarations indicating their caseloads do not exceed fifteen (15) children.

*PIC FFA Response*

On January 4, 2021 PIC CEO sent a memo to Human Resources indicating all Part time FFA social workers upon hire will sign a declaration that caseloads will not exceed 15 children. PIC HR Manager and FFA supervisor will ensure FFA social workers sign the declaration to not exceed 15 children. Once signed by the PIC FFA employee, PIC FFA Supervisor will receive a copy of the declaration. Please see memo to Human Resources Attachment A” and Attachment A-1 – Blank Declaration).

HR Manager is responsible to review all employee records to ensure PIC FFA part-time workers have signed declarations in their personnel file. Reviews are conducted on a quarterly basis. HR currently uses an excel spreadsheet. However, PIC is migrating all information into Apricot 360 Software (a Social Solutions Global software).

**Section II. RESOURCE FAMILY HOME REQUIREMENTS**

Finding 8. FFA did not inquire with OHCMD and reference check was not conducted prior to approval of the RFH.

*PIC FFA Response*

On December 23, 2020, PIC CEO conducted training with PIC FFA staff on the Resource Parent Checklist. PIC FFA QA will be responsible for completing the Resource Parent Checklist, and PIC FFA Supervisor will ensure Resource Parent Checklist is completed by PIC FFA QA. QA staff and the FFA Supervisor will ensure OHCMD Inquiry is received prior to RFH approval.



PIC FFA Administrator will review all Resource Parent Checklist quarterly to ensure the inquiry with OHCMD and reference checks are conducted prior to RFH approval. Please see Resource Parent Checklist "Attachment B" and training sign in sheets "Attachment H".

Finding 9c. CACI and FBI clearances are not in the case file for one alternative caregiver.

#### PIC FFA Response

On December 23, 2020, PIC CEO conducted training with PIC FFA Staff on the Resource Parent Checklist. PIC FFA QA will be responsible for completing the checklist, and PIC FFA Supervisor will ensure checklist is completed by PIC FFA QA. QA staff and the FFA Supervisor will ensure alternative caregivers CACI and FBI clearances are completed and received prior to RFH approval.

PIC FFA Administrator will review Resource Parent Checklist quarterly to ensure alternative caregivers CACI and FBI clearances are completed and received. Please see Resource Parent Checklist "Attachment B" and training sign in sheets "Attachment H".

### **Section III. FACILITY & ENVIRONMENT**

Finding 14b. Security Bar on one window of RFH was not operable.

#### PIC FFA Response

On December 28, 2020 during weekly supervision meeting with the PIC FFA Supervisor, PIC CEO directed PIC FFA Supervisor effective January 1, 2021 to conduct all Initial home assessments using the Home Health and Safety Checklist (RFA 03) and monthly home evaluations using the Monthly Home Evaluation Checklist to ensure the RFH's security bars on windows are equipped with the appropriate safety mechanisms and are operating properly as required. Please see "Attachment C" Memo regarding Initial home assessments and monthly home evaluations. Please see "Attachment C-1 Monthly Home Evaluation Checklist and "Attachment C-1a", Home Health and Safety Checklist (RFA 03).

PIC FFA QA staff will review initial home assessments prior to RFA and Monthly Home Evaluations Checklists on a quarterly basis to ensure compliance and completion.

Finding 15e. A current and operable, all-purpose fire extinguisher was not accessible.

#### PIC FFA Response

On December 28, 2020 during weekly supervision meeting with the PIC FFA Supervisor, PIC CEO directed PIC FFA Supervisor effective January 1, 2021 to conduct all Initial home assessments using the Home Health and Safety Checklist (RFA 03) and monthly home evaluations using the Monthly Home Evaluation Checklist to ensure the RFH's all-purpose fire extinguishers are accessible and operable as required. Please see "Attachment C" Memo regarding Initial home assessments and monthly home evaluations. Please see "Attachment C-1 Monthly Home Evaluation Checklist and "Attachment C-1a", Home Health and Safety Checklist (RFA 03).

PIC FFA QA staff will review initial home assessments prior to RFA and Monthly Home Evaluations Checklists on a quarterly basis to ensure compliance and completion.

Finding 15i. Knives were not safely stored and locked.

#### PIC Response

On December 28, 2020 during weekly supervision meeting with the PIC FFA Supervisor, PIC CEO directed PIC FFA Supervisor effective January 1, 2021 to conduct all Initial home assessments using the Home Health and Safety Checklist (RFA 03) and monthly home evaluations using the Monthly Home Evaluation Checklist to ensure knives, and sharp objects are placed in a locked drawer or box inside the RFH as required. Please see "Attachment C" Memo regarding Initial home assessments and monthly home evaluations. Please see "Attachment C-1 Monthly Home Evaluation Checklist and "Attachment C-1a", Home Health and Safety Checklist (RFA 03).

PIC FFA QA staff will review initial home assessments prior to RFA and Monthly Home Evaluations Checklists on a quarterly basis to ensure compliance and completion.

Finding 15k. Disinfectants and cleaning solutions were accessible to the minor.

#### PIC Response

On December 28, 2020 during weekly supervision meeting with the PIC FFA Supervisor, PIC CEO directed PIC FFA Supervisor effective January 1, 2021 to conduct



all Initial home assessments using the Home Health and Safety Checklist (RFA 03) and monthly home evaluations using the Monthly Home Evaluation Checklist to ensure disinfectants and cleaning solutions are not accessible to the minor's in the home and are stored in a locked drawer/cabinet or locked storage box as required. Please see "Attachment C" Memo regarding Initial home assessments and monthly home evaluations. Please see "Attachment C-1 Monthly Home Evaluation Checklist and "Attachment C-1a", Home Health and Safety Checklist (RFA 03).

PIC FFA QA staff will review initial home assessments prior to RFA and Monthly Home Evaluations Checklists to ensure compliance and completion.

**Finding 19d. Three of eight food cans inspected were expired.**

**PIC Response**

On December 28, 2020 during weekly supervision meeting with the PIC FFA Supervisor, PIC CEO directed PIC FFA Supervisor effective January 1, 2021 to conduct all Initial home assessments using the Home Health and Safety Checklist (RFA 03) and monthly home evaluations using the Monthly Home Evaluation Checklist to ensure all food cans are within their expiration dates as required. All food cans identified not within the expiration date will be discarded during the evaluation/assessment. Please see "Attachment C" Memo regarding Initial home assessments and monthly home evaluations. Please see "Attachment C-1 Monthly Home Evaluation Checklist and "Attachment C-1a", Home Health and Safety Checklist (RFA 03).

PIC FFA QA staff will review initial home assessments prior to RFA and Monthly Home Evaluations Checklists on a quarterly basis to ensure compliance and completion.

#### **IV. Engagement and Teamwork**

**Finding 20. CFT participants were not identified and the FFA did not document efforts to obtain the information**

**PIC Response**

On January 25, 2021, PIC Director of Programs trained PIC FFA Staff on the CFT meeting process, to ensure knowledge of how to identify CFT participants and obtain documentation on efforts to obtain the information as required. Please see

“Attachment D” Power Point presentation from the training. Please see training sign-in sheets, “Attachment H”.

PIC FFA Administrator will review CFT’s to ensure CFT participants are identified and efforts to obtain the information is documented. PIC FFA QA staff will review CFT’s on a quarterly basis to ensure CFT participants are identified and efforts to obtain the information is documented.

**Finding 21.** The FFA did not document efforts to participate in the children's CFT meetings.

#### PIC Response

On January 25, 2021, PIC Director of Programs trained PIC FFA Staff on the CFT meeting process, to ensure knowledge of how to document efforts of participation in the children’s CFT meetings as required. Please see Documenting the CFTM “Attachment D” Power Point presentation from the training. Please see training sign-in sheets, “Attachment H”.

PIC FFA Administrator will review CFT’s to ensure efforts of participation in the children’s CFT meetings are documented as required. PIC FFA QA staff will review CFT’s on a quarterly basis to ensure efforts of participation in the children’s CFT meetings are documented as required.

**Finding 22.** Children’s goals were not documented on the CFT’s or NSP’s

#### PIC Response

On January 25, 2021, PIC Director of Programs trained PIC FFA Staff on the CFT meeting process, to ensure knowledge of how to document children’s goals as required. Please see Documenting the CFTM “Attachment D” Power Point presentation from the training. Please see training sign-in sheets, “Attachment H”.

On January 27, 2021, CSA1- OHCMD, trained PIC FFA staff on the purposes of a NSP, and how to document children’s goals as required. Please see “Attachment E & E-1” (Needs and Service Plan Power Point presentation and NSP FYI – Regional Contact List respectively) from the training. Please see training sign-in sheets, “Attachment H”.

PIC FFA Administrator will review CFT’s and NSP’s to ensure children’s goals are documented as required. PIC FFA QA staff will review CFT’s and NSP’s on a quarterly basis to ensure children’s goals are documented as required.

## V. NEEDS AND SERVICES PLANS

### Finding 23a. Initial NSP was not developed timely.

#### PIC Response

On January 27, 2021, CSA1- OHCMD, trained PIC FFA staff on the NSP to ensure initial NSP's are developed in a timely manner as required. Please see "Attachment E & E-1" (Needs and Service Plan Power Point presentation and NSP FYI – Regional Contact List respectively) from the training. Please see training sign-in sheets, "Attachment H".

PIC FFA Administrator will review NSP's to ensure NSP's are developed timely. PIC FFA QA staff will review NSP's on a quarterly basis to ensure NSP's are developed timely.

### Finding 23b. Initial NSP was not comprehensive and accurate.

#### PIC Response

On January 27, 2021, CSA1- OHCMD, trained PIC FFA staff on the purposes of a NSP, how to conduct and complete an initial NSP to ensure the NSP's are comprehensive and accurate as required. Please see "Attachment E & E-1" (Needs and Service Plan Power Point presentation and NSP FYI – Regional Contact List respectively) from the training. Please see training sign-in sheets, "Attachment H".

PIC FFA Administrator will review NSP's to ensure NSP's are comprehensive and accurate. PIC FFA QA staff will review NSP's on a quarterly basis to ensure NSP's are comprehensive and accurate.

### Finding 23c. Initial NSP did not include case plan and concurrent case plan.

#### PIC Response

On January 27, 2021, CSA1- OHCMD, trained PIC FFA staff on the purposes of an Initial NSP, how to include the case plans and concurrent case plans.

Please see "Attachment E & E-1" (Needs and Service Plan Power Point presentation and NSP FYI – Regional Contact List respectively) from the training. Please see training sign-in sheets, "Attachment H".

PIC FFA Administrator will review NSP's to ensure NSP's include case plans and concurrent case plans. PIC FFA QA staff will review NSP's on a quarterly basis to ensure NSP's include case plans and concurrent case plans.

Finding 23d. Initial NSP was not signed by developmentally appropriately aged children.

#### PIC Response

On January 27, 2021, CSA1- OHCMD, trained PIC FFA staff on the purposes of a NSP, how to conduct and complete an NSP to ensure the NSP's signed by all developmentally appropriate aged children as required. Please see "Attachment E & E-1" (Needs and Service Plan Power Point presentation and NSP FYI – Regional Contact List respectively) from the training. Please see training sign-in sheets, "Attachment H".

PIC FFA Administrator will review NSP's to ensure the NSP's are signed by all developmentally appropriate aged children as required. PIC FFA QA staff will review NSP's on a quarterly basis to ensure the NSP's are signed by all developmentally appropriate aged children as required.

Finding 23e. Initial NSP was not signed by the RFP.

#### PIC Response

On January 27, 2021, CSA1- OHCMD, trained PIC FFA staff on the importance of having the NSP signed by the RFP, how to conduct and complete an NSP to ensure the NSP's are conducted, completed, documented signed and accurate. Please see "Attachment E & E-1" (Needs and Service Plan Power Point presentation and NSP FYI – Regional Contact List respectively) from the training. Please see training sign-in sheets, "Attachment H".

PIC FFA Administrator will review NSP's to ensure NSP's are signed by the RFP. PIC FFA QA staff will review NSP's on a quarterly basis to ensure NSP's are signed by the RFP.

Finding 23f. The NSP was not signed by the FFA staff.

#### PIC Response

On January 27, 2021, CSA1- OHCMD, trained PIC FFA staff on the importance of having the NSP signed by PIC FFA staff, how to conduct and complete an NSP to

ensure the NSP's are conducted, completed, documented signed and accurate. Please see "Attachment E & E-1" (Needs and Service Plan Power Point presentation and NSP FYI – Regional Contact List respectively) from the training. Please see training sign-in sheets, "Attachment H".

PIC FFA Administrator will review NSP's to ensure NSP's are signed by PIC FFA staff. PIC FFA QA staff will review NSP's on a quarterly basis to ensure NSP's are signed by PIC FFA staff.

Finding 23g. The NSP was not signed by the CSW/DPO and efforts were not documented to obtain signatures.

#### PIC Response

On January 27, 2021, CSA1- OHCMD, trained PIC FFA staff on the importance of having the NSP signed by the CSW/DPO and how to document efforts to obtain signatures. Please see "Attachment E & E-1" (Needs and Service Plan Power Point presentation and NSP FYI – Regional Contact List respectively) from the training. Please see training sign-in sheets, "Attachment H".

PIC FFA Administrator will review NSP's to ensure NSP's are signed by the CSW/DPO and efforts to obtain signatures are documented on the NSP's. PIC FFA QA staff will review NSP's on a quarterly basis to ensure NSP's are signed by the CSW/DPO and efforts to obtain signatures are documented on the NSP's.

## VI. PERMANENCY

Finding 30. Initial NSP was not completed therefore the NSP did not document the children's case plan goals.

#### PIC Response

On January 27, 2021, CSA1- OHCMD, trained PIC FFA staff on how to conduct and complete Initial NSP's and to ensure the NSP's document the children's case plan goals. Please see "Attachment E & E-1" (Needs and Service Plan Power Point presentation and NSP FYI – Regional Contact List respectively) from the training. Please see training sign-in sheets, "Attachment H".

PIC FFA Administrator will review NSP's to ensure NSP's are complete and children's case plan goals are documented. PIC FFA QA staff will review NSP's on a quarterly basis to ensure NSP's are complete and children's case plan goals are documented.

Finding 31. Initial NSP was not completed and CFT was not conducted. The FFA did not identify placement transition services

#### PIC Response

On January 25, 2021 PIC Director of Programs trained PIC FFA Staff on the CFT meeting process, to ensure knowledge of how to conduct and document a CFT meeting. Please see "Attachment D" Power Point presentation from the training.

On January 27, 2021, CSA1- OHCMD, trained PIC FFA staff on the purposes of a NSP, how to conduct and complete an Initial NSP to ensure the NSP's are conducted, completed, and identify placement transition services. Please see "Attachment E & E-1" (Needs and Service Plan Power Point presentation and NSP FYI – Regional Contact List respectively) from the training.

On February 10, 2021 PIC Administrator trained all PIC FFA staff regarding transition plans to ensure all transition plans are completed upon Initial placement, addressed and noted in the initial CFT and NSP.

Please see training sign-in sheets, "Attachment H".

PIC FFA Administrator will review CFT's to ensure CFT's are conducted and NSP's to ensure they are completed and identify placement transition services. PIC FFA QA staff will review CFT's and NSP's on a quarterly basis to ensure CFT's are conducted and NSP's to ensure they are completed and identify placement transition services.

Finding 33. The FFA did not complete transition plans for the children upon entry.

#### PIC Response

PIC Administrator trained all PIC FFA staff on February 10, 2021 regarding transition plans to ensure all transition plans are completed for children upon entry to the PIC FFA and noted in the CFT's and NSP's.

Please see training sign-in sheets, "Attachment H".

PIC FFA Supervisor will review documents to ensure transition plans are completed and transition plans are documented upon a child's entry into the PIC FFA. PIC FFA QA staff will review transition plans on a quarterly basis to ensure transition plans are completed and transition plans are documented upon a child's entry into the PIC FFA.

## **VIII. HEALTH & MEDICAL NEEDS**

Finding 41. Initial medical examination was not conducted on time.

### **PIC Response**

On December 23, 2020, PIC CEO conducted a training with PIC FFA staff on the PIC FFA Child's Checklist to. The Child's Checklist will assist PIC FFA staff to ensure all initial health and medical needs are completed within the timeline as required. Please see Child Checklist "Attachment B-1" and training sign-in sheets, "Attachment H".

PIC FFA QA will be responsible for completing the Child's Checklist, and PIC FFA Supervisor will ensure Child's Checklist is completed by PIC FFA QA. PIC FFA Administrator will review Child's Checklist on a quarterly basis.

PIC FFA will also provide additional training to all Resource Parents during the February 2021 Resource Parent meeting on Tuesday February 23, 2021 (conducted monthly) regarding the timelines for initial health and medical examinations.

Finding 42. Initial dental examinations were not conducted on time.

### **PIC Response**

On December 23, 2020, PIC CEO conducted training with PIC FFA staff on the Child's Checklist. The Child's Checklist will assist PIC FFA staff to ensure all initial dental exams are completed within the timeline as required. Please see Child Checklist "Attachment B-1" and training sign-in sheets, "Attachment H".

PIC FFA QA will be responsible for completing the check list, and PIC FFA Supervisor will ensure checklist is completed by PIC FFA QA. Please see Child's Checklist "Attachment B-1". PIC FFA Administrator will review Child's Checklist on a quarterly basis.

PIC FFA will also provide additional training to all Resource Parents during the February 2021 Resource Parent meeting on Tuesday February 23, 2021 (conducted monthly) regarding the timelines for initial examinations.

## **XI. PERSONNEL FILES**

Finding 73. The FFA did not provide FBI clearances on 3 staff and CACI clearances on 1 staff.

### **PIC Response**

All PIC FFA staff were transferred from other programs within the Agency. All employees are required to pass all background clearances (FBI, CACI and DOJ) before working within the Agency. Unfortunately, PIC's Human Resources Director (one person department) became terminally ill in November 2019 and passed away in January 2020. Upon researching the office after the passing of the PIC staff, we could not locate the binder with all the FBI clearances documented.

As a result, effective January 1, 2021, a memo was sent to all PIC FFA staff instructing them to go through the fingerprinting process again to receive their FBI, DOJ and CACI clearances. PIC FFA results will be provided to the PIC FFA Administrator and PIC HR in electronic form to mitigate the issue of lost documents. See "Attachment F" memo requiring all staff to receive updated clearances.

PIC FFA also understands all new and existing PIC FFA staff must have all clearances in the file prior to hire date.

HR Manager is responsible to review all employee records on a quarterly basis for accuracy and compliance using an excel spreadsheet.

Finding 74a. The FFA did not provide medical clearances for 3 employees

### **PIC Response**

Effective January 1, 2021, a memo was sent to all PIC FFA staff requiring each staff member to update their medical clearances by March 1, 2021 (extended due to COVID-19). See "Attachment F" memo requiring all staff to submit updated medical clearances.

PIC FFA results will be provided to the PIC FFA Administrator and PIC HR in electronic form to mitigate the issue of lost documents.

PIC FFA also understands if existing Agency staff are transferred from another department to PIC FFA, the staff must update their medical clearance if clearance is outside of 12 months within the first 7 days of transfer. All newly hired employees must obtain medical clearance prior to hire date.

HR Manager is responsible to review all employee records on a quarterly basis for accuracy and compliance. HR currently uses an excel spreadsheet. However, PIC is migrating all information into Apricot 360 Software (a Social Solutions Global software).



Finding 74b. The FFA did not provide TB clearance for 1 employee; TB clearance for 1 employee was late.

#### PIC Response

All PIC FFA staff were transferred from other programs within the Agency. Effective January 1, 2021, a memo was sent to all PIC FFA staff requiring each staff member to update their TB clearances by March 1, 2021 (extended due to COVID-19). See "Attachment F" memo requiring all staff to submit updated TB clearances.

PIC FFA also understands all new and existing PIC FFA staff must have current TB clearances in the file prior to hire date.

PIC FFA results will be provided to the PIC FFA Administrator and PIC HR in electronic form to mitigate loss documents.

HR Manager is responsible to review all employee records on a quarterly basis for accuracy and compliance. HR currently uses an excel spreadsheet. However, PIC is migrating all information into Apricot 360 Software (a Social Solutions Global software).

Finding 76b. CPR certificates expired on 03/24/2020.

#### PIC Response

Due to COVID-19, PIC Staff were not in compliance with CPR certificates. Effective January 1, 2021, a memo was sent to PIC FFA staff requiring each staff member to enroll into a virtual CPR class by March 1, 2021 to ensure compliance with PIC FFA requirements. If no classes are available, PIC FFA staff must inform Administrator of their attempts in writing. Administrator will also conduct research of virtual First Aid Classes. If no classes are available, PIC FFA Administrator shall document attempts. See "Attachment F" memo requiring all staff to submit updated CPR Certificates.

CPR certificates will be provided to the PIC FFA Administrator and PIC HR in electronic form to mitigate loss documents.

HR Manager is responsible to review all employee records on a quarterly basis for accuracy and compliance. HR currently uses an excel spreadsheet. However, PIC is migrating all information into Apricot 360 Software (a Social Solutions Global software) which will track all personnel information.

Finding 76c. First Aid certificates expired on 03/24/2020.

### PIC Response

Due to COVID-19, PIC Staff were not in compliance with First Aid certificates. Effective January 1, 2021, a memo was sent to PIC FFA staff requiring each staff member to enroll into a virtual First Aid class by March 1, 2021 to ensure compliance with PIC FFA requirements. If no classes are available, PIC FFA staff must inform Administrator of their attempts in writing. Administrator will also conduct research of virtual First Aid Classes. If no classes are available, PIC FFA Administrator shall document attempts. See "Attachment F" memo to staff requiring all staff to submit updated First Aid Certificates.

First Aid certificates will be provided to the PIC FFA Administrator and PIC HR in electronic form to mitigate loss documents.

HR Manager is responsible to review all employee records on a quarterly basis for accuracy and compliance. HR currently uses an excel spreadsheet. However, PIC is migrating all information into Apricot 360 Software (a Social Solutions Global software) which will track all personnel information.

Finding 77b. PIC FFA staff have not completed the Reproductive and Sexual health training.

### PIC Response

PIC CEO sent an email on January 20, 2021 to all PIC FFA staff to complete Reproductive and Sexual health training through the online [calswebcberkeley.edu](http://calswebcberkeley.edu) website by Wednesday January 27, 2021. See "Attachment G" email to staff requiring each staff to complete online trainings.

PIC will complete 5 online trainings entitled the following;

[Sexual and Reproductive Wellness Rights, Duties and Responsibilities](#)

[Case Plan Documentation, Finding Resources, Safer Sex, and Contraception Methods](#)

[Engaging with Young People about Sexual Wellness](#)

After each training, a certificate of completion will be issued to each staff member who completes the online course and PIC FFA staff will send it to the PIC FFA Administrator and PIC HR Manager. HR Manager is responsible to review all employee records for accuracy and compliance. Reviews are conducted on a quarterly basis. HR currently uses an excel spreadsheet. However, PIC is migrating all information into Apricot 360 Software (a Social Solutions Global software) which will track all personnel information.