



County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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

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February 18, 2021

To: Supervisor Hilda L. Solis, Chair
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From: Bobby D. Cagle
Director

HERMANITOS UNIDOS-SIBLINGS UNITED 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 Hermanitos Unidos-Siblings United Foster Family Agency (the Contractor) in March 2020. The Contractor has one office located in the Fifth Supervisorial District. 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 4
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 9 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 & 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, 10 DCFS placed children were selected for the sample. CAD reviewed the files of the 10 selected children in which eight children were telephonically interviewed to assess the level of care and services they received, two 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 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 the RFHs.

CAD noted findings in the areas of:

Priority 1

- Needs and Services Plans (NSPs)
 - NSPs were not completed accurately or on time.
 - Supportive services being provided to the placed children were not documented in the NSPs.
- Health and Medical Needs
 - Initial dental exams were not conducted timely.
 - Follow-up dental exams were not conducted timely.

On May 13, 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:KR
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
Joseph Steinburg, Chief Executive Officer, Hermanitos Unidos-Siblings United
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing



**Hermanitos Unidos-Siblings United
Foster Family Agency**

June 8, 2020

ATTN: Yasmeeen Williams, CSA I
LA County DCFS Contract Compliance
3530 Wilshire Boulevard, 4th Floor-#50
Los Angeles, CA 90010

From: Hermanitos Unidos Foster Family Agency

RE: CAP

Needs and Service Plans

Are NSP's Comprehensive and Accurate (Section 23b)

- **Finding:** The following errors were found on some NSP's:
 - a) For one child, dates of bio-parent visits did not correspond to reporting period.
 - b) For one child, social worker wrote N/A under child's school, but child was in kindergarten.
 - c) For one child, various NSP's did not list child's name on top of page [i.e.: "error-reference source not found"].
 - d) For one child, NSP had incomplete social worker contact section.
 - e) For one child, social worker wrote "not old enough to handle money", but child was 13.
- **Action Necessary to Correct Deficiency:** All staff were trained on checks and balance procedure regarding above NSP errors (see Exhibit I).
- **Explanation of How the Correction will be Implemented:** on May 20, 2020, staff received online training on above action. Social workers are being asked to zero in on the common errors stated above.
- **Explanation of What Action Will Take Place to Ensure Corrective Action Is Maintained:** Supervisors will pay particularly close attention to the above errors in their final review of the NSP's.
- **What Will Do Done to Help Reduce/Prevent Subsequent Violations:** An additional person or supervisor shall review NSP's to catch errors, whenever possible.
- **Timeframe:** beginning no later than July 1, 2020.
- **Person(s) Responsible for Ensuring Actions Are Carried Out:** Agency social workers, Supervisors, and administrator.

Needs and Service Plans (23d)

- **Finding:** For 3 different children, children that were 5 and older were incorrectly listed as too young to sign NSP (or signature was simply missing)



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Action Necessary to Correct Deficiency: All staff were trained on checks and balances procedure regarding above NSP error (see Exhibit I).

- **Explanation of How the Correction will be Implemented:** On May 20, 2020, staff received online training on above action. Social workers shall be asked to zero in on the above potential error.
- **Explanation of What Action Will Take Place to Ensure Corrective Action is Maintained:** Supervisors will pay particular attention to above error in their final review.
- **What will be Done to Help Reduce/Prevent Subsequent Violations:** An additional person or supervisor shall review NSP's to catch errors, whenever possible.
- **Time Frame:** Beginning no later than July 1, 2020.
- **Person(s) Responsible for Ensuring Actions are Carried Out:** Agency social workers, supervisors, and administrator.

Needs and Service Plans (23g)

- **Finding:** One child's NSP has no date for when CSW signed NSP.
- **Action Necessary to Correct Deficiency:** All staff were trained on checks and balances procedure regarding NSP errors (see Exhibit I).
- **Explanation of How the Correction Will Be Implemented:** On May 20, 2020, staff received online training regarding NSP errors. Social workers were asked to zero in on the above error.
- **Explanation of What Action Will Take Place to Ensure Corrective Action Is Maintained:** Supervisors will pay particular attention to above error in their final review of NSPs.
- **What Will Be Done to Help Reduce/Prevent Subsequent Violations:** An additional person or supervisor shall review NSP's to catch errors, whenever possible.
- **Time Frame:** Beginning no later than July 1, 2020.
- **Person(s) Responsible for Ensuring Actions Are Carried Out:** Agency social workers, supervisors, and administrator.

Needs and Service Plans (24)

- **Finding:** 2 children's NSP's (who were receiving therapeutic services as per the weekly notes) did not reflect that the children were receiving these services.
- **Action Necessary to Correct Deficiency:** All staff were trained on checks and balances procedure regarding this type of error (see exhibit I).
- **Explanation of How the Correction will be Implemented:** On May 20, 2020, staff received online training regarding common NSP errors, including the above error. Social workers were asked to zero in on the above error.
- **Explanation of What Action Will Take Place to Ensure Corrective Action Is Maintained:** Supervisors will pay particular attention to above error in their final review of NSPs.



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What Will Be Done to Help Reduce/Prevent Subsequent Violations: An additional person or supervisor shall review NSP's (and look at weekly notes) to catch the above error, whenever possible.

- **Time Frame:** Beginning no later than July 1, 2020.
- **Person(s) Responsible for Ensuring Actions Are Carried Out:** Agency Social Workers, supervisors, and administrator.

Health and Medical Needs (42)

- **Finding:** For four children, initial 30-day dental exams occurred outside 30-days of placement.
- **Action Necessary to Correct Deficiency:** All social workers were trained on checks and balances procedure regarding this error (see Exhibit II).
- **Explanation of How the Correction:** On May 20, 2020, Social workers received online training regarding deadlines for dentals and physicals, and how best to avoid these evaluations from being late.
- **Explanation of What Action Will Take Place to Ensure Corrective Action Is Maintained:** A training was done on May 20, 2020 (see Exhibit III) with intake staff and assistant quality assurance staff to back up the social workers and Resource Parents regarding dentals/medicals.
- **What Will Be Done to Help Reduce/Prevent Subsequent Violations:** Assistant quality assurance staff will keep a spread sheet regarding all placements and remind agency social workers and Resource Parents regarding pending dentals/medicals.
- **Timeframe:** Effective June 1, 2020.
- **Person(s) Responsible for Ensuring Actions Are Carried Out:** Agency social workers, intake persons, assistant quality assurance persons, and Resource Parents.

Health and Medical Needs (44)

- **Finding:** For two children, follow-up (annual) dental examination was not located in files.
- **Action Necessary to Correct Deficiency:** All social workers were trained on checks and balances procedure(s) regarding follow-up dentals/physicals (see Exhibit II).
- **Explanation of How the Correction will be Implemented:** On May 20, 2020, social workers received online training regarding deadlines for follow-up (annual) dentals/physicals, and how best to avoid these evaluations from being late.
- **Explanation of What Action Will Take Place to Ensure Corrective Action Is Maintained:** A training was done May 20, 2020 (see Exhibit III) with intake staff and assistant quality assurance staff to back up the social workers and resource parents regarding dentals/medicals.
- **What Will Be Done to Help Reduce/Prevent Subsequent Violations:** Assistant quality assurance staff will keep a spread sheet regarding all placements and remind agency social workers and parents regarding upcoming annual dentals/physicals.
- **Time Frame:** Effective June 1, 2020.



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Person(s) Responsible for Ensuring Actions Are Carried Out: Agency social workers, intake persons, assistant quality assurance persons, and resource parents.

Submitted by:

Elizabeth Valencia, Administrator

Joseph Steinberg, CEO