



County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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July 31, 2021

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

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

HILLSIDES 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 HillSides Foster Family Agency (the Contractor) in October 2020. The Contractor has two offices: one located in the Fifth 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

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 3
PRIORITY 2 2
PRIORITY 3 1

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 8 of 11 applicable areas of CAD's Contract Compliance Review: General Contract Requirements; Resource Family Home Requirements; Engagement and Teamwork; Permanency; Education and Independent Living Program Services; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; and Personal Needs/Survival and Economic Well-Being.

For the purpose of this review, 10 DCFS placed children were selected for the sample. CAD reviewed the files of 10 selected children and virtually interviewed seven children to assess the level of care and services they received, three children (ages 2 years and 2 - 4 years) were too young to be interviewed and were virtually observed to be clean, well-groomed, and healthy. An additional four 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 (RFPs). To assess the quality of care and supervision provided to the placed children, DCFS also conducted virtual site visits at the Contractor's location and the RFHs.

CAD noted findings in the areas of:

Priority 1

- Facility and Environment
 - Current and operable all-purpose fire extinguishers were not readily accessible.
 - A functioning carbon monoxide detector was not installed in the hallways of all sleeping areas.
- Personnel Files
 - Personnel did not receive criminal clearances (DOJ, FBI, CACI) prior to hire dates.

Priority 2

- Facility and Environment
 - All required notices were not in the home, RFHs' did not have the Foster Care Ombudsman publication or the Complaint Procedures in the home.
- Personnel Files
 - Personnel did not have annual on-going training (hours as specified in the Foster Family Agency's program statement).

Priority 3

- Needs and Service Plans (NSPs)
 - NSPs were not completed and signed on time; had missing signatures from the child, Children Social Workers/Deputy Probation Officers and RFPs.

On December 10, 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.

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:nw

Attachments

- c: Fesia Davenport, Chief Executive Officer
- Arlene Barrera, Auditor-Controller
- Adolfo Gonzales, Chief Probation Officer
- Public Information Office
- Audit Committee
- Stacey R. Roth, Chief Executive Officer, Hillside
- Kellee Coleman, Regional Manager, Community Care Licensing Division
- Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



Jan 13, 2020

Los Angeles County Department of Children & Family Services
Contracts Administration Division- Contracts Compliance Section
3530 Wilshire Blvd, 4th floor
Los Angeles, CA 90010
Email: stjohma@dcfs.lacounty.gov

Attn: Nicole Whaley
Children's Services Administrator I

Re: 2019-2020 Foster Family Agency Contract Compliance Review

Bienvenidos submits the following Corrective Action Plan addressing the Contract Compliance Review Field Exit Summary for the 2019-2020 performance year.

I. General Contract Requirements

- N/A

II. Resource Family Home Requirements

- N/A

III. Facility & Environment

#15e. A current and operable all-purpose fire extinguisher is readily accessible.

- The agency's social workers will conduct quarterly home inspections to ensure current and operable fire extinguisher is readily accessible. The fire extinguisher will be out of box and visible for accessibility.
 - The agency will re-train social workers to facilitate compliance in the resource family home by March 5.

#15 f. A functioning smoke and carbon monoxide detector are installed in hallways of all sleeping areas.

- The agency's social workers will conduct quarterly home inspections to ensure functioning smoke and carbon monoxide detector are installed in hallways of all sleeping areas.
 - The agency will re-train social workers to facilitate compliance in the resource family home by March 5.

#16g. Foster Care Ombudsman

- The agency's social workers will conduct quarterly home inspections to ensure the Foster Care Ombudsman flyer or contact number is posted or placed that is accessible for minors in the home.
 - The agency will re-train social workers to facilitate compliance in the resource family home by March 5.
 - The agency will provide resource families with a current Foster Care Ombudsman flyer by March 5.

#16h. Complaint Procedures

- The agency's social workers will conduct quarterly home inspections to ensure the agency's complaint procedure is posted or placed that is accessible for minors in the home.

- The agency will re-train social workers to facilitate compliance in the resource family home by March 5.
- The agency will provide resource families with a copy of the agency's complaint/grievance policy by March 5.

IV. Engagement & Teamwork

- N/A

V. Needs & Service Plans

#23d. Signed by children when age or developmentally appropriate.

- The agency's social workers will review NSPs with children to ensure children sign and date NSP when age or developmentally appropriate.
 - The agency will re-train social workers to facilitate compliance by March 5.
 - The agency's supervisors will review and approve NSP reports.
 - The agency will create a NSP custom form in the agency's electronic record to facilitate compliance by setting alerts to prompt social workers to obtain signatures and alerts to obtain dates on NSP reports. Once custom form is created, the agency's social workers will be trained on the electronic form on Extended Reach. Projected time frame for custom form to be ready March 5, 2021.

#23e. Signed by RFPs.

- The agency's social workers will review NSPs with resource parent to ensure resource parent sign and date NSP when age or developmentally appropriate.
 - The agency will re-train social workers to facilitate compliance by March 5.
 - The agency's supervisors will review and approve NSP reports.
 - The agency will create a NSP custom form in the agency's electronic record to facilitate compliance by setting alerts to prompt social workers to obtain signatures and obtain dates on NSP reports. Once custom form is created, the agency's social workers will be trained on the electronic form on Extended Reach. Projected time frame for custom form to be ready March 5, 2021.

#23g. Signed by CSW/DPO.

- The agency's social worker will email assigned DCFS CSW to follow up with DCFS CSW to sign NSP within 5 days of due date.
 - The agency's social worker will log emails in the electronic record under the child's contact/communication activity to document the agency's request for DCFS CSW to sign child's NSP.
 - The agency will re-train social workers to facilitate compliance by March 5.
 - The agency's supervisors will review and approve NSP reports.
 - The agency will create a NSP custom form in the agency's electronic record to facilitate compliance by setting alerts to prompt social workers to obtain signatures and dates on NSP reports. Once custom form is created, the agency's social workers will be trained on the electronic form on Extended Reach. Projected time frame for custom form to be ready March 5, 2021.

VI. Permanency

- N/A

VII. Education & Independent Living Program Services

- N/A

VIII. Health & Medical Needs

- N/A

IX. Personal Rights and Social/Emotional Well-Being

- N/A

X. Personal Needs/Survival and Economic Well-Being

- N/A

XI. Personnel Files

#73b. Personnel received criminal clearances (DOJ, FBI, and CACI) prior to hire.

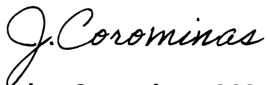
- The agency has clearances from the three indexes: DOJ, FBI, and CACI, for personnel #1-5 in a consolidated report from the Department of Justice. In addition, the agency has obtained clearance dates for the indexes via telephone. The agency has requested individual reports from the Community Care Licensing; these reports will be included in the personnel records.
- The agency will liaise with Out of Home Care for additional resources in obtaining three individual clearance reports in the future.

#78a. Annual on-going training.

- The agency's Training Coordinator will conduct quarterly reviews of FFA staff's sign-in sheets and training certificates to monitor on-going training to ensure staff completes training requirements.
- The agency will coordinate monthly trainings for staff. These trainings will be approximately 2.5 hours to facilitate compliance. Staff missing training will be required to complete training assigned by training coordinator.
- The agency will reference the DCFS matrix of the training requirements for FFA staff and FFA resource parents.

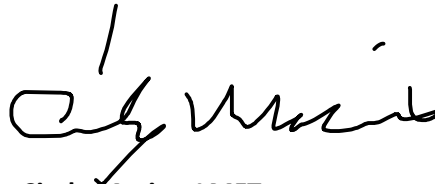
Please do not hesitate to contact us with any further questions or concerns.

Sincerely,



Jocelyn Corominas, MA

Bienvenidos Foster Care & Adoptions
Program Manager



Cindy Macias, LMFT

Bienvenidos Foster Care & Adoptions
Division Chief