



# County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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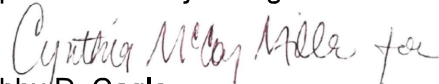
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March 12, 2021

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

From:   
Bobby D. Cagle  
Director

## MINDFUL GROWTH FOUNDATION SHORT-TERM RESIDENTIAL THERAPEUTIC PROGRAM 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 Mindful Growth Foundation Short-Term Residential Therapeutic Program (the Contractor) in August 2020. The Contractor has two licensed sites located in the Second Supervisorial District. The sites provide services to the County of Los Angeles DCFS placed children, Probation foster youth, and Non-Minor Dependents (NMDs).

### Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 1
PRIORITY 2 7
PRIORITY 3 1

CAD conducted a virtual Contract Compliance Assessment review of the Contractor's compliance within the following applicable areas: General Contract Requirements; Facility and Environment; Engagement and Teamwork; Needs and Services Plans; Permanency and Transition Services; 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 4 of 10 applicable areas of CAD's Contract Compliance Review: Facility and Environment; Engagement and Teamwork; Education and Independent Living Program Services; Health and Medical Needs.

For the purpose of this review, four DCFS placed children and two NMDs were selected for the sample. CAD reviewed the files of the six selected children, four children were virtually interviewed to assess the level of care and services they received. Two children were not available to be interviewed, one was in police custody and one had been moved to a Probation camp. An additional discharged child's file was reviewed to assess the Contractor's compliance with permanency efforts

CAD reviewed five staff files for compliance with Title 22 Regulations and County contract requirements. To assess the quality of care and supervision provided to the placed children and foster youth, DCFS conducted virtual site visits.

CAD noted findings in the areas of:

#### Priority 1

- Personnel Files
  - Personnel did not have the required background criminal clearance prior to working with children.

#### Priority 2

- General Contract Requirements
  - Detailed sign in/out logs not maintained;
  - Special Incident Reports (SIRs) not properly documented.
- Needs and Services Plans (NSPs)
  - NSPs not comprehensive and completed accurately.
- Permanency and Transition Services
  - Children's case plan goals not documented properly in the NSPs.
- Personal Rights and Social/Emotional Well-Being
  - Children report the consequences for not following the rules were not fair.
- Personnel Files
  - Personnel did not receive medical and TB clearances prior to working with children;
  - Personnel did not complete required initial training hours.

#### Priority 3

- Personal Needs/Survival and Economic Well-Being
  - Contractor did not ensure children's life books were maintained.

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On September 22, 2020, the DCFS CAD Children Services Administrator I and II and DCFS 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 deficiencies 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:gt

#### 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  
Sybil Brand Commission  
Jasmine Sampson, Chief Executive Officer, Mindful Growth Foundation  
Kellee Coleman, Regional Manager, Community Care Licensing Division  
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division

# Mindful Growth Foundation

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October 22, 2020  
Addendum: October 27, 2020

Department of Children and Family Services Contracts & Administration Division  
3530 Wilshire Blvd, 4th Floor  
Los Angeles, CA 90010  
Attn: Grace Tamase, CSA I

## **Re: Corrective Action Plan (CAP): DCFS 2020 STRTP Contract Compliance Review**

On September 22, 2020, Mindful Growth Foundation STRTP received the Short Term Residential Therapeutic Program (STRTP) Monitoring Review Field Exit Summary which was conducted on August 12, 2020. The following Corrective Action Plan addresses the following deficiencies, as identified:

### **I. GENERAL CONTRACT REQUIREMENTS:**

#### **4. Detailed sign in/out logs are maintained**

#### **Finding:**

The Logs do not include the name of the contact person or telephone number for who is responsible to provide supervision for the child/Non-Minor Dependent while away from the facility. Further, the logs are not completed filled out in its entirety.

#### **Corrective Action Plan:**

- a) The Administrator conducted a general staff meeting for all employed staff at Mindful Growth Foundation STRP on 9/15/2020, where advised to now sign youth out to ensure they grasp all the required information, the information is legible and acceptable based youth unsupervised community pass status, required monitored visits, curfew, probation requirements or medication needs

***(See Attached Exhibit 1-Sign In/Out Log (1 page), Exhibit 2-Agenda (1 page.)***

- i. All Staff signed a sign-in sheet to acknowledge that they received and understand the Sign In/Out Logs. **(See Attached Exhibit 3 (1 page))**
- b) Facility Managers are responsible for continuing to meet with their staff on a weekly basis to ensure the Sign In/Out Logs are being completed properly and address any inefficiency.
- c) Facility Managers/Administrators will continue to train new hires on the agency's policy and procedures for accurately completing Sign In/Out Logs for each resident/non-minor dependent.
- f) Facility Managers/Administrators will ensure that upon receiving a newly placed minor/non-minor dependent that there is a clear understanding on the minor/non-minor dependents ability to have community passes and under what preference of supervision. Said approval or denial of community passes and its restrictions will be stipulated on the Sign In/Out Log to ensure safety, supervision, and compliance and documented in the NSP.

5.) Special Incident Reports (SIRs) were properly cross-reported on the I-track system:

Finding:

5.2 20 of the 73 SIRs were not properly crossed reported to all parties on the I-track system.

Corrective Action Plan:

- a) On September 30, 2020, Mindful Growth Foundation STRTP Staff comprised of Facility Social Worker, Case Managers and Facility Managers received training on Special Incident Reports by the agency assigned Out-of-Home Care Division (OHC) Technical Specialist. The Mindful Growth Foundation STRTP staff signed an acknowledgement form to acknowledge that they received and understand the SIR training. **(See Attached Exhibit 4 (7 pages))**
- b) Any Mindful Growth Foundation STRTP staff completing special incident reports will follow procedure and complete special incidents reports and save them to the I-track system. The staff will then notify the Facility Managers, Administrators or Directors, who will be responsible for reviewing the special incident report, cross-reporting and submitting the special incident report to ensure all proper parties have been cross reported to.

- c) Training on SIRs for direct support staff will happen monthly and will be conducted by the facility managers. A sign in sheet will be maintained. Facility managers will review SIRs and provide feedback to the staff and administrators.

#### **IV. NEEDS AND SERVICE PLANS:**

16. The NSPs were completed accurately and on time.

##### Finding:

16.2 Three children's NSPs were not comprehensive and accurate due to missing dates, dates were incorrect and no categories for goals were documented.

##### Corrective Action Plan:

- a) The agency's Director conducted a Social Work Training for all Facility Social Workers on 10/05/2020, where all Facility Social Workers were retrained on the ensuring all dates are correct on NSP and on how to develop a comprehensive NSP.
  - i. The Mindful Growth Foundation STRTP Facility Social Workers signed the sign-in-sheet to show that they were present for the training. **(See Attached Exhibit 5 (1 page))**
- b) The Mindful Growth Foundation STRTP Director now requires all Facility Social Workers to submit completed NSP to the Head of Service seven days prior to the date it is due to the DCFS Children's Social Worker in order to review. This review will ensure all goals are comprehensible, accurate and appropriate dates for health-related services and treatment.

#### **V. PERMANENCY AND TRANSITION SERVICES**

20. The NSP Permanency section documented the child's case plan goals (i.e. concurrent plan, progress made, barriers)

##### Finding:

Two children's NSPs did not document the children's (permanency) concurrent case plan goals.

##### Corrective Action Plan:

- a) The agency's Director conducted a Social Work Training for all Facility Social Workers on 10/05/2020, where all Facility Social Workers were retrained on the above-mentioned protocol and on how to develop a comprehensive NSP.
  - i. The Mindful Growth Foundation STRTP Facility Social Workers signed the sign-in-sheet to show that they were present for the training. **(See Attached Exhibit 5 (1 page))**
  
- b) The Mindful Growth STRTP Head of Service will be responsible for ensuring all facility social workers completed NSPs have permanency goals that were agreed upon in the first CFTM. These goals will be developed by the CFT and client to ensure trauma informed care. The facility social workers will send the Head of Service the completed NSP and CFT Notes seven days prior to the date it is due to the DCFS Children's Social Worker in order to review. This review will ensure all goals are comprehensible, accurate and appropriate dates for health-related services and treatment.

## **VIII. PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING**

39. Children reports that consequences for not following the rules are fair.

### **Finding:**

One youth reported that the consequences for not following the rules were not fair.

### **Corrective Action Plan:**

- a) Mindful Growth Foundation STRTP has amended the household rules for minors and non-minor dependents placed at agency. Said amendments of rules were discussed at length with all minors/non-minor dependents placed by the Administrator on 10/06/2020 . **(See Attached Exhibit 6 (2 pages) Initial MINDFUL GROWTH FOUNDATION STRTP Household Rules and Amended MINDFUL GROWTH FOUNDATION STRTP Household Rules)**
- b) Administrator will conduct Bi-weekly meetings with the placed residents to discuss issues, concerns, and suggestion box. Administrator will maintain a sign in sheet for weekly meetings and placed in a binder for Administrator Bi-Weekly Meetings for Sites #1 and #2.

- c) On 10/06/2020 Mindful Growth Foundation STRTP also reminded all youth of the Grievance Policy Procedure that all placed residents receive at the initial intake. (**See Attached Exhibit-7 Grievance Procedure (1 page)** ). Facility social workers will also query all youth in their weekly meeting about current concerns and get feedback from youth on requested changes.

## **IX. PERSONAL NEEDS/ SURVIVAL AND ECONOMIC WELL-BEING**

64. Children reported that they are supported and encouraged by the provider to keep a Lifebook.

### **Findings:**

Four out of six children did not report being supported in keeping a life book.

### **Corrective Action Plan:**

- a) The administrator provided training to all direct care staff on 10/05/2020 at sites #1 and #2 on the importance of a Lifebook.
- b) The administrator provided refusal Form to sites #1 and #2 where direct care staff can indicate if a minor/non-minor dependent refuses to participate in Lifebook activity. Further, Direct Care Staff can make bi-monthly or monthly completion in Lifebook an activity that can be incentivized by gift cards. (**See Attached Exhibit 8- MINDFUL GROWTH FOUNDATION STRTP Refusal Form (1 page)**)
- c) The Direct Care Staff will be provided with materials needed for working on Lifebook including printing pictures of activities in and outside of the facility.

## **X. PERSONNEL FILES**

80. Personnel received background clearances prior to working with children.

### **Finding:**

80.1 Two out of five personnel staff did not sign criminal record statement timely.

### **Corrective Action Plan:**

- a) Agency administrator will ensure all potential employees complete background clearances are signed and dated. Further, any potential new hire will not began working with placed children or job shadowing until clearances are received. The



administrator will conduct weekly audits to ensure all employee information is signed and dated using the Mindful Growth Foundation Personnel Record Checklist. **See Attached Exhibit 9- MINDFUL GROWTH FOUNDATION STRTP Personnel Record Checklist (1 page).**

80.2 Personnel received a criminal clearance from CCLD prior to hire date.

Finding:

Four staff out of five staff did not have clearance documented in file prior to start date.

Corrective Action Plan:

- a) Mindful Growth Foundation STRTP administrator will notify all potential new hires at the time of hire date that the start date will be contingent upon all clearances and Megan's Law clearance before they can be given a start date, job shadowing, etc.
- b) In the event a new hire that completed the CCLD criminal clearance background check, but the agency does not receive a letter from CCLD within 30 day for clearance, the agency administrator will email Mindful Growth Foundation STRTP assigned CCLD LPA and inquiry about clearance. If cleared for DOJ, FBI and CACI, the administrator will then document the background clearance in the employees file as proof of clearance before the new employee starts. The agency director will ensure that the administrator will follow up on all potential employees that are requiring an exemption approval or transfer.

81. 1 Personnel received medical clearances prior to working with children.

Finding :

Two out of the five staff did not receive medical clearances timely.

Corrective Action Plan:

- a) Mindful Growth Foundation STRTP director have designated that the Administrator will be responsible for obtaining all hiring documents that include the medical clearance or ensuring that it is completed within the seven-day grace period of the hire date. An internal employee audit will be conducted monthly by the director and CFO to ensure all employee documents are current.

Finding :

81.2 Two out of the five staff did not receive TB clearance timely.

Corrective Action Plan

- a) Upon hiring an individual as designated staff, the agency administrator will notify the new hire of the requirement for TB clearance. An internal employee audit will be conducted monthly by the director and CFO to ensure all employee documents are current.

83. Personnel received initial training and orientation

Finding:

83.2 Two out of the five staff did not receive initial 24-hour training timely.

Corrective Action Plan

- a) All direct support staff will receive the required 24 hours of training. The facilitator which will be the director, facility manager or facility social worker will be required to send proof of the training to the administrator to document in their employee file. The administrator is now responsible for maintaining the new employee training checklist. The administrator will review the checklist weekly and notify the employees of any necessary trainings by email.

Thank you for your consideration in this matter. If you have any questions, please contact me directly at (323) 590-9813.

Sincerely,

*Jasmine Sampson*

Jasmine Sampson, MSW, MPH  
Director/Administrator -Mindful Growth Foundation STRTP