



**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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April 12, 2021

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

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

**NUEVO AMANECER LATINO CHILDREN’S SERVICES
INTENSIVE SERVICES FOSTER CARE FOSTER FAMILY AGENCY
FOR CHILDREN WITH SERIOUS EMOTIONAL AND BEHAVIORAL NEEDS
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 Nuevo Amanecer Latino Children’s Services Intensive Services Foster Care (ISFC) Foster Family Agency (FFA) for Children with Serious Emotional and Behavioral Needs (SEBN) (the Contractor) in September 2020. The Contractor has four offices: one located in the First Supervisorial District; one in the Third Supervisorial District; one in the Fifth Supervisorial District; and one in San Bernardino County. All offices provide 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 1
PRIORITY 2 0
PRIORITY 3 0

“To Enrich Lives Through Effective and Caring Service”

CAD conducted a virtual Contract Compliance review of the Contractor's compliance within the following applicable areas of their ISFC-FFA SEBN contract: General Contract Requirements; Resource Family Home (RFH) Requirements; Facility and Environment; Engagement and Teamwork; Needs and Services Plans; Safety; Permanency; Support Services; Personal Rights and Social/Emotional Well-Being; Discharge Planning; and Personnel Files.

The Contractor was in full compliance with 10 of 11 applicable areas of CAD's Contract Compliance Review: General Contract Requirements; RFH Requirements; Facility and Environment; Needs and Services Plans; Safety; Permanency; Support Services; Personal Rights and Social/Emotional Well-Being; Discharge Planning; and Personnel Files.

For the purpose of this review, two DCFS placed children were selected for the sample. CAD reviewed the files of the two youth and virtually interviewed the two selected youth to assess the level of care and services they received. There were no discharged children or youth files to review.

CAD reviewed one RFH file and one staff file for compliance with Title 22 Regulations and County contract requirements. CAD also conducted interviews with the staff and the Resource Family Parents (RFPs) via telephone and video conferencing. 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 a finding in the area of:

Priority 1

- Engagement and Teamwork
 - Child and Family Team meeting was not held prior to formal ISFC program intake or no later than seven days after intake.

On November 30, 2020, the DCFS CAD Children Services Administrators I and II, the Out-of-Home Care Management Division Quality Assurance Specialist and the Bureau of Clinical Resources and Services (ISFC) Children Services Administrator I, held an exit conference with the Contractor's representative.

The Contractor's representative agreed with the review finding and recommendation, and was 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 deficiency in this compliance report.

If you have any questions, your staff may contact me or Aldo Marin, Board Relations Manager, at (213) 351-5530.

Each Supervisor
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BDC:KDR
LTI:pm

c: Fesia Davenport, Chief Executive Officer
Arlene Barrera, Auditor-Controller
Adolfo Gonzalez, Chief Probation Officer
Public Information Office
Audit Committee
Norma Duque, Chief Executive Officer, Nuevo Amanecer Latino Children's Services
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



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December 14th, 2020

Patricia Moreno, Children's Services Administrator I
Contracts Administration Division
Contract Compliance Section
3530 Wilshire Blvd, 4th Floor
Los Angeles, CA 90010

Re: *Corrective Action Plan*

Dear Patricia,

Nuevo Amanecer Latino Children's Services has received the report following the ISFC-SEBN contract compliance annual review of our agency conducted by the Contracts Administration Division (CAD) and are submitting the following Corrective Action Plan to remediate and address the recommendations noted.

ISFC-SEBN Monitoring Review

IV. Engagement & Teamwork

22. *The child and family team took place as required.*

Nuevo Amanecer Latino received a finding under 22a. CFT meeting was held prior to formal ISFC intake or no later than 7 days after intake.

During the ISFC review, a CFT was not initiated within the required 7 days of placement but rather took place 30 days after.

In order to ensure that the items found under Engagement & Teamwork are corrected, meet contractual requirements, and ensure the safety of children/NMDs, NALCS has done the following:

- *In January 2021, ISFC social workers will receive training on contractual timeline requirements of CFTs for ISFC placed children and proper documentation of CFTs. This training will be provided by NALCS Program and Compliance Director and a sign-in sheet will be provided.*
- *Furthermore, on a quarterly basis, NALCS QI Department will conduct ISFC children record reviews to ensure that CFTs are taking place according to contractual timelines.*

"Providing children with a path to a better future life"



At this time, we would like to extend a genuine recognition to Patricia Moreno for her recommendations and observations during the review. We welcome the Department's feedback as a means to improve the quality of our services.

Should you have any further questions or suggestions please feel free to contact me.

Sincerely,

Enrique Montiel

*Enrique Montiel
Program & Compliance Director*