



County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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July 28, 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

PENNY LANE CENTERS 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 Contract Compliance Review of the Penny Lane Centers Intensive Services Foster Care (ISFC) Foster Family Agency (FFA) for Children with Serious Emotional and Behavioral Needs (SEBN) (the Contractor) in July 2020. The Contractor has three offices: one in the First Supervisorial District; one in the Third Supervisorial District; and one in the Fifth Supervisorial District. The three offices provide services to the County of Los Angeles DCFS placed children, Probation foster youth, children placed by other counties, and Non-Minor Dependents (NMDs).

Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 1
PRIORITY 2 4
PRIORITY 3 2

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 6 of 11 applicable areas of CAD's Contract Compliance Review: Resource Family Home Requirements; Safety; Support Services; Personal Rights and Social/Emotional Well-Being; Discharge Planning; and Personnel Files.

For the purpose of this review, six DCFS placed children were selected for the sample. CAD reviewed the files of the six selected children and virtually interviewed the six children to assess the level of care and services these children received. An additional four discharged children files were also reviewed to assess the Contractor's compliance with permanency efforts.

CAD reviewed three RFH files and four staff files for compliance with Title 22 Regulations and County contract requirements. CAD also conducted virtual interviews with staff and the Resource Family Parents (RFP). 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
 - Disinfectants and cleaning solutions were not accessible to children.

Priority 2

- General Contract Requirements
 - Serious incidents were not properly cross-reported and/or not submitted timely.
- Facility and Environment
 - Caregiver's vehicle maintenance log was not completed timely by a mechanic.
- Engagement and Team work
 - Child and Family Team quarterly meetings did not assess, determine or document the best level of care or establish a transition plan.
- Permanency
 - Children's Needs and Services Plans did not document children having received life skills training; including participation in Transitional Independent Living Program.

Priority 3

- Needs and Services Plans (NSPs)
 - The NSPs for six placed children did not include the progress that had been made by each child toward achieving their stated goals.

Each Supervisor
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- Transition services and activities to support transition-age youth and NMDs were not provided and the efforts to provide these services were not documented.

On December 14, 2020, the DCFS CAD Children Services Administrators I and II and the Out-of-Home Care Management Division Quality Assurance Manager with the Bureau of Clinical Resources and Services 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:amt

Attachments

c: Fesia Davenport, Chief Executive Officer
Arlene Barrera, Auditor-Controller
Adolfo Gonzales, Chief Probation Officer
Public Information Office
Audit Committee
Dr. Judith Sandino, Program Director, Penny Lane Centers
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



We foster hopes and dreams by empowering children, youth and families to reach their highest potential.

Chief Executive Officer
Wendy Carpenter, MA

Member

Association of California Human Service Agencies - National Council for Behavioral Health - The Joint Commission (TJC) - Commission on Accreditation of Rehabilitation Facilities (CARF) - Southern California Association of Non-Profit Housing (SCANPH) - All Children All Families Seal - Human Rights Campaign

Ana Maria Tribble, CSA1
Contracts Admin Division, Compliance Section
3530 Wilshire Blvd
Los Angeles, CA 90010

RE: ISFC Corrective Action Plan Addendum

January 21, 2021

Dear Mrs. Tribble,

In response to the ISFC-SEBN Monitoring Review, the following information outlines Penny Lane Center's Corrective Action Plan.

- 1) Regarding General Contract Requirements,
 - a. Section 8 –Cross reporting SIR to CCL and/or ISFC.
 - i. On January 21, 2021 a detailed training for all ISFC staff will be conducted on the requirements and steps to submitting SIRs. Timelines and proper Cross Reporting will be emphasized.
 - ii. The Supervisors one on one Weekly Supervision Form was modified to include a check box where Supervisors are to discuss and document each SIR and their accuracy (attachment #1).
 - iii. Supervisors are responsible for ensuring the accuracy and timeliness of all SIRS and the Regional Director's from each office, are responsible for ensuring that all standards are met.
 - iv. Regional Directors from each office will conduct quarterly audits of SIRs and will discuss any areas in need of improvement with each Supervisor.
- 2) Facility and Environment
 - a. Section 16c – Maintenance Log –Vehicle inspection for a vehicle used by the backup babysitter.
 - i. Beginning January 1, 2021 Penny Lane Centers has implemented a new database system called Binti. This database is designed to track, maintain, monitor and ensure timeliness and accuracy of required documents, including the maintenance logs. Caregivers now have direct access to these logs so they can see ahead of time when they are due

and what the requirements are. Binti can also send reminders for documents due.

- ii. The Vehicle Inspection Policy was modified to include the words “any vehicle used to transport children” (Attachment #2).
 - iii. A Home Inspection Guide document was developed to be used with the RFA-03 Resource Family Home Health and Safety Inspection. The new supplemental document now includes verification of maintenance logs for all vehicles used to transport children annual (attachment #3).
 - iv. The PLSW Supervisor is responsible for ensuring compliance of both vehicle inspections and home safety standards. The Regional Directors are responsible to ensure that Supervisors are verifying and ensuring that all standards are met.
- b. Section 18k –Disinfectant and cleaning solutions in reach of children.
- i. A Home Inspection Guide document was developed to be used with the RFA03 Resource Family Home Health and Safety Inspection. The new home inspection guide document now includes verification that all disinfectants and cleaning solutions are locked and inaccessible (attachment #3).
 - ii. The Home Inspection policy was modified to include unannounced home inspections on a quarterly basis (attachment #4).
 - iii. The PLSW Supervisor is responsible for ensuring compliance of both vehicle inspections and home safety standards. The Regional Directors are responsible to ensure that Supervisors are verifying and ensuring that all standards are met.

3) Engagement and Teamwork

- a. Section 22c –Assess, determine or document the best LOC and established a transition plan.
- i. On January 21, 2021 a training for all ISFC staff will be conducted. This training will provide a detailed review and expectations of LOC, transition plans and the documentation requirements while conducting or participating in monthly CFTs. This training will also include a review of CFT and Transition Plan documentation within the NSP.
 - ii. The ISFC Initial and Monthly CFT document was modified to include the youth/NMD transition plan (Attachment #6 and 7)
 - iii. The Supervisors one-on-one Weekly Supervision Form was modified to include a discussion or review of CFTs due and documentation (Attachment #1).
 - iv. The PLSW Supervisor is responsible for ensuring compliance of LOC and Transition Plan documentation during each CFT meeting. The Regional Directors are responsible to ensure that Supervisors are verifying and ensuring that all standards are met.

4) Needs and Service Plans

- a. Section 24a –Report progress, barriers to complete the goals, achieved goals or outcome goals.
 - i. On January 21, 2021 a training on appropriate NSP writing and goal developed will be conducted. The training will emphasize writing NSPs and Goals using the SMART goal writing system to meet each youths' individual needs. The training will include specific section by section overview with clear examples and expectations.
 - ii. The PLSW Supervisor is responsible for ensuring compliance of NSP documentation of individualized goals for all youth and NMD. The Regional Directors are responsible to ensure that Supervisors are verifying and ensuring that all standards are met.
- b. Section 25 –Efforts or information regarding youths adult transition services and activities.
 - i. On January 21, 2021 a training will be conducted to review expectations and policies regarding DCFS YDS website www.ilponline.org. This website provides comprehensive services and resources to assist transition age youth to successfully transition from dependency to self-sufficiency.
 - ii. The Penny Lane Independent Living Skills Policy and Procedure was modified to outline the expectations for all youth age 14 and older (Attachment 5).
 - iii. The Supervisors one-on-one Weekly Supervision Form was modified to include a discussion or review of all Transition Age Youth (Attachment #1).
 - iv. The PLSW Supervisor is responsible for ensuring compliance and referrals to ILP for all youth age 14 and older. The Regional Directors are responsible to ensure that Supervisors are verifying and ensuring that all standards are met.

5) Permanency

- a. 33a- Life skills training or TILP services
 - i. On January 21, 2021 a training will be conducted to review expectations and policies regarding DCFS YDS/TILP website www.ilponline.org. This website provides comprehensive services and resources to assist transition age youth to successfully transition from dependency to self-sufficiency. This website links youth ages 14 and older to services that include TILP, ILP, teen clubs, Life Skills, Career Readiness, Housing, College Preparation and more.
 - ii. The Penny Lane Independent Living Skills Policy and Procedure was modified to outline the expectations for all youth age 14 and older

- (attachment #5). This policy includes guidelines for Penny Lane Social Workers to support and assist youth with their TILP/ILP plans.
- b. 33d –Preparation for vocational training or higher education.
 - i. On January 21, 2021 a training will be conducted to review expectations and policies regarding DCFS YDS website www.ilponline.org. This website provides comprehensive services and resources to assist transition age youth to successfully transition from dependency to self-sufficiency. It also includes information, events and training for youth on vocation training and higher education.
 - ii. The Penny Lane Independent Living Skills Policy and Procedure was modified to outline the expectations for all youth age 14 and older (Attachment #5). It also includes information about The Ca. College Pathways initiative www.student.cacollegepathways.org where youth will receive guidance, services and support towards college preparation.
 - iii. The PLSW Supervisor is responsible for ensuring compliance of the Independent Living Skills referrals for all youth 14 and older. The Regional Directors are responsible to ensure that Supervisors are verifying and ensuring that all standards are met.
 - c. 33e –Services and support in preparation for the workforce.
 - i. On January 21, 2021 a training will be conducted to review expectations and policies regarding documentation and support services for workforce readiness. When ISFC youth are not stable or ready for workforce development, documentation will clearly indicate as such.
 - ii. The ISFC Initial and Monthly CFT Engagement Note were modified to include sections to assess the youth’s readiness for workforce services and support (Attachment #6 and 7).
 - iii. The PLSW Supervisor is responsible for ensuring compliance of the workforce development service referrals. The Regional Directors are responsible to ensure that Supervisors are verifying and ensuring that all standards are met.
 - d. 33f –Collaborative efforts to apply for YDS/ITSP service.
 - i. On January 21, 2021 a training will be conducted to review expectations and policies regarding DCFS Youth Development Services (YDS) and Individualized Transition Skills Program (ITSP) website www.ilponline.org. This website provides comprehensive services and resources to assist transition age youth to successfully transition from dependency to self-sufficiency.
 - ii. The Penny Lane Independent Living Skills Policy and Procedure was modified to outline the expectations for all youth age 14 and older (attachment #5).

- iii. The Supervisors one-on-one Weekly Supervision Form was modified to include a discussion or review of all Transition Age Youth (attachment #1).
- iv. The PLSW Supervisor is responsible for ensuring compliance and referrals to ILP/ISDP for all youth age 14 and older. The Regional Directors are responsible to ensure that Supervisors are verifying and ensuring that all standards are met.

This year has been an exceptionally difficult year due to Covid-19. Penny Lane is proud of all the many safety measures that were implemented throughout the year to prevent and reduce Covid-19 exposure. We are also proud of how quickly the Penny Lane team was able to respond and adjust to meet program needs while ensuring everyone's safety and wellbeing. All schools have transitioned to online learning and caregivers are now acting as support educators. All homes now have individual computers for each youth with internet connectivity. Although some children continue to struggle through the stay at home orders, their health, safety and well-being continue to thrive.

Penny Lane is thankful for the DCFS review which has helped to strengthen our services and support for children and families.

Please contact Monica Smith at 818-402-2163 or by email at msmith@pennylane.org if you have any questions or concerns.

Sincerely,

Monica Smith

Monica Smith
FFA Regional Director and QA Manager

Date