



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

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

BOBBY D. CAGLE
Director

GINGER PRYOR
Chief Deputy Director

November 10, 2020

Board of Supervisors

HILDA L. SOLIS
First District

MARK RIDLEY-THOMAS
Second District

SHEILA KUEHL
Third District

JANICE HAHN
Fourth District

KATHRYN BARGER
Fifth District

To: Supervisor Kathryn Barger, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Janice Hahn
From: *Cynthia McCoy Miller for*
Bobby D. Cagle
Director

**SERENITY FOSTER CARE AND ADOPTION 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 Serenity Foster Care and Adoption Foster Family Agency (the Contractor) in July 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 and children placed by other counties.

Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 2
PRIORITY 2 1
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

"To Enrich Lives Through Effective and Caring Service"

(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.

The Contractor was in full compliance with 9 of 11 applicable areas of CAD's Contract Compliance Review: General Contract Requirements; RFH Requirements; Facility and Environment; Permanency; Education & Independent Living Program Services; Health & Medical Needs; 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 and telephonically interviewed two of the children to assess the level of care and services they received, eight were pre-verbal. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts.

CAD reviewed six RFHs files and four 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

- Engagement & Teamwork
 - Child and Family Team (CFT) participants were not identified and the FFA did not document efforts to obtain the information.
 - The CFT recommendations were not documented in the Needs and Services Plans (NSPs).

Priority 2

- NSPs
 - NSPs were not completed accurately.

On August 18, 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.

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

BDC:KAR
LTI:ms

Attachments

c: Fesia Davenport, Acting Chief Executive Officer
Arlene Barrera, Auditor-Controller
Raymond Leyva, Interim Chief Probation Officer
Brandon Nichols, Chief Deputy Probation Officer
Public Information Office
Audit Committee
Ike Kerhulas, PhD, Executive Director, Serenity Foster Care and Adoption FFA
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



Serenity, Inc.
Foster Care & Adoption

SERENITY FFA CONTACT COMPLIANCE REVIEW CORRECTIVE ACTION PLAN

9/18/2020

IV. Engagement and Teamwork

20. – Deficiency: CFT participants have been identified or the FFA has documented efforts to obtain the information.

Child 5,6: No CFT has taken place. A MAT assessment took place on 4/22/2020, which is being called a CFT.

Corrective Action: If DCFS chooses to combine a MAT meeting and a CFT, then we will specify in the documentation and request CFT documentation at that time. Serenity Social Workers will request a CFT and document efforts to request a CFT every 90 days. If no response from DCFS, Serenity Social Workers will contact the DCFS supervisor to request a CFT and send the CFT informational power point provided by Out-of-home care every 90 days. Serenity Social Workers will request all CFT documentation for the child's file. If no official CFT documentation is received, the Serenity Social Worker will document the CFT in a note to include date, CFT attendees, goals, and a plan. Serenity Supervisors will ensure that CFT requests and/or CFT meetings are documented in the NSP and inquire about documentation in the filed during supervision. During quarterly audits, Serenity will ensure that CFT documentation is in the child's file or requested.

22 - Deficiency: The NSP goals reflected the child's CFT recommendations if shared with the FFA.

Child 3, 4: No - No CFT details were provided, other than a CFT took place on 5/20/2020.

Child 5, 6: No - No CFT has taken place. A MAT assessment occurred on 4/22/2020, which is begin called a CFT.

Child 10: No - No CFT details were provided, other than a CFT took place on 1/16/2020

Corrective Action: Serenity Social Workers will request a CFT and document efforts to request a CFT every 90 days. If no response from DCFS, Serenity Social Workers will contact the DCFS supervisor to request a CFT and send the CFT informational power point provided by Out-of-home care every 90 days. Serenity Social Workers will request all CFT documentation for the child's file. If no official CFT documentation is received, the Serenity Social Worker will document the CFT in a note to include date, CFT attendees, goals, and a plan. Serenity Supervisors will ensure that CFT requests and/or CFT meetings

are documented in the NSP and inquire about documentation in the file during supervision. During quarterly audits, Serenity will ensure that CFT documentation is in the child's file or requested.

Time Frame: By 10/1/2020

V. Needs and Services Plan

23 b- The NSPs were completed accurately and on time.

Deficiencies:

1. Child 1: No - NSP dated 10/16/2019. No information found regarding contact between the DCFS CSW and FCSW for the month of September 2019.
2. Child 4: No - NSP due/dated 12/26/2019 had modification dates listed for goals 1-3. The reason for modification section was left blank. NSP due 3/26/2020, was incorrectly dated 12/26/2019.

Corrective Action:

The Serenity Social Workers will submit a draft of the NSP seven days prior to the due date to allow for supervisor review, revisions, and feedback. The Serenity Social Worker will ensure that monthly contact with DCFS CSW is documented on the monthly accountability and in the NSP. Serenity Social Workers will provide a statement justifying the reason a goal would be modified in the treatment plan and provide a new time frame.

Time Frame: 10/1/2020



Respectfully Submitted,
Amanda Morales, LCSW
Serenity Foster Care Supervisor

