



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

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September 24, 2020

To: Supervisor Kathryn Barger, Chair
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Supervisor Sheila Kuehl
Supervisor Janice Hahn

From: Bobby D. Cagle
Director

**THE DANGERFIELD INSTITUTE OF URBAN PROBLEMS
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 Dangerfield Institute of Urban Problems Foster Family Agency (the Contractor) in April 2020. The Contractor has two offices: one located in the Second Supervisorial District; and one in the Fifth Supervisorial District. Both offices provide services to the County of Los Angeles DCFS placed children, Probation foster youth and Non-Minor Dependents.

Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 2
PRIORITY 2 2
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 (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 7 of 11 applicable areas of CAD's Contract Compliance Review: Facility and Environment; Engagement and Teamwork; Permanency; Health and 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, six DCFS placed children were selected for the sample. CAD reviewed the files of the six children and interviewed four of the children to assess the level of care and services they received, two were pre-verbal. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts.

CAD reviewed four RFHs files and three staff files for compliance with Title 22 Regulations and County contract requirements. CAD also conducted 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

- Resource Family Home Requirements
 - Criminal clearances for alternative caregivers not in file.
- Needs and Services Plans (NSPs)
 - NSPs not being timely and comprehensive or accurate.

Priority 2

- General Contract Requirements
 - Special Incident Reports were not timely submitted or appropriately cross-reported to Community Care Licensing.
- Education and Independent Living Program Services
 - Efforts to maintain a child in the school of origin was not documented.

On June 30, 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.

Each Supervisor
September 24, 2020
Page 3

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:KR
LTI:lf

Attachments

c: Fesia Davenport, Chief Executive Officer
Arlene Barrera, Auditor-Controller
Raymond Leyva, Interim Chief Probation Officer, Probation Department
Sheila Mitchell, Chief Deputy Probation Officer, Juvenile Services
Public Information Office
Audit Committee
Elouise Dangerfield, Executive Director, The Dangerfield Institute of Urban Problems
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



DANGERFIELD INSTITUTE
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July 23, 2020

TO: Leticia Foster, CSA I
Department of Children and Family Services
Contracts Administration Division Contracts Compliance Section
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

The following is Dangerfield Foster Family Agency's Corrective Action Plan in response to our Contract Compliance Monitoring Review commencing on April 22, 2020 and conducted by DCFS Contracts Administration Division – Contracts Compliance Section. This Corrective Action Plan addresses the findings and recommendations identified during the FFA Monitoring Review Exit Summary on June 30, 2020. The Agency Administrator and Supervising Social Worker are responsible for ensuring CAP implementation and the Assistant Executive Director is responsible for ensuring CAP compliance. Dangerfield Foster Family Agency will fully execute Correction Action Plan no later than July 31, 2020.

I. GENERAL CONTRACT REQUIREMENTS

Element #6 Special Incident Reports (SIRs) are properly documented.

CAD FINDING(S):

#6 Sub Element a. In the Needs and Services Plan.
SIR 650594 was not documented in the NSPs dated 10/30/19.

#6 Sub Element b. Properly cross reported in the I-Track System
SIRs 632407 dated 4/24/2019 and 632399 dated 4/24/2019 were not cross reported to CCL.

SIRs 649716 dated 8/7/2019, 655622 dated 9/18/2019, 649716 dated 8/7/2019, 685766 dated 3/6/2020 were not submitted timely.

CORRECTIVE ACTION PLAN:

SIR Reporting Guidelines, Cross Reporting to CCL, Documentation of SIRs in the NSPs and Timely Submittal, were reviewed and handouts provided to the FFA's Agency Social Workers (ASWs) during FFA Staff Meetings/In Service Training on June 15, 2020 and on July 6, 2020.

SIR Reporting Guidelines were reviewed with the resource parents on 7/20/2020 at the Los Angeles main office and will be reviewed with the resource parents at the Lancaster sub-office on or by 7/27/2020.

DIUP will continuously conduct trainings and reviews with both ASWs and resource parents on Special Incident Reporting guidelines to support compliance with California Code of Regulations Title 22.

II. RESOURCE FAMILY HOME REQUIREMENTS

Element #9 Case files include criminal clearances for ALL adults in the RFH

CAD FINDING(S):

#9 Sub Element c. Any designated alternative caregivers.

NO – RFP 3, RFP 4: agency stated alternative caregivers are approved Resource Foster Parents with Los Angeles County DCFS. FFA was unable to provide current documentation of the Resource Family Approval Certificate; and criminal clearances were not on file.

CORRECTIVE ACTION PLAN:

Effective 7/1/2020, DIUP will ensure that all alternative caregivers, who are identified as approved Resource Foster Parents with Los Angeles County DCFS, must provide the agency with a copy of a current Resource Family Approval Certificate. This process will require the agency securing a current copy of the Resource Family Approval Certificate once the alternative caregiver is identified during the application process or, no later than during the completion of the CA-RFA Family Study. If a current copy of the Resource Family Approval Certificate is not provided by the alternate caregiver, the resource parent will be required to identify another individual with the appropriate criminal clearances. The alternative caregivers will be required to provide Resource Family Approval Certificates after each annual update.

V. NEEDS AND SERVICES PLANS

Element 23 The NSPs were completed accurately and on time.

CAD FINDING(S):

#23 Sub Element a. Developed timely.

NO – Child 1 – NSP dated 3/07/2020 was signed by County CSW on 04/23/2020 and attempts were not made timely; Child 4 and Child 5 (siblings) NSP dated 01/30/2020 was not signed timely. County Social Worker signed the NSP on 2/19/2020 and attempts were not documented and RFP signed the NSP on 4/16/20.

#23 Sub Element b. Are comprehensive and accurate.

NO – Child 5 It is noted on three NSPs dated 7/30/19, 10/30/19 and 1/30/20 under Life Skills that minor is in the process of obtaining DMV ID to be able to seek employment. No documentation or modification to explain why after 9 months DMV ID has not been obtained.

#23 Sub Element g. Signed by CSW/DPO (or documented efforts to obtain signatures)

NO – Child 6 NSP dated 4/4/2020 was not signed by DCFS CSW and only one attempt was made on 4/13/2020.

CORRECTIVE ACTION PLAN:

On 5/4/2020, during FFA Staff Meetings/In Service Training, DIUP reviewed the FYI Issue 19-01 titled Timely Approval of Needs and Services Plan (NSP). The ASWs were provided with a copy of the FYI that includes the timeframe to submit Initial and Quarterly NSPs to the CSW and a listing of the Designated Regional Office Contacts to submit the NSPs if the CSW's signature is not received within 5 business days.

On 5/18/2020, during FFA Staff Meetings/In Service Training, DIUP reviewed and discussed the importance of documenting achieved NSP goals, progress made towards goals or modifying a goal if it is no longer feasible.

On 6/1/2020, DIUP conducted an In-Service training addressing New Procedures to ensure that NSP signatures are obtained in a timely manner. The training provided procedural steps commencing with submitting NSPs to the FFA Administrator for review and corrections and ending with filing of the NSPs with all signatures and/or supporting documentation.

DIUP will conduct a Needs and Services Plan training with FFA social workers on 8/17/2020 to ensure timely and accurate completion of NSPs.

VII. EDUCATION & INDEPENDENT LIVING PROGRAM SERVICES

Element #39 The FFA has documented its efforts to maintain children in their school of origin after placement, if determined in the best interest of the child.

CAD FINDING(S):

NO - Child 1 was court ordered to remain at the school of origin. RFP enrolled child at the local High School.

CORRECTIVE ACTION PLAN:

Effective 5/18/2020, DIUP updated its Child Intake and Assessment form to ensure inclusion, assessment and documentation of the child's school of origin involving evaluating whether the placement is able to facilitate the school of origin if determined to be in the best interest of the child. DIUP has instituted procedures that will require written DCFS authorization for any school action that is deemed to be contrary to court orders. Finally, on 6/1/2020 DIUP has recommended that the preferred mode of contact with the DCFS CSWs be via email.

On 7/23/20, to ensure ongoing liaising with DCFS, DIUP provided the ASWs with a listing of educational resources to include Education Specialist Roster, DCFS/Coverage of FYSCP Counseling Staff and Los Angeles County School District Foster Youth Liaisons.

DIUP will continuously train Intake and Assessment process to maintain compliance with school of origin issues. DIUP will also ensure that ASWs utilize the assistance of the available educational resources.


Assistant Executive Director


Date