



County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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April 28, 2021

To: Supervisor Hilda L. Solis, Chair
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From: *Cynthia McCoy Miller for*
Bobby D. Cagle
Director

THERE IS HOPE 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 There Is Hope Foster Family Agency (the Contractor) in November 2020. The Contractor has an office located in San Bernardino County. This office provides services to the County of Los Angeles DCFS placed children, Probation foster youth, children placed by other counties and Non-Minor Dependents.

Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 3
PRIORITY 2 0
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 Requirements (RFH); 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: Resource Family Home Requirements; Engagement and Teamwork; Needs and Services Plans; Permanency; Education and Independent Living Program Services; Health and Medical Needs; Personal

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Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; and Personnel Files.

For the purpose of this review, four DCFS placed children were selected for the sample. CAD reviewed the files of the four selected children to assess the level of care and services they received, all four children were pre-verbal and were virtually observed to be clean, well-groomed and healthy. An additional four discharged children files were also reviewed to assess the Contractor's compliance with permanency efforts.

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

CAD noted findings in the areas of:

Priority 1

- General Contract Requirements
 - Special Incident Reports were not cross-reported timely.
- Facility and Environment
 - Disinfectants and cleaning solutions were accessible to children; and
 - Two children over the age of 12 months were sharing a bedroom with the Resource Family Parents.

On January 22, 2021, the DCFS CAD Children Services Administrators I and II and the 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:KDR
LTI:bm

Attachments

c: Fesia Davenport, Chief Executive Officer
Arlene Barrera, Auditor-Controller
Adolfo Gonzalez, Chief Probation Officer
Brandon Nichols, Chief Deputy Probation Officer
Public Information Office
Audit Committee
Hanieh Fakhoury, Chief Executive Director, There Is Hope
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



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February 23, 2021
(Amended)

Los Angeles County Department of Children and Family Services
Contract Administration Division
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010
Attention: Beatriz Meza, CSA I

Re: Monitoring Review Corrective Action Plan

Dear Ms. Meza

There is Hope Foster Family Agency submits the following Action Plan (CAP) to address the areas identified as needed improvement in the Foster Family Agency Monitoring Review Field Exit Summary. This plan has been developed and already implemented.

We thank you for your comprehensive review.

I. General Contract

6b. Properly cross-reported in the I-Track System

- *No, SIRs were not cross- reported in a timely manner*

Corrective Actions: There is Hope FFA retrained all foster care social workers on February 6, 2021 and retrained all Resource Parent on February 19, 2021 on the subject of timely submitting Special Incident Reports in the I-track System. The supervisor/administrator will ensure compliance by reviewing submitted SIRs daily by the end of each day.

II. Facility and Environment

15k. Disinfectants, cleaning solutions, poisons, firearms, and other dangerous items are not accessible to children.

- *No, RFP1 had bleach and other cleaning solutions assessable to children in the laundry room and under the kitchen cabinet.*

Corrective Actions: There is Hope FFA retrained all foster care social workers on February 6, 2021 and resource parents on February 19, 2021 on properly storing and locking cleaning solutions and other harmful items under the kitchen cabinet or laundry room. This way they are not assessable to children. The foster care social worker will monitor compliance and document during their quarterly resource parent inspection or as frequent as needed.

17n. Children's bedrooms were safe and well maintained.

- *No, RSP2 has two children sharing a bedroom with adults. One child is one years old and the other is Three years old.*

Corrective Actions: There is Hope FFA makes efforts to keep children in a loving and stable home environment. By doing so, There is Hope FFA obtained a letter of support from DCFS County Social Worker due to the child's physical developmental delays to which his pediatrician supported this plan; however, effective February 10, 2021 There is Hope FFA received a letter of support from DCFS Regional Administrator, County Social Worker, Supervising Social Worker, and Assistant Regional Administrator supporting the three- year-old minor to sleep in the same bedroom as his resource parent and one-year-old sibling. Immediately moving forward, There is Hope FFA we will receive a letter of support to ensure compliance when more than one infant is sharing a room with an adult. On February 6, 2021 There is Hope FFA retrained all foster care social workers on the proper process to obtain all required letters of support from all treatment teams. The foster care supervisor/administrator will monitor compliance and document during their quarterly Agency's quality assurance audits.

Thank you for your visit and valuable information and feedback received in this review. We continue to look forward to working with the Department of Children and Family Services and value your partnership.

Best regards,



Hanieh Fakhoury
Administrator