



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

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November 23, 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

**FIVE ACRES – THE BOYS’ AND GIRLS’ AID SOCIETY OF LOS ANGELES COUNTY
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 Five Acres – The Boys’ and Girls’ Aid Society of Los Angeles County Intensive Services Foster Care (ISFC) Foster Family Agency (FFA) for Children with Serious Emotional and Behavioral Needs (SEBN) (the Contractor) in June 2021. The Contractor has one office in the First Supervisorial District. The office provides services to the County of Los Angeles DCFS placed children 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; Resource Family Home Requirements; Facility and Environment; Engagement and Teamwork; 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 selected children and virtually interviewed the two children to assess the level of care and services these children received. An additional discharged child's file was also reviewed to assess the Contractor's compliance with permanency efforts.

CAD reviewed two RFH files and one staff file 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 area of:

Priority 1

- Needs and Services Plans (NSPs)
 - Contractor did not ensure that appropriate respite care was provided; and did not establish, maintain, and document a RFP Support Plan in the NSP or case file.

On August 26, 2021, the Children Services Administrator teams from the CAD Compliance, the Out-of-Home Care Management Division Quality Assurance and Investigations, and 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.

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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:pm

Attachments

c: Chanel Boutakidis, Chief Executive Officer
Arlene Barrera, Auditor-Controller
Adolfo Gonzales, Chief Probation Officer
Public Information Office
Audit Committee
Cesar Gomez, Division Director of Permanency Programs, Five Acres
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



September 15, 2021

Patricia Moreno

Children's Services Administrator I

Department of Children and Family Services

Contracts Administration Division – Contract Compliance Section

RE: Corrective Action Plan for ISFC-SEBN Contract Compliance Review

Dear Ms. Moreno,

On August 26, 2021 we received your updated Exit Summary in connection to the below listed CAP items, which correspond to the FFA ISFC-SEBN Compliance Review of the Five Acres FFA Foster Care Program with Exit Conference that occurred on 8/25/2021. Please see CAP item below:

GENERAL CONTRACT REQUIREMENTS- Needs and Services Plans

#27 The FFA ensured that, when applicable, appropriate respite care was provided.

It was assessed that the agency did not document respite care being utilized nor was there a respite care plan for current ISFC Resource Parents.

Agency Protocol: All Resource Parents, according to the Five Acres Program Statement, are entitled to respite care for the minors they are caring for. Respite care can be requested for up to two weeks (14 days), if necessary. The respite care provider, if an approved Resource Family member, must be ISFC trained in order to provide respite care for an ISFC minor.

Why protocol was not followed: Resource Parents are encouraged to request respite care when they are in need. Respite care is always provided as long as an appropriate respite family is located within the FFA. If an appropriate respite family cannot be located within the approved list of Resource Families within the FFA,

then the Resource Parent is encouraged to utilize their backup babysitter or alternative caregiver. All alternative caregivers have been fully Live Scanned and have provided necessary documentation in order to securely care for a minor in our FFA program. All Five Acres Resource Families are required to have at least one alternative caregiver in case of an emergency and a respite care provider cannot be located.

Corrective actions: Respite care is a subject that will be discussed and documented at CFTs at least once every three months. If respite care is requested by the Resource Parent it will be documented in the CFT notes as well as in the minor's NSP. Furthermore, the CSW will be notified of any respite care requested and utilized by the Resource Parent. The FFA will continue to attempt to recruit families interested in caring for ISFC minors, and furthermore will look within our own pool of approved families for families who would be interested in getting ISFC trained in order to provide respite care for the minor we serve. Acquiring families who have been ISFC trained and have the willingness and capacity to provide respite has been an ongoing issue and something the FFA has addressed often and will continue to address.

Thank you for a very comprehensive and effective compliance review of our ISFC-SEBN program. Please contact me if you have any further questions or concerns.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Laura', written in a cursive style.

Laura De La Cruz, M.A.

Program Supervisor- FFA/ISFC/Adoptions