



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

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


BOBBY D. CAGLE
Director

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Chief Deputy Director

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December 29, 2021

To: Supervisor Holly J. Mitchell, Chair
Supervisor Hilda L. Solis
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Supervisor Janice Hahn
Supervisor Kathryn Barger

From:  for
Bobby D. Cagle
Director

**THE DANGERFIELD INSTITUTE OF URBAN PROBLEMS
SHORT-TERM RESIDENTIAL THERAPEUTIC PROGRAM
CONTRACT COMPLIANCE REVIEW**

REVIEW OF REPORT

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a virtual Contract Compliance Review of the Dangerfield Institute of Urban Problems Short-Term Residential Therapeutic Program (STRTP) (the Contractor) in February 2021. The Contractor has four sites located in the Second Supervisorial District. The sites provide 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 1
PRIORITY 2 8
PRIORITY 3 1

CAD conducted a virtual Contract Compliance Assessment review of the Contractor’s compliance within the following applicable areas: General Contract Requirements; Facility and Environment; Engagement and Teamwork; Needs and Services Plans; Permanency and Transition Services; Education and Independent Living Program Services; Health and Medical Needs; Personal Rights

“To Enrich Lives Through Effective and Caring Service”

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

The Contractor was in full compliance with 4 of 10 applicable areas of CAD's Contract Compliance Review: Engagement and Teamwork; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; and Personnel Files.

For the purpose of this review, five DCFS placed children were selected for the sample. CAD reviewed the files of the five selected children, virtually interviewed four of the children to assess the level of care and services they received; and one child refused to be interviewed. An additional three discharged children files were also reviewed to assess the Contractor's compliance with permanency efforts.

CAD reviewed five 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 at the Contractor's sites.

CAD noted findings in the areas of:

Priority 1

- Facility and Environment
 - Security bars used on windows are not equipped with operable safety release devices.

Priority 2

- General Contract Requirements
 - Special Incident Reports were not properly documented.
- Facility and Environment
 - Common quarters were not well maintained.
- Needs and Services Plans (NSPs)
 - NSPs were not comprehensive and accurate.
- Permanency and Transition Services
 - The NSPs permanency section did no document the children's case plan goals.
- Education and Independent Living Program Services
 - Efforts to engage children's participation in Youth Development Services (YDS)/Daily Living Skills, or vocational training programs, and/or barriers to resolve issues were not documented.
- Personal Needs/Survival and Economic Well-Being

- Children reported not receiving assistance in obtaining important documents/records.
- Children reported not being provided with a sufficient supply of personal hygiene items that meet their need.
- Children reported not receiving the required basic monthly clothing allowance amounts.

Priority 3

- Personal Needs/Survival and Economic Well-Being
 - Children reported they were not encouraged or supported by the provider in keeping a life book.

On April 27, 2021, the Children Services Administrator teams from DCFS CAD and the Out-of-Home Care Management Division Quality Assurance and Investigations Section 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 (CAP) addressing the noted findings in this compliance report. A virtual follow-up was completed on, September 24, 2021, to assess the Contractor's implementation of its CAP. The Contractor's CAP was fully implemented.

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
Dr. Adolfo Gonzales, Chief Probation Officer
Public Information Office
Audit Committee
Eloise Dangerfield, Chief Executive Officer, The Dangerfield Institute of Urban Problems
Lorri Irving, Assistant Executive Director, The Dangerfield Institute of Urban Problems
Joddi Hundessa, Clinical Director, Dangerfield Institute of Urban Problems
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division

CORRECTION ACTION PLAN

GENERAL CONTRACT REQUIREMENTS

5. Special Incident Reports (SIRs) are properly documented.

5.2 SIRs were properly cross-reported in the I-Track System

Facility	Comment
Site 482	5.2 NO: CAD reviewed a total of 84 SIRs. Child #3's following SIRs were not timely or properly cross-reported: 729594 was not cross-reported to CCLD; 732947 incident occurred on 12/16/20 and was filed on 12/18/20; 744522 was not cross-reported to CCLD; 745632 was not cross-reported to OHCMD.

1. Explain the Cause.

SIRs #729594 and #744522 were completed timely, however, we unintentionally left out CCL in the cross-reporting section. SIR #745632 was also completed timely, however, we unintentionally left out OHCEU in the cross-reporting section. SIR#732947 was submitted late due to the Itrack system being down the following morning.

2. Corrective Action Taken.

Dangerfield Institute of Urban Problems will conduct a Special Incident Reporting (SIR) Training for staff and administrators. The topics will cover format, timeliness, cross-reporting, and addendums. The training will be conducted in the next 30 days and it will highlight cross-reporting requirements as well as timeliness of SIRs.

3. Explain what the Quality Assurance (QA) Plan is to maintain Compliance.

Dangerfield Institute of Urban Problems (DIUP) STRTP Quality Assurance (QA) Plan is to audit a minimum of 3 charts per month to ensure that Special Incident Reports are thorough, completed timely, cross reported to the appropriate agency, and include addendums, as appropriate. If deficiencies are found, QA Manager will conduct additional SIR trainings for staff.

Reviewer Comment

FACILITY AND ENVIRONMENT

7. The exterior and the grounds are well maintained.

7.2 Security bars used on windows are equipped with operable, safety release devices

Facility	Comment
Site 482	7.2 NO: Site #482 was observed at the time of the virtual 3/24/21 walkthrough that none of the first floor security bar windows have safety release devices; therefore, none of the windows open from inside or outside.

1. Explain the Cause.

Site #482 was acquired by Dangerfield Institute of Urban Problems STRTP in November 2019. Prior to Site #482 being acquired, Site #482 was a Department of Social Services approved licensed facility through a former DCFS contracted agency. Acquired Site #482 was presented to Dangerfield to have met all health and safety standards required to operate an approved residential licensed facility. When Site #482 was acquired in November of 2019, the first-floor security bar windows did not include safety release devices.

2. Corrective Action Taken.

Dangerfield Institute of Urban Problems (DIUP) STRTP is dedicated to ensure the safety of the residents placed. DIUP STRTP will be contracting a company to properly service the security bar windows and have safety release devices installed. DIUP STRTP will have the security bar windows serviced by 6/30/2021.

3. Explain what the Quality Assurance (QA) Plan is to maintain Compliance.

Dangerfield Institute of Urban Problems (DIUP) STRTP Quality Assurance (QA) Plan is to implement a monthly safety checklist which will be performed by the facility Administrators. The monthly safety checklist will require the facility Administrator to check areas of the facility and make note of what will need to be repaired/improved.

Reviewer Comment

8. Common quarters are well maintained.

8.12 At least one (1) operable toilet, sink, and tub/shower is available and in a safe and clean condition for every six (6) children

Facility	Comment
Site 482	8.12 NO: Site #482 shower/bathtub used by placed DCFS children/NMDs was observed at the time of the 3/22/21 walkthrough to have grout that was dark, dirty or could be mold . Due to COVID-19, CAD is unable to visually verify.
Site 485	8.12 NO: Site #485 shower/bathtub used by placed DCFS children/NMDs was observed at the time of the 3/26/21 walkthrough to have grout that was dark, dirty or could be mold . Agency reported that it is darken caulking and pictures were submitted. Due to COVID-19, CAD is unable to visually verify.

1. Explain the Cause.

Site #482 and Site #485 were acquired by Dangerfield Institute of Urban Problems STRTP in November 2019. Prior to Site #482 and Site #485 being acquired, both sites were Department of Social Services approved licensed facilities, through a former DCFS contracted agency. Acquired sites #482 and #485 were presented to Dangerfield to have met all health and safety standards required to operate an approved residential licensed facility. The tile in the showers/bathtub at Site #482 and Site #485 needed to be re-caulked at the time of virtual walkthrough.

2. Corrective Action Taken.

Dangerfield Institute of Urban Problems STRTP will be contracting a certified contractor to service the shower/bathtub at Site #482 and Site #485. The shower/bathtub at Site #482 and Site #485 will have the old caulking and grout removed and replaced with new caulking and grout. DIUP STRTP will have the shower/bathtub at Site #482 and Site #485 repaired by 6/20/2021.

3. Explain what the Quality Assurance (QA) Plan is to maintain Compliance.

Dangerfield Institute of Urban Problems (DIUP) STRTP Quality Assurance (QA) Plan is to implement a monthly safety checklist which will be performed by the facility Administrators. The monthly safety checklist will require the facility Administrator to check areas of the facility and make note of what will need to be repaired/improved.

Reviewer Comment

NEEDS AND SERVICES PLANS

16. The NSPs were completed accurately and on time.

16.2 NSPs were comprehensive & accurate.

Facility	Comment
Site 480	16.2. NO: Child #2's NSPs goals are repeated from previous NSPs and progress or barriers faced to achieve them were not documented. 6/23/20 and 9/16/20 CFTs discussed concerns of substance abuse; 11/18/20 CFT reported child's desire to obtain a DL and DL Edu Course; however, these issues were not reflected in the NSPs.
Site 480	16.2. NO: Child #1's Goals are repeated from previous NSPs and progress or barriers faced to achieve them were not documented. 7/24/20, 9/8/20 and 1/21/21 CFTs notes document concerns on not completing school assignment, trouble in waking up on time to attend on-line classes and summer school, behind in school credits, drugs and alcohol use; however, these issues are not address or documented in the NSPs.
Site 482	16.2 NO: Child #3's NSPs were not comprehensive as the child's listed goals were not SMART goals, instead, noted services that should be provided to the child: "(child) will remain at Dangerfield for the next 5 months and work toward transitioning to a lower level of care home by (date)"; "(child) will participate in the rehabilitation program at least 1x a week for the next 5 months". Goals are repeated from previous NSPs and progress or barriers faced to achieve them were not documented. 11/17/20 CFT discussed the need to obtain a passport for a trip; 12/29/20 and 3/4/21 CFTs discussed runaway concerns, alcohol and drug use, education credits, tutoring and on-line learning, that the child wants THP services and obtain essential documents to apply for a job; however, these issues are not reflected in the NSPs.
Site 484	16.2. NO: Child #4's NSPs were not comprehensive as the child's listed goals were not SMART goals, instead, noted services that should be provided to the child: "(child) will remain at Dangerfield for the next 5 months and work toward transitioning to a lower level of care home by (date)". Goals are repeated from previous NSPs and progress or barriers faced to achieve them were not documented. 1/19/21 CFT discussed concerns on child being behind on school credits for graduation, not motivated to complete school work or on-line education; that the child wants to transition to permanent housing, get a job, a bank account; however, these issues were not reflected in the NSPs.
Site 484	16.2. NO: Child #5's NSPs were not comprehensive as the child's listed goals were not SMART goals, instead, noted services that should be provided to the child: "(child) will remain at Dangerfield for the next 5 months and work toward transitioning to a lower level of care home by (date)". Goals are repeated from previous NSPs and progress or barriers faced to achieve them were not documented. 2/4/21 CFT discussed concerns related to not attending school, being behind on school credits, drug and alcohol use, that the child wants THP services and gain life independency: however, NSPs do not address or document updates on these matters.

1. Explain the Cause.

In five instances, the Needs & Services Plans (NSP) goals were repeated from previous NSPs and did not reflect updated concerns/goals that were discussed at Child & Family Team (CFT) meetings due to a lack of clear understanding of expectations.

2. Corrective Action Taken.

Dangerfield Institute of Urban Problems will conduct a Needs & Services Plans (NSP) training for the social workers in the next 30 days. The training will highlight the importance of including individualized and updated goals that are consistent with the goals/action plans outlined at CFT Meetings and do not list services as goals.

3. Explain what the Quality Assurance (QA) Plan is to maintain Compliance.

Dangerfield Institute of Urban Problems (DIUP) STRTP Quality Assurance (QA) Plan is to audit a minimum of 3 charts per month to ensure the Needs & Services Plans are comprehensive, include individualized, updated goals, are completed timely, and are consistent with the goals discussed at CFT Meetings. If deficiencies are found, QA Manager will conduct additional NSP trainings for staff.

Reviewer Comment

PERMANENCY & TRANSITION SERVICES

20. The NSP Permanency section documented the child's case plan goals (i.e. concurrent plan, progress made, barriers).

Facility	Comment
Site 480	20. Child #1's 7/27/20, 8/27/20, 9/27/20, 10/27/20, 11/27/20... NSPs did not document or mark the Concurrent Case Plan Goals

1. Explain the Cause.

A concurrent case plan was not identified or marked in child #1's Needs & Services Plan (NSP) due to a lack of clear understanding of expectations.

2. Corrective Action Taken.

Dangerfield Institute of Urban Problems will conduct a Needs & Services Plans (NSP) training for the social workers in the next 30 days. The training will highlight the importance of identifying/marketing a concurrent case plan goal in each NSP as well as including individualized and updated goals that are consistent with the goals/action plans outlined at CFT Meetings.

3. Explain what the Quality Assurance (QA) Plan is to maintain Compliance.

Dangerfield Institute of Urban Problems (DIUP) STRTP Quality Assurance (QA) Plan is to audit a minimum of 3 charts per month to ensure that Needs & Services Plans are comprehensive, identify both the primary and concurrent case plan goals, include individualized, updated goals, are completed timely, and are consistent with the goals discussed at CFT Meetings. If deficiencies are found, QA Manager will conduct additional NSP trainings for staff.

Reviewer Comment

EDUCATION AND INDEPENDENT LIVING PROGRAM SERVICES

32. Efforts to engage children's participation in Youth Development Services (YDS)/Daily Living Skills, or vocational training programs, and/or barriers to resolve issues are documented.

Facility	Comment
Site 484	32. NO: Child #5's NSPs do not document the attempts/efforts to engage child in participating in DCFS YDS/ILP or vocational training programs.
Site 484	32. NO: Child #4's NSPs do not document the attempts/efforts to engage child in participating in DCFS YDS/ILP or vocational training programs.
Site 482	32. NO: Child #3's NSPs do not document the attempts/efforts to engage child in participating in DCFS YDS/ILP or vocational training programs.
Site 480	32. NO: Child #1's NSPs do not document the attempts/efforts to engage child in participating in DCFS YDS/ILP or vocational training programs.
Site 480	32. NO: Child #2's NSPs do not document the attempts/efforts to engage child in participating in DCFS YDS/ILP or vocational training programs.

1. Explain the Cause.

Dangerfield STRTP employs an ILP Coordinator, an Education Liaison, and case manager that provide education and Independent Living Program (ILP) services to all of the youth, however, the Needs & Services Plans (NSPs) did not document the services or attempts to provide the services due to a lack of clear understanding of expectations.

2. Corrective Action Taken.

Dangerfield Institute of Urban Problems (DIUP) has attached documentation regarding the Independent Living Services provided through our agency. DIUP will conduct a training for the social workers and ILP Coordinator in the next 30 days to ensure that Needs & Services Plans (NSPs) include information related to education and Independent Living Program (ILP) services. The training will highlight the importance of documenting DCFS/DIUP ILP services, incorporating efforts at engaging the DCFS CSW, identifying a concurrent case plan goal in each NSP as well as including individualized and updated goals that are consistent with the goals/action plans outlined at CFT Meetings.

3. Explain what the Quality Assurance (QA) Plan is to maintain Compliance.

Dangerfield Institute of Urban Problems (DIUP) STRTP Quality Assurance (QA) Plan is to audit a minimum of 3 charts per month to ensure that Needs & Services Plans include updated information related to education and Independent Living Program (ILP) services, identify both the primary and concurrent case plan goals, include individualized, updated goals, are completed timely, and are consistent with the goals discussed at CFT Meetings. If deficiencies are found, QA Manager will conduct additional NSP trainings for staff.

Reviewer Comment

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

64. Children report they are encouraged and supported by the provider in keeping a life book

Facility	Comment
Site 484	64. NO: Child #4 disclosed that child has not maintained or encouraged to keep a life book

1. Explain the Cause.

Dangerfield Institute of Urban Problems (DIUP) STRTP encourages and supports residents in keeping a life book. Child #4 disclosed that child has not maintained or encouraged to keep a life book. Child #4, has an extensive runaway pattern and has not been at the agency to participate in agency workshops which encourage and support maintaining a life book.

2. Corrective Action Taken.

Dangerfield Institute of Urban Problems (DIUP) STRTP will hold monthly Life Skills Workshops for clients, with focus on various life skill topics, including a Life Book workshop. DIUP STRTP will encourage and support clients to keep a Life Book and provide support in maintaining a Life Book. DIUP STRTP will provide arts and crafts materials, printed pictures, and any other items requested by clients to promote maintenance and engagement of keeping a Life Book.

3. Explain what the Quality Assurance (QA) Plan is to maintain Compliance.

Dangerfield Independent Living Coordinator will monitor that each client is provided, encouraged and supported in keeping a Life Book. Dangerfield Independent Living Coordinator will introduce a Life Book to each client within 30 days of their placement date. Progress and participation will be tracked monthly and kept up with by Dangerfield Independent Living Coordinator.

Reviewer Comment

67. NMDs report receiving assistance in obtaining important documents/records (i.e. Real ID, SSN, birth certificate, etc.), upon request

Facility	Comment
Site 484	67. NO: Child #4 reported that she has been requesting for assistance to obtain an ID with no avail. Child stated that would like to work and cannot apply without an ID.

1. Explain the Cause.

Child #4 was placed on 12/17/20. Client has an extensive runaway pattern and mentioned to reviewer that she had requested assistance to obtain California Identification Card with no avail.

2. Corrective Action Taken.

Dangerfield's Administrators and mental health team have been working collaboratively with client's DCFS CSW regarding this client and her essential documents. On February 2, 2021, Case Manager contacted CSW concerning clients Documentation to initiate applying for Identification Card. The request for essential documents was also brought up in Child and Family Team Meeting help on February 24, 2021. CSW stated that she needed to petition for the documents and once they were received Dangerfield's case manager would assist client with applying for identification card. On March 9, 2021, Case Manager followed-up with CSW in an effort to get an update regarding Social Security Card, On April 8, 2021, Client #4 and assigned Mental Health Rehabilitation Specialist worked on completing the Social Security Card Application and mailed it to the appropriate Social Security Office. On May 4, 2021, Case Manager called Social Security Office and was informed that Emerald's Social Security Card will be mailed out within the three weeks. On 5/12/2021 Social Security Card was delivered to Dangerfield and given to client. Dangerfield Institute of Urban Problems (DIUP) Independent Living Coordinator will continue to meet with facility Case Managers and other members of the treatment team on a monthly basis to aide in obtaining essential documents and documents necessary for successful transition are. Progress will be tracked by Dangerfield's Independent Living Coordinator, in addition to Client's Electronic Health Record, by utilizing monthly house meetings and Child and Family Team Meetings. Dangerfield submitted to reviewer the steps that Dangerfield has taken to assist Client #4 in obtaining her essential documents, and said documentation is also attached to Corrective Action Plan.

3. Explain what the Quality Assurance (QA) Plan is to maintain Compliance.

Dangerfield Institute of Urban Problems (DIUP) Independent Living Coordinator will continue to work alongside facility Case Managers and treatment team to assist in obtaining pertinent documents. Progress will be tracked by Dangerfield's Independent Living Coordinator, in addition to Client's Electronic Health Record, by utilizing monthly house meetings and Child and Family Team Meetings.

Reviewer Comment

69. Children report being provided with a sufficient supply of personal hygiene items that meet their needs

Facility	Comment
Site 484	69. NO: Child #4 reported not being provided with hygiene products. Child stated that the agency was out of shampoo or was only given half a bottle. Child also reported that child has not been provided with deodorant. Agency disputes the child's statements and states they have always provided the child with any needed hygiene products.
Site 482	69. NO: Child #3 reported not being provided with hygiene products. Child stated that the agency have not provided face wash when child asked. Child reported using the weekly allowance to buy the face wash. Agency disputes the child's statements and states they have always provided the child with any needed hygiene products.

1. Explain the Cause.

Child #3 reported to have not been provided with the specific face wash that she requested and Child #4 reported that she had not been provided with deodorant or sufficient shampoo.

2. Corrective Action Taken.

Dangerfield provided reviewer with receipt of facewash purchase specifically for Child #3. Dangerfield has hygiene and grooming products in abundance and available for all residents. Dangerfield will continue to provide, at intake, a tour of facility to direct new residents where they are able to access the products that they may want and/or need.

3. Explain what the Quality Assurance (QA) Plan is to maintain Compliance.

Dangerfield Institute of Urban Problems (DIUP) STRTP Quality Assurance (QA) Plan is to implement a monthly walkthrough which will be performed by the facility Administrators. The monthly walkthrough will require the facility Administrator to check areas of the facility and make note of status of products as well as those whose status will need replenishing.

Reviewer Comment

74. Children report receiving the required basic monthly clothing allowance amount

Facility	Comment
Site 484	74. NO: Child #4 did not appear to know or understand about the required monthly clothing allowance or its amounts. Child could only recall being taken shopping for clothing once after placement. (Child was placed on 12/17/20). Agency reports that the child runs away frequently and has not been at the agency to receive their monthly clothing allowance or to be taken shopping. (CAD notes that the agency has also had to adhere to shelter in place orders and much of the county has been on lockdown). Additionally, at the time of the 3/26/21 virtual interview with the child, child reported and showed CAD two pairs of shoes; however, in reviewing receipts dated 12/18/20, provided by the Agency, three (3) pairs of shoes are reportedly purchased for the child. A clothing inventory review is being requested to be completed for the child in question.

1. Explain the Cause.

Child #4 was placed on 12/17/20. Client has an extensive runaway pattern and had not been at the agency to receive their monthly clothing allowance or to be taken shopping. As such, client was not able to recollect agencies efforts to to complete timely monthly clothing shopping. Dangerfield has also had to adhere to shelter in place orders and much of the county has been on lockdown.

2. Corrective Action Taken.

Clothing allowance is given out on the 20th of the month. DIUP will implement a new procedure regarding residents who do not go shopping or who are on runaway status at the time the Clothing allowance is disbursed. If resident decides not to utilize their clothing allowance at that time, resident will be required to sign a form to show their acknowledgment of the clothing allowance. When this occurs, several attempts will be made and documented to show agency's efforts. If client does not agree to go shopping or is not present in the home, their monthly clothing allowance balance will be carried over to the subsequent month and notated on their clothing allowance logs.

3. Explain what the Quality Assurance (QA) Plan is to maintain Compliance.

Dangerfield Institute of Urban Problems (DIUP) STRTP Quality Assurance (QA) Plan is to to review clothing allowance records quarterly to ensure that prolonged lapse in clothing shopping does not occur for each resident.

Reviewer Comment

Attach Documents

No file chosen

