



County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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

BRANDON NICHOLS
Interim Director

DAWNA YOKOYAMA
Interim Chief Deputy
Director

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May 18, 2022

To: Supervisor Holly J. Mitchell, Chair
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Supervisor Kathryn Barger

From: 
Brandon Nichols
Interim Director

THE VILLAGE FAMILY SERVICES FOSTER FAMILY AGENCY 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 Village Family Services Foster Family Agency (the Contractor) in October 2021. The Contractor has two offices: one located in the Third Supervisorial District and one located in the Fourth Supervisorial District. The offices 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 1
PRIORITY 3 0

"To Enrich Lives Through Effective and Caring Service"

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.

The Contractor was in full compliance with 9 of 11 applicable areas of CAD's Contract Compliance Review: RFH Requirements; 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.

For the purpose of this review, twelve DCFS placed children were selected for the sample. CAD reviewed the files of the twelve children and virtually interviewed six to assess the level of care and services they received, three children (ages 1, 2 and 3 years) were too young to be interviewed and three children refused to be interviewed. The six children were virtually observed to be clean, well-groomed and healthy. An additional five discharged children files were also reviewed to assess the Contractor's compliance with permanency efforts.

CAD reviewed four RFH files and five 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 also conducted virtual site visits at the Contractor's location and RFHs.

CAD noted findings in the area of:

Priority 1

- Facility and Environment
 - A child's bedroom window was non-operable.

Priority 2

- General Contract Requirements
 - Special Incidents Reports were not properly cross-reported in the iTrack system.

On January 25, 2022, the Children Services Administrator teams from DCFS' CAD and the Out-of-Home Care Management Division held an exit conference with the Contractor's representatives.

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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.

BN:KDR
LTI:jar

Attachments

c: Fesia Davenport, Chief Executive Officer
Arlene Barrera, Auditor-Controller
Dr. Adolfo Gonzales, Chief Probation Officer
Public Information Office
Audit Committee
Hugo C. Villa, Chief Executive Officer, The Village Family Services
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division

LOS ANGELES COUNTY
VILLAGE FAMILY SERVICES, INC. (FFA)
Corrective Action Plan
2021
General Contract

1. Special Incident Reports are properly documented.

2b. Properly cross-reported in the I-Track system(Contract, Exhibit A-5, SOW, Part B, Section 10.4)

Facility

Site 768

Site 769

1. Explain the Cause.

Site 768 C9 - SIR #758077 (5/28/21) was untimely cross-reported on 5/30/21. Site 769 C11 - SIR #774311 (8/30/21) was untimely reported and cross-reported on 9/14/21. The Village Family Services (TVFS) staff needs to be provided with SIR reporting guidelines trainings more often in order to avoid reporting delays in the future.

2. Corrective Action Taken.

Due to TVFS protocol not being followed, staff and supervisors will receive an SIR refresher training twice per year. The first refresher training will be provided on 3/02/2022. The training will be conducted by FFA Clinical Director of Training and Director of Foster Care and Adoption.

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

Asides from the already TVFS implemented protocol: 1- QA department checks the itrack system for any "Saved SIR" at 8:30 am and again at 4:30 pm Monday through Friday. 2- Foster Care Social Worker (FCSW) texts the supervisor once they post an SIR. We'll be adding to the protocol mentioned above that in addition to texting their supervisor, the FCSWs must call their supervisors upon completing an SIR, and supervisors will review the SIR shortly after being informed of the SIR being posted. TVFS will also be increasing an additional refresher training on SIR reporting guidelines to prevent SIR reporting delays.

Facility And Environment

17. Children's bedrooms were safe and well maintained

17k. Each bedroom has at least one operable window or door to ensure safe and direct emergency exit to the exterior of the home(Title 22 84072(c)(14))

Facility

Site 769

1. Explain the Cause.

RF4 - C6's bedroom window was found to be non-operable during the virtual home visit on 12/1/21, because there was a window AC unit installed. On 12/2/21, CAD conducted a follow-up visit to confirm that the window AC had been removed and the window was in good working condition. Note: Due to COVID-19 pandemic, social-distancing and stay-at-home orders; CAD reviewed pictures and/or conducted FaceTime interviews and walkthroughs; therefore, requirements were partially or unable to fully verify. The Village Family Services (TVFS) Foster Care Social Workers (FCSW) conduct quarterly home inspections on the resource homes assigned to them; as a result, staff might become too familiar with their homes therefore overlooking items that may not be in compliance with TVFS and/or the Interim License Standards (ILS) safety guidelines.

2. Corrective Action Taken.

RF4 took down the AC unit from the window as soon as it was brought up to her attention. C6's bedroom now has an operable window. In order to assure compliance in the resource homes, FCSWs will be assigned to complete home inspections to resource homes other than those assigned to their case load.

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

The re-assignment of the home inspections will offer a fresh set of eyes in the homes in order to prevent the familiarity one feels when visiting the homes every week and/or every other week. The home inspections re-assignment will take place every six months, starting on April 2022, and then on October 2022, and every six months thereafter. The supervisors will further assure compliance by reviewing and approving their FCSWs' home inspections.