



# County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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December 18, 2023

To: Supervisor Lindsey P. Horvath, Chair  
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Supervisor Kathryn Barger

From:   
Brandon T. Nichols  
Director

## CHILDHELP 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 Childhelp Foster Family Agency (FFA) (the Contractor) in June 2023. The Contractor has two offices: one located in the Third Supervisorial District, and one located in San Bernardino County. The offices provide services to the County of Los Angeles DCFS placed children, children placed by other counties, and Non-Minor Dependents.

### Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 3
PRIORITY 2 20
PRIORITY 3 1

CAD conducted a virtual Contract Compliance Assessment review of the Contractor's compliance within the following applicable areas: General Contract Requirements;

*"To Enrich Lives Through Effective and Caring Service"*

Resource Family Home (RFH) 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 and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; and Personnel Files.

The Contractor was in full compliance with 7 of 11 applicable areas of CAD's Contract Compliance Review: RFH Requirements; Permanency and Transition Services; 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, six DCFS placed children were selected for the sample. CAD reviewed the files of the six selected children and virtually interviewed three of the children to assess the level of care and services they received; three children (ages 2 to 3 years) were too young to be interviewed, two children were virtually observed to be clean and well-groomed and one was not virtually observed due to hospitalization. An additional four discharged children files were also reviewed to assess the Contractor's compliance with permanency efforts.

CAD reviewed four RFH files and three staff files for compliance with Title 22 Regulations and County contracting requirements. CAD also conducted telephonic interviews with staff and the Resource Family Parents (RFPs). To assess the quality of care and supervision provided to the placed children, CAD also conducted virtual site visits at the Contractor's locations and the RFHs.

CAD noted findings in the areas of:

***Priority 1***

- General Contract Requirements (2 findings)
  - Two children Special Incident Reports (SIRs) were not timely submitted or properly cross-reported in the iTrack system.
- Facility and Environment (1 finding)
  - An RFH did not have a functioning carbon monoxide detector installed in the sleeping area; knives and sharp objects were not safely stored and locked; and disinfectants and cleaning solutions were accessible to young children.

### ***Priority 2***

- General Contract Requirements (2 findings)
  - SIRs were not documented in the Needs and Services Plans (NSPs).
- Engagement and Team Work (12 findings)
  - The FFA did not document efforts to collaborate and participate in six children Child and Family Team (CFT) meetings and did not have any information on the CFT meeting notes.
  - Six children NSPs were not in alignment with services identified in the CFT notes.
- NSPs (6 findings)
  - Six children NSPs were not timely, comprehensive or accurate; and did not include Concurrent Plan Goals, and were missing the signatures of the children, the RFPs, the FFA staff and the Children's Social Worker.

### ***Priority 3***

- Facility and Environment (1 finding)
  - One RFH vehicle used to transport children was not in good repair.

On August 15, 2023, the Children Services Administrators teams from DCFS' CAD and the Out-of-Home Care Management Division held an exit conference with the Contractor representatives.

The Contractor 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.

Each Supervisor  
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If you have any questions, your staff may contact me or Aldo Marin, Board Relations Manager, at (213) 371-6052.

BTN:CMM  
LTI:ra

#### Attachments

c: Fesia Davenport, Chief Executive Officer  
Oscar Valdez, Auditor-Controller  
Guillermo Vera Rosa, Chief Probation Officer  
Public Information Office  
Audit Committee  
Kenneth Bender, Executive Director of FC Programs, Childhelp FFA  
Kellee Coleman, Regional Manager, Community Care Licensing Division  
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division



LOS ANGELES COUNTY  
CHILDHELP, INC. (FFA)  
Corrective Action Plan  
2023



GENERAL CONTRACT REQUIREMENTS

1. Special Incident Reports are properly documented.

1a. In the Needs and Services Plans (NSPs) [SOW, Part B, Section 10.4 and SOW Exhibit A-5, Special Incident Reporting Guide] [SOW, Part B, Section 10.4 and SOW Exhibit A-5, Special Incident Reporting Guide](#)

Facility
Site 1218
Site 1220
Site 1217

1b. Properly cross-reported in the I-Track system [SOW, Part B, Section 10.4 and SOW Exhibit A-5, Special Incident Reporting Guide] [SOW, Part B, Section 10.4 and SOW Exhibit A-5, Special Incident Reporting Guide](#).

Facility
Site 1220
Site 1218

1. Explain the Cause.

Due to not following protocol and lack of training, Foster Care Coordinators (FCC) failed to ensure that SIRs were timely and documented in the NSPs. FCC and FFA Supervisor failed to cross-report SIRs to CSWs in the I-Track system.

2. Corrective Action Taken.

On 9/8/23, all FFA FCCs were trained on SIR Reporting Guidelines by the FFA Supervisor. The training included SIR timeframes; how to run a quarterly SIR report; how to document SIR information in the correct SIR section of the NSP and how to manually input emails (if not generated from i-track) for all parties that need to be cross reported. As of 9/8/23, the FCCs are responsible for completing SIRs within the timeframe, per the SIR reporting guidelines. When FCCs are creating/updating NSPs, they will run a SIR report from PMIS/I-Track system to ensure SIRs are documented in the NSPs and are cross reported to the appropriate parties. If the PMIS does not automatically generate the SIR information, the FCCs must then add each SIR and include the corresponding SIR number on the initial/quarterly NSPs, in the SIR section in the Comments tab. FCC will save the SIRs and notify FFA Supervisor for review, approval and submission within the required timeframe. (See Attachment Training Sign in Sheet)

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

FFA Supervisor will run a quarterly SIR report from PMIS/i-track system to verify SIRs are properly documented in the corresponding NSPs. FFA Supervisor when reviewing and approving SIRs will make sure that each party that is supposed to be cross-reported has an email address, prior to final submission of SIR. FFA Supervisor will be responsible for making sure that CAP is being followed and adhered to.

ENGAGEMENT AND TEAMWORK

21. The FFA documented efforts to collaborate and participate in the child's CFT meetings OR the FFA obtained copies of the CFT meeting notes SOW, Part C, Sections 14.0

Facility
Site 1218
Site 1219
Site 1220
Site 1218
Site 1217
Site 1217

**1. Explain the Cause.**

Due to not following protocol and lack of training, the FCCs failed to ensure that (Child and Family Team Meetings (CFTMs) were requested in a timely manner; and did not document such attempts to collaborate and participate in CFTMs with the team members.

**2. Corrective Action Taken.**

On 9/8/23, the FFA Supervisor trained all FCCs on CFTM Guidelines. The training included timeframes; completing a CFTM Request Form on Extended Reach (Agency's Electronic Record System); how to coordinate with the CSW and Resource Parents to schedule a CFTM; how to request CFTM minutes from CSW; how to upload CFTM minutes in Extended Reach; how to input CFTM attempts/minutes in the initial/quarterly NSPs. Effective immediately, the FCCs will be completing the CFTM Request Form on the FFAs on Extended Reach. That form will be emailed via Extended Reach, to the CSW (first request) a month before the initial and quarterly CFTMs/NSPs are due. A second request will be emailed to the CSW and SCSW a week later if there is no response to the first CFTM request. If the CSW and SCSW don't respond, then a third request will be sent and will include the ARA. FCCs will note the days the CFTM requests were made on the corresponding NSP and the emails to CSWs, SCSWs and ARAs will be maintained in the files.

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

FFA Supervisor will run and review a NSP report from PMIS monthly to verify when upcoming CFTMs/NSPs are due to send reminders to the FCCs. FCC Supervisor will follow up on CFTM requests with the FCC during the weekly supervisions to assure that CFTM requests are being completed/submitted in a timely manner. FCC Supervisor will be responsible for making sure that CAP is being followed and adhered to.

22. The child's NSPs are in alignment with services as identified in the CFT notes. [SOW, Part C, Sections 14.0, 19.1.2 and Master Contract, Exhibit A, Title 22, 80068.2; 80069.8(k), 88068.2; FFA ILS Chapter 8.8 Section 88289.1; SOW Part C, 14.0 (1-5), 15.1; 19.1.2; & 19.2; Foster Youth Rights Handbook pg.38]

Facility
Site 1218
Site 1219
Site 1220
Site 1218
Site 1217
Site 1217

**1. Explain the Cause.**

The NSPs were not in alignment due to FCCs failing to have CFTMs for the placed children as required per the FFA Contract.

**2. Corrective Action Taken.**

On 9/8/23, the FFA Supervisor trained all FCCs on CFTMs and NSP Guidelines that included how to ensure that the children NSPs are in alignment with services identified in the CFTM minutes. Effective immediately the FCCs will request CFTMs timely (initial within the child's first 60 days of placement, and every 90 days thereafter); and/or obtain CFTM minutes in a timely manner to ensure NSPs are aligned with services. In addition, FCCs will maintain documented attempts in the children case files. (See Attachment Training Sign in Sheet).

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

During weekly supervisions, FFA Supervisor will review NSPs/CFTMs to confirm the NSP aligns with the services discussed and documented in the initial/quarterly CFTM. FFA Supervisor will be responsible for making sure that CAP is being followed and adhered to.

## FACILITY AND ENVIRONMENT

13. Vehicles used to transport children were well maintained and in good repair

## 13r. Free of Damage (Title 22 80074(c) &amp; 87074(d))

Facility

Site 1220

## 1. Explain the Cause.

FCC failed to check Resource Parent's vehicle to make sure it was in good repair, due to not following agency protocol.

## 2. Corrective Action Taken.

Resource Parent took her vehicle to the repair shop on 6-26-23 and had her vehicle inspected by a professional and they fixed all items, putting the car in good repair immediately. FCCs will follow agency protocol and use the quarterly home inspection form (that includes a detailed vehicle checklist on it) to verify either in person or virtually that Resource Parents vehicles are in good repair. All FFA Staff were re-trained on the agency Home Inspection Form and protocol on 9/8/23, by FFA Supervisor. (See Attachments Training Sign in Sheet-Agency Home Inspection Form)

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

FCCs will conduct quarterly agency home inspections and the FFA Supervisor will be alerted by Extended Reach when a Home Inspection is due and/or has been done by FCCs. Once notified, the FFA Supervisor will check, review all Home inspection forms to ensure compliance. FFA Supervisor will be responsible for making sure that CAP is being followed and adhered to.

## 15. Common areas were safe and well-maintained

15f. A functioning smoke detector & carbon monoxide detector is installed in the hallways of all sleeping areas or an indoor sprinkler system is used Title 22 80020; Title 19 754, Title 19, c. 5, Art. 4 Title 22 80020; Title 19 754, Title 19, c. 5, Art. 4

Facility

Site 1217

15i. If appropriate, knives and sharp objects are safely stored and locked Title 22 80087(g) Title 22 80087(g)

Facility

Site 1217

15k. Disinfectants, cleaning solutions, poisons, firearms and other dangerous items are not accessible to children Title 22 80087(g), 84067 Title 22 80087(g), 84067

Facility

Site 1217

## 1. Explain the Cause.

Due to a lack of training, FCC failed to complete an initial Home Inspection to ensure that all common areas were safe and well maintained in the Resource Home (a working Carbon Monoxide detector, locks for kitchen/bathroom cabinets, where knives, disinfectants, cleaning solutions and any other dangerous items were stored.)

## 2. Corrective Action Taken.

Immediately, FFA Supervisor installed a brand-new combo Smoke Detector and Carbon Monoxide Detector in the hallway and safety locks on the kitchen and bathroom cabinets. These safety concerns along with a reminder of the agency's Change in Household protocol were reviewed and discussed with Resource Parent on 6/29/23. As of 9/8/23 all FFA Staff were re-trained on the agency Change in Household Policy and Home Inspection Form, by FFA Supervisor. (See Attachment Training Sign in Sheet) (See Attachment Agency Change in Household and Home Inspection Policies.) Effective immediately, FCCs will utilize the electronic home inspection form when conducting initial/quarterly inspections.

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

FCCs will be alerted prior to due date from Extended Reach to conduct initial/quarterly home inspections. FFA Supervisor will also be alerted by Extended Reach when a Home Inspection has been done by FCCs. FFA Supervisor will review all Home inspection forms with FCCs during weekly supervisions to ensure completion. FFA Supervisor will be responsible for making sure that CAP is being followed and adhered to.

## NEEDS AND SERVICES PLANS

23. The NSPs were completed accurately and on time [ILS, §§88268.2(c) & 88278.1(a); Master Contract, Exhibit A, SOW, Part C, §§15.0 & 16.8.]



23a. Developed timely

Facility



Site 1218

Site 1219

Site 1220

Site 1217

Site 1217

Site 1218

23b. Are comprehensive and accurate

Facility



Site 1218

Site 1219

Site 1220

Site 1218

Site 1217

Site 1217

23c. Included Case Plans and Concurrent Case Plan

Facility



Site 1220

Site 1218

23d. Signed by children when age or developmentally appropriate

Facility



Site 1219

Site 1220

Site 1217

23e. Signed by RFPs (and parents if applicable)

Facility



Site 1218

Site 1219

Site 1220

Site 1218

Site 1217

Site 1217

23f. Signed by FFA staff





Facility
Site 1218
Site 1219
Site 1220
Site 1218
Site 1217
Site 1217

23g. Signed by CSW/DPO (or documented efforts to obtain signature))

Facility
Site 1219
Site 1220

**1. Explain the Cause.**

Due to not following protocol and lack of training, FCCs failed to develop NSPs timely; failed to complete the NSPs in the correct format (electronic); failed to complete all sections correctly within the NSPs including concurrent case plan; failed to develop SMART goals; and failed to collect the needed signatures for the NSPs in a timely manner.

**2. Corrective Action Taken.**

On 9/8/23, all FFA Staff were trained on NSP Guidelines, by FFA Supervisor. The training included timeframes; how to complete all sections in the electronic NSP; how to develop comprehensive SMART goals; documenting concurrent plans; and submitting the NSPs in a timely manner in order to collect all needed signatures on time. Effective immediately, all FCCs have access to the PMIS system and are able to complete NSPs electronically and will not use the previous Word version. FCCs will ensure that all NSPs are completed accurately and on time. FCCs will submit all upcoming NSPs for review to the FFA Supervisor two weeks before the due date. FFA supervisor will review the NSPs before it is submitted to the CSW for final approval. FFA supervisor will ensure that all sections in the NSP are completed and accurate. After FFA supervisor approval, FCCs will collect all required signatures (Children, Resource Parent, and FFA Staff) for the NSPs on time, prior to submitting to CSW for signature. FCCs will follow up with CSW via phone call and email to remind CSW to sign NSPs within five days of submission and maintain documented attempts in the Children files. (See Attachment on NSP PowerPoint and SMART goals).

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

FFA Supervisor will run a monthly NSP report from PMIS system to verify upcoming NSP due dates. FFA Supervisor will review NSP due dates with FCCs during the weekly supervision to ensure all NSPs are comprehensive, accurate and on time. FFA Supervisor will review and approve all NSPs prior to FCCs obtaining all required signatures and submitting them to CSW in the PMIS system. FFA Supervisor will be responsible for making sure the CAP is being followed and adhered to.