



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

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January 4, 2024

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

From:  for
Brandon T. Nichols
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 August 2023. The Contractor has one office and four sites located in the Second Supervisorial District. These sites provide services to the County of Los Angeles DCFS placed children, Probation foster youth, children placed by other counties and Non-Minor Dependents (NMDs).

Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 1
PRIORITY 2 11
PRIORITY 3 0

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

"To Enrich Lives Through Effective and Caring Service"

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 5 of 10 applicable areas of CAD's Contract Compliance Review: Facility and Environment; Engagement and Teamwork; Permanency and Transition Services; Education and Independent Living Program Services; and Personnel Files.

For the purpose of this review, two DCFS placed children and three Non-Minor Dependents were selected for the sample. CAD reviewed the files of the selected sample to assess the level of care and services received. Virtual interviews were completed with three of the selected sample; two were discharged and not available to be interviewed. An additional four discharged children files were also reviewed to assess the Contractor's compliance with permanency efforts.

CAD reviewed four staff files for compliance with Title 22 Regulations and County contracting requirements. CAD also conducted telephonic interviews with staff. To assess the quality of care and supervision provided to the placed children and NMDs, DCFS also conducted virtual site visits of the Contractor's STRTP locations.

CAD noted findings in the areas of:

Priority 1

- Personal Needs/Survival and Economic Well-Being (1 finding)
 - One child reported not being provided with their requested food (steak).

Priority 2

- General Contract Requirements (2 findings)
 - Two children Special Incident Reports were not properly cross-reported in the I-Track system.
- Needs and Services Plans (NSPs) (3 findings)
 - Three children NSPs were not completed accurately and on time.
- Health and Medical Needs (2 findings)
 - One child's required follow-up medical examination was not conducted timely.

- One child's required follow-up dental examination was not conducted timely.
- Personal Rights and Social/Emotional Well-Being (2 findings)
 - One child reported not being given the opportunity to plan recreational activities with the provider.
 - One child reported not being given the opportunity to participate in extracurricular activities in the community and/or at school.
- Personal Needs/Survival and Economic Well-Being (2 findings)
 - One NMD reported not receiving assistance in obtaining important documents/records.
 - One child reported not receiving the required basic allowance amount for one month.

On September 20, 2023, the Children Services Administrator 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.

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

BTN:CMM
LTI:gt

Attachments

- c: Fesia Davenport, Chief Executive Officer
Oscar Valdez, Auditor-Controller
Guillermo Viera Rosa, Chief Probation Officer
Public Information Office
Audit Committee
Lorrie Irving, Associate Executive Director, Dangerfield Institute of Urban Problems
Kellee Coleman, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing
Celeste M. Fitchett, MSW, CDSS Bureau Chief, Fiscal & Performance Audits



LOS ANGELES COUNTY



DANGERFIELD INSTITUTE OF URBAN PROBLEMS (STRTP)

Corrective Action Plan

2023

GENERAL CONTRACT REQUIREMENTS

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

2.2 SIRs are properly cross-reported in the I-Track System [ILS, §87061(i); Master Contract, Exhibit A-V; Master Contract, Exhibit A, SOW, Part B, §10.4][ILS, §87061(i); Master Contract, Exhibit A-V; Master Contract, Exhibit A, SOW, Part B, §10.4]

Facility

Site 1263

Site 1266

1. Explain the Cause.

SIR #844887 was comprised of information from 2/17/2023 and 2/18/2023, agency was under the impression that the information included information for two days it was still under the submission turnaround period. SIR #839829 was saved using the PMIS iTrack system and was not submitted due to human error. This error was also captured in the submitted SIR.

2. Corrective Action Taken.

Dangerfield STRTP QA Administrator provided a refresher training to agency Social Workers and SIR writers on 9/29/23 (see attached agenda) to address timeliness of SIRs. The training highlighted the importance of submitting SIRs immediately while ensuring an accurate account of the incident is captured. The training also emphasized cross-reporting to the appropriate agency and completing addendums in a timely manner when new information is presented.

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

Dangerfield Institute of Urban Problems (DIUP) STRTP Quality Assurance (QA) Plan is for the STRTP QA Administrator and QA Assistant to continue auditing a minimum of 2 charts per month utilizing an audit checklist to ensure Special Incident Reports are thorough, completed timely, cross reported to the appropriate agency, and include addendums, as appropriate. If deficiencies are found, the STRTP QA Administrator will conduct additional SIR trainings to agency Social Workers and SIR writers. See attached Audit Checklist.

NEEDS AND SERVICES PLANS

17. The NSPs are completed accurately and on time.

17.2 NSPs are comprehensive and accurate (case plans, concurrent plans, TILPs, SMART goals) [Master Contract, Exhibit A, SOW, Part C, §§19.2, 19.6, & 19.8; ILS, §§87068.2(b) & (c), 87068.22(b) & (c), & 87068.3(a)] [Master Contract, Exhibit A, SOW, Part C, §§19.2, 19.6, & 19.8; ILS, §§87068.2(b) & (c), 87068.22(b) & (c), & 87068.3(a)]

Facility

Site 1264

Site 1266

Site 1265

17.6 The NSPs were submitted timely to the CSW/DPO for approval [Master Contract, Exhibit A, SOW, Part C, §§19.3, 19.4, 19.5 & 19.7; ILS, §§87068.2(f), 87068.22(d)(1)] [Master Contract, Exhibit A, SOW, Part C, §§19.3, 19.4, 19.5 & 19.7; ILS, §§87068.2(f), 87068.22(d)(1)]

Facility

Site 1264

Site 1266

1. Explain the Cause.

17.2 NSPs due dates were approaching, and they were not properly reviewed prior to submission. 17.6 C3 and C5 NSPs were submitted late due to miscommunication between Dangerfield social workers and supervisor.

2. Corrective Action Taken.

17.2 Dangerfield STRTP QA Administrator provided a refresher training to agency Social Workers and NSP writers on 9/29/23 to address timeliness of NSPs. The training emphasized the importance of ensuring accurate information, such as correct names throughout the NSP and correct and up to date information on psychotropic medication and PMAs. The training also addressed documenting specific goals to address behavioral concerns, such as extensive runaway behaviors and ensuring a plan to support the youth is captured. The training also addressed verifying permanency plans/concurrent plans through other documents, such as the CFT Matrix. 17.6 Dangerfield STRTP QA Administrator provided a refresher training to agency Social Workers and NSP writers on 9/29/23 (See Attached) to address timeliness of NSPs. The training highlighted the importance of submitting NSPs that include comprehensive and updated information to the Dangerfield supervisor within 4 days of the due date. NSP writers will email, text, or call the supervisor and inform them that the NSP is ready for approval. The supervisor (STRTP QA Administrator) will review and approve all NSPs by the 5th day of the due date to ensure compliance.

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

17.2 Dangerfield Institute of Urban Problems (DIUP) STRTP Quality Assurance (QA) Plan is for the STRTP QA Administrator and QA Assistant to continue auditing a minimum of 2 charts per month utilizing an audit checklist to ensure accurate information, such as correct names, up to date information on psychotropic medication and PMAs, and specific goals and plans to address behavioral concerns are captured. If deficiencies are found, the STRTP QA Administrator will conduct additional NSP trainings to Social Workers and NSP writers. See attached Audit Checklist. 17.6 Dangerfield Institute of Urban Problems (DIUP) STRTP Quality Assurance (QA) Plan is for the STRTP QA Administrator and QA Assistant to continue auditing a minimum of 2 charts per month utilizing an audit checklist to ensure that Needs & Services Plans are comprehensive, include individualized, updated goals, are completed timely, and have two concurrent case plans selected. If deficiencies are found, the STRTP QA Administrator will conduct additional NSP trainings to Social Workers and NSP writers. See attached Audit Checklist.

HEALTH AND MEDICAL NEEDS

30. Required follow-up medical examinations are conducted timely [Title 22, §80075(a); Master Contract, Exhibit A, SOW, §15.4.1.2.1; Exhibit A-IX].

Facility

Site 1266

1. Explain the Cause.

Due to client consistent elopement, Dangerfield was unsuccessful in getting youth to follow-up vaccination appointment.

2. Corrective Action Taken.

Dangerfield STRTP QA Administrator held an Administrative meeting with the Facility Administrators and Facility Managers on 9/27/23 (see attached agenda) to address medical and dental appointments and specifically ensuring follow up appointments/vaccines. The meeting identified a point person that will ensure all follow ups are scheduled and calendared. The STRTP QA Administrator will review scheduled appointments and follow-ups during biweekly STRTP Administrators 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 for the STRTP QA Administrator and QA Assistant to continue auditing a minimum of 2 charts per month utilizing an audit checklist to ensure initial, annual, and follow-up medical and dental visits occur in a timely manner. If deficiencies are found, the STRTP QA Administrator will conduct additional trainings for staff. See attached Audit Checklist.

31. Required follow-up dental examinations are conducted timely [Title 22, §80075(a); Master Contract, Exhibit A, SOW §§15.4 & 15.4.1.2.1; Exhibit A-IX].

Facility

Site 1266

1. Explain the Cause.

Due to client consistent elopement, Dangerfield was unsuccessful in getting youth to follow-up dental appointment at the original scheduled time.

2. Corrective Action Taken.

Dangerfield STRTP QA Administrator held an Administrative meeting with the Facility Administrators and Facility Managers on 9/27/23 (see attached agenda) to address medical and dental appointments and specifically ensuring follow up appointments. The meeting identified a point person that will ensure all follow ups are scheduled and calendared. STRTP QA Administrator will review scheduled appointments and follow-ups during biweekly STRTP Administrators 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 for the STRTP QA Administrator and QA Assistant to continue auditing a minimum of 2 charts per month utilizing an audit checklist to ensure initial, annual, and follow-up medical and dental visits occur in a timely manner. If deficiencies are found, the STRTP QA Administrator will conduct additional trainings for staff. See attached Audit Checklist.

PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING

45. Children report they are given the opportunity to plan recreational activities with the provider [ILS, §87079(c); Master Contract, Exhibit A, SOW, Part C, §15.3.10; Title 22, §84079(b)].

Facility

Site 1263

1. Explain the Cause.

During phone interview, client expressed that they would like to plan and participate in more outings and would like to have more outings offered.

2. Corrective Action Taken.

Dangerfield STRTP QA Administrator held an Administrative meeting with the Facility Administrators and Facility Managers on 9/27/23 to ensure that youth are included in discussions related to recreational activities. The meeting also highlighted the importance of conducting monthly youth meetings to address ideas for recreational activities and stressed the importance of documenting activities on an Activity Log (see Attached). The Administrative meeting also addressed including newly admitted youth and youth that were not present at youth meetings in the activity discussion.

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

Dangerfield Institute of Urban Problems (DIUP) STRTP Quality Assurance (QA) Plan is for the STRTP QA Administrator and QA Assistant to utilize an audit checklist to ensure monthly Activity Logs are submitted monthly and include numerous events. If deficiencies are noted additional training and/support will be provided by the STRTP QA Administrator. See attached Audit Checklist.

47. Children report they are given opportunities to participate in extracurricular activities in the community and/or at school [ILS, §§87079(a) & (d) & 87078.1(a)(3); Master Contract, Exhibit A, SOW, Part C, §§15.3 & 15.3.10; WIC, §16001.9(a)(16); Title 22, §§84079(a) & (c)].

Facility

Site 1263

1. Explain the Cause.

During phone interview, client expressed that they would like to participate in a variety of outings.

2. Corrective Action Taken.

Dangerfield STRTP QA Administrator held an Administrative meeting with the Facility Administrators and Facility Managers on 9/27/23 to address recreational activities and to ensure that additional activities are offered monthly. The meeting also highlighted the importance of conducting monthly youth meetings to gather ideas for recreational activities and stressed the importance of documenting activities on an Activity Log (see Attached). The Administrative meeting also addressed including newly admitted youth and youth that were not present at youth meetings in the activity discussion.

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

During monthly audits the STRTP QA Administrator and QA Assistant will utilize an audit checklist to ensure monthly Activity Logs are submitted and include different types of activities monthly. If deficiencies are noted additional training and/support will be provided by the STRTP QA Administrator. See attached Audit Checklist.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

60. NMDs report receiving assistance in obtaining important documents/records (i.e. Real ID, SSN, birth certificate, etc.), upon request [ILS, 87070.1(d)].

Facility

Site 1264

1. Explain the Cause.

Individuals placed in an STRTP are not eligible to receive state benefits. However, Dangerfield did not consistently document in Child and Family Team Meetings the efforts to assist resident in obtaining California ID.

2. Corrective Action Taken.

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 a California ID and other essential documents and documents necessary for successful transition. The DIUP ILP Coordinator and/or Case Manager will ensure transitioning youth are provided with information on additional services such as food stamps benefits they may become eligible for in the future. Progress will be tracked by Dangerfield's Independent Living Coordinator, in addition to Client's Electronic Health Record, by utilizing monthly house meetings, Client's Essential Documents Checklist and Child and Family Team Meetings.

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

During monthly audits, the STRTP QA Administrator and QA Assistant will utilize an audit checklist to ensure the essential documents list is submitted and current. If deficiencies are noted additional training and/support will be provided by the STRTP QA Administrator.

63. Children report being provided with enough food [Master Contract, Exhibit A, SOW, Part C, §15.3.10.8; ILS, §87072(c)(11); WIC, §16001.9(a)(3); Title 22, §§80076(a) & 84072(d)(11)].

Facility

Site 1264

1. Explain the Cause.

Child reported not being provided with the food that she likes and had requested.

2. Corrective Action Taken.

During the Administrative meeting with the Facility Administrators and Facility Managers on 9/27/23 conducted by STRTP QA Administrator, a formal grocery list was created to ensure that there is documentation of the youth's requests and completion dates of grocery purchases. Facility Administrators and Managers will ensure youth meetings address grocery requests and documentation of meeting is submitted. The meeting also highlighted the importance of collecting grocery request forms from newly admitted youth and youth that were not present at youth 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 for the STRTP QA Administrator and QA Assistant to review monthly youth meeting agendas and Grocery request forms monthly and to monitor frequency and consistency of "client specific shopping."

67. Children report receiving the required basic monthly clothing allowance amount [Master Contract, Exhibit A, SOW, Part C, §§17.4 & 17.4.9; ILS, §87077(a)(2); Title 22, §87072(c)(18)].

Site 1264

1. Explain the Cause.

Client reported not receiving clothing allowance money for the month of July 2023. The STRTP Administrator stated that NMD had many runaway incidents and often times not available during the scheduled clothes-shopping outing. NMD's total clothing allowance amount should be \$700.24. NMD received \$871.17 per the logs and receipts submitted by the agency. Therefore, NMD is owed no amount of money, but received \$170.93 additional funds than their actual monthly clothing allowances.

2. Corrective Action Taken.

During the Administrative meeting with the Facility Administrators and Facility Managers on 9/27/23 conducted by STRTP QA Administrator, an emphasis was placed on ensuring that the youth purchase clothes on a monthly basis. A reminder was provided that all clothing monies are forwarded to the assigned DCFCS CSW when a youth leaves the agency. 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 a resident decides not to utilize their clothing allowance at that time, the 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 a 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 for the STRTP QA Administrator and QA Assistant to audit a minimum of 2 charts per month utilizing an audit checklist to ensure clothing allowance records and forms are completed and submitted in a timely manner. If deficiencies are noted additional training and will be provided.