



# County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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March 20, 2024

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

From: Brandon T. Nichols  
Director

## CHILDREN'S BUREAU OF SOUTHERN CALIFORNIA 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 Children's Bureau of Southern California Foster Family Agency (the Contractor) in September 2023. The Contractor has two offices: one located in the Second Supervisorial District and one located in the Fifth Supervisorial District. The offices provide services to the County of Los Angeles DCFS and Probation placed children, 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: Engagement and Teamwork; RFH Requirements; 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, ten DCFS placed children were selected for the sample. CAD reviewed the files of the ten selected children and virtually interviewed three of the children to assess the level of care and services they received; seven children (ages 4 months to 5 years) were too young to be interviewed and were virtually observed to be clean and well-groomed. An additional four discharged children files were also reviewed to assess the Contractor's compliance with permanency efforts.

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

CAD noted findings in the areas of:

**Priority 1**

- General Contract Requirements (1 Finding)
  - One child Special Incident Report was not documented in the Needs and Services Plan, and was not cross-reported in the i-Track system.

**Priority 2**

- Facility and Environment (1 Finding)
  - Fireplace for one RFH was not child proofed.

On December 15, 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.

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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:sl

#### Attachments

c: Fesia Davenport, Chief Executive Officer  
Oscar Valdez, Auditor-Controller  
Guillermo Viera Rosa, Chief Probation Officer  
Public Information Office  
Audit Committee  
Ronald E. Brown, Ph.D, President and Chief Executive Officer, Children's Bureau of Southern California  
Corina Casco, LCSW, MSW, Chief Program Officer, Children's Bureau of Southern California  
Kellee Coleman, Regional Manager, Community Care Licensing Division  
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division  
Celeste M. Fitchett, MSW, Bureau Chief, CDSS Fiscal and Performance Audits



LOS ANGELES COUNTY  
CHILDREN'S BUREAU OF SOUTHERN CALIFORNIA (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 1306

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 1306

#### 1. Explain the Cause.

Sections 1A & 1B. Children's Bureau social worker did not complete the required I-track for a medical visit that was for a head injury for a foster child. The Children's Bureau social worker had been previously trained about reporting requirements.

#### 2. Corrective Action Taken.

Sections 1A & 1B. Children's Bureau social worker was given a written warning regarding SIR reporting requirements when supervisor became aware of the missing report. The Children's Bureau social worker is no longer employed with Children's Bureau. The CSW was notified about the incident and a copy of the 561A was sent to CSW. The medical information was listed in the NSP report.

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

Sections 1A & 1B. A training for all social worker and supervisor staff will take place on January 20, 2024 at 1pm to review all SIR reporting requirements regarding medical visits and all other reporting procedures. Children's Bureau social workers will review reporting requirements with resource families during their safety home assessments in February. SIR reporting guideline are reviewed quarterly with families and documented on the monthly family contact note RFA 09 form. Reporting requirements will be reviewed with Children's Bureau social workers every 6 months during group supervision. The Children's Bureau supervisor is responsible to include the SIR review during group supervision every 6 months. Proof this was completed will be documented in the staff training tracking system, currently in eR (extended Reach). We are in the process of changing systems to Welligent over the next few months. Documentation will remain similar in the new system. Training attachment included.

## FACILITY AND ENVIRONMENT

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

15c. Open-faced air heaters, fireplaces and woodstoves are child-proof (Title 22 80088(c) [Title 22 80088\(c\)](#))

Facility

Site 1307

#### 1. Explain the Cause.

The fireplace was not childproofed. The resource family had decorative lanterns with candles inside the fireplace. The Children's Bureau social worker thought this was appropriate childproofing, since the fireplace is not used.

#### 2. Corrective Action Taken.

The Children's Bureau social worker was notified that the fireplace requires a childproof cover even if not being used. The resource family purchased a childproof fireplace cover and immediately installed it. This was inspected by the Children's Bureau social worker during a home consultation and a picture of the childproof cover was taken and added to the family file.

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

A training with all Children's Bureau social worker and supervisor staff will be conducted on January 20, 2024 at 1pm to review the state and county requirement that all fireplaces require a childproof cover. The LIC03 Home Health and Safety Checklist under home and grounds states verification the fireplace is safely maintained. Children's Bureau has added the fireplace childproof cover requirement to our Children's Bureau Supplemental Home and Safety checklist under the home and grounds section, #10. All homes will have this inspection prior to resource family approval and every quarter there after. This will be tracked on the two forms mentioned above and approved by the Children's Bureau Supervisor. Copies of home & health safety checklists attached below.