



County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
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January 7, 2025

To: Supervisor Kathryn Barger, Chair
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From: *Cynthia Miller for*
 Brandon T. Nichols
 Director

**EGGLESTON YOUTH CENTERS
 FOSTER FAMILY AGENCY
 CONTRACT COMPLIANCE REVIEW**

REVIEW OF REPORT

The Department of Children and Family Services (DCFS) Contracts Compliance Division (CCD) conducted a virtual Contract Compliance Review of Eggleston Youth Centers Foster Family Agency (FFA) (the Contractor) in August 2024. The Contractor has two offices: one located in the First Supervisorial District, and one located in the Second Supervisorial District. The offices provide services to the County of Los Angeles DCFS and Probation placed children, youth and Non-Minor Dependents (NMDs) and children, youth and NMDs placed by other counties.

Key Outcomes

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

"To Enrich Lives Through Effective and Caring Service"

The CCD 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 and Transition Services; Education and Independent Living Plan 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 10 of 11 applicable areas of the CCD's Contract Compliance Review: RFH Requirements; Facility and Environment; Engagement and Teamwork; Needs and Services Plans; Permanency and Transition Services; Education and Independent Living Plan 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. The CCD reviewed the files of the six selected children and virtually interviewed four children to assess the level of care and services they received; two children (ages 10 years and 3 years) were not interviewed, as the 10 year old was transferred to an Intensive Services Foster Care FFA Program for Children with Serious Behavioral Needs, and the 3 year old was too young to be interviewed and was 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.

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

The CCD noted a finding in the area of:

Priority 1

- General Contract Requirements (1 Finding)
 - One child's Special Incident Report was not properly cross-reported in the iTrack system.

On October 10, 2024, the Children Services Administrator teams from DCFS' CCD and the Out-of-Home Care Management Division held an exit conference with the Contractor's representative.

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The Contractor's representative agreed with the review findings and recommendations, and was 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 finding 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
RW:DF:slr

Attachments

c: Fesia Davenport, Chief Executive Officer
Oscar Valdez, Auditor-Controller
Guillermo Viera Rosa, Chief Probation Officer
Public Information Officer
Audit Committee
Clarence Brown, Chief Executive Officer, Eggleston Youth Centers
Kellee Coleman, Assistant Program Administrator, LA Region, Community Care
Licensing Division
Bernice Karnsrithong, 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
EGGLESTON YOUTH CENTER, INC. (FFA)
Corrective Action Plan
2024
GENERAL CONTRACT REQUIREMENTS

1. Special Incident Reports are properly documented.

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 1539

1. Explain the Cause.

During the review, it was found that one SIR was not timely reported in the I-Track system. This was due to the Resource Parent not reporting incident timely, and FFA staff not reporting timely in the I-track system.

2. Corrective Action Taken.

¿ Staff training was conducted by FFA & Adoptions Director on 11/06/2024 using the DCFS Special Incident Reporting Guide for Foster Care Placement Services Providers and Eggleston Family Services SIR procedures. ¿ All active Resource Parents will receive SIR training conducted by their assigned Social Workers by 11/30/2024. ¿ To further reinforce compliance to the SIR procedures, FFA will conduct SIR training for active Resource Parents every quarter, instead of every six months as required.

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

Every quarter, the Special Incident Reporting Agreement will be reviewed with Resource Parents and signed by the FFA Social Worker conducting the SIR training, and by the Resource Parent(s) confirming they fully understand the SIR policy and agree to its compliance. Further, FFA's Quality Assurance Department will assist in ensuring ongoing compliance with the above CAP. The signed Special Incident Reporting Agreements will be tracked by our QA Department for timeliness and completeness, including all required signatures. QA Department will alert Social Workers and Supervisors if any issues are noted.