



# County of Los Angeles

## DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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February 28, 2025

To: Supervisor Kathryn Barger, Chair  
Supervisor Hilda L. Solis  
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Supervisor Lyndsey P. Horvath  
Supervisor Janice Hahn

From: Brandon T. Nichols  
Director

### OPTIMIST BOYS' HOME AND RANCH dba OPTIMIST YOUTH HOMES & FAMILY SERVICES FOSTER FAMILY AGENCY CONTRACT COMPLIANCE REVIEW

#### REVIEW OF REPORT

The Department of Children and Family Services (DCFS) Contract Compliance Division (CCD) conducted a virtual Contract Compliance Review of Optimist Boys' Home and Ranch dba Optimist Youth Homes and Family Services Foster Family Agency (the Contractor) in October 2024. The Contractor has two offices: one office located in the First Supervisorial District and one located in the Fifth Supervisorial District. The offices provide services to the County of Los Angeles DCFS placed children, Probation foster youth and children placed by other counties.

#### Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 4
PRIORITY 2 4
PRIORITY 3 0

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

The CCD conducted a virtual Contract Compliance 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 8 of 11 applicable areas of the CCD's Contract Compliance Review: RFH Requirements; Facility and Environment; Needs and Services Plans; Permanency and Transition Services; Education and Independent Living Plan Services; Health and Medical Needs; 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; one child (age 5 years 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.

CCD noted findings in the areas of:

**Priority 1**

- General Contract Requirements (4 Findings)
  - Special Incident Reports for children were not properly cross reported and documented in the iTrack system.

**Priority 2**

- Engagement and Teamwork (3 Findings)
  - The Child and Family Team (CFT) meeting members/participants were not identified in the Needs and Services Plan (NSP) and the FFA did not document efforts to obtain the information for one child.

- The FFA did not document efforts to collaborate and participate in the CFT meetings and did not obtain copies of the CFT meeting notes for one child.
- The NSPs for one child were not in alignment with services identified in the CFT notes.
- Personal Rights and Social/Emotional Well Being (1 Finding)
  - One child reported not having a voice and choice in their CFT meetings.

On November 22, 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 representatives.

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) 371-6052.

BTN:CMM  
RW:DF:ms

#### Attachments

c: Fesia Davenport, Chief Executive Officer  
Oscar Valdez, Auditor-Controller  
Guillermo Viera Rosa, Chief Probation Officer  
Public Information Office  
Audit Committee  
Rushmore Cervantes, Chief Executive Officer, Optimist Boys' Home and Ranch  
Kellee Coleman, Assist Program Administrator (LA Region) CCLD  
Bernice Karnsrithong, Regional Manager, Community Care Licensing Division  
Monique Marshall-Turner, Regional Manager, CCLD  
Celeste M. Fitchett, MSW, Bureau Chief, Fiscal and Performance Audits

LOS ANGELES COUNTY  
OPTIMIST BOYS HOME AND RANCH (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 1569
Site 1569
Site 1568
Site 1568

1. Explain the Cause.

Resource parents did not report incidents at the time that they occurred. This resulted in SIR's not being written and submitted within 24 hours of the incident.

2. Corrective Action Taken.

Resource parents are given SIR reporting training annually, as well as individually after failing to report an incident in a timely manner. From this time forward, all FFA SW's will check in with resource parents every two weeks (during bi-weekly home visits) regarding reporting in a timely manner. This will serve as an on-going reminder of reporting policy of incidents at the time that they occur.

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

Quality Assurance will review SIR's regularly to confirm that incidents are reported, written, and submitted on time.

## ENGAGEMENT AND TEAMWORK

20. The child's CFT team members/participants are identified and documented in the NSP OR the FFA has documented efforts to obtain the information SOW, Part C, Sections 14.0, 15.5, 19.2, 20.3

Facility

Site 1568

1. Explain the Cause.

No CFT was able to be scheduled due to inability of FFA SW to contact DCFS CSW to confirm a CFT date.

2. Corrective Action Taken.

FFA SW's will make an initial telephone call to the DCFS CSW to request a CFT meeting two weeks before it is due. Forty-eight hours later, the FFA SW will send an email documenting previous phone call message and again requesting a CFT to be scheduled. Forty-eight hours following that email, another phone call attempt will be made to the DCFS CSW to document the previous phone call and make another request for a CFT. If there is no response, another email will be sent to CSW documenting the previous phone call and asking for a response. If DCFS CSW is not responsive after these four attempts have been made, the CSW's Supervisor will be contacted and informed of the effort made to schedule a CFT.

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

Requests for CFT's in CSW contact notes and NSP's will be reviewed during quarterly clinical audit reviews to ensure compliance.

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 1568

1. Explain the Cause.

Not all attempts by FFA SW to contact DCFS CSW to schedule a CFT were documented by FFA SW. Additionally, when a CFT was scheduled, it was not followed up on due to a change in DCFS SW and the efforts by FFA SW to contact the new CSW were not documented.

2. Corrective Action Taken.

All attempts by FFA SW to contact the DCFS CSW to schedule a CFT will be clearly documented. Initially, a phone call will be made to the DCFS CSW by FFA SW to request a CFT two weeks before it is due. Forty-eight hours later, an email will be sent requesting the CFT and requesting a response to the previous phone call. If there is no response, another phone call will be made by the FFA SW to the CSW and a message requesting a CFT to be scheduled. If no response after that contact, a fourth attempt will be made by FFA SW to email the CSW to request a response to previous messages and schedule a CFT. If there is no response after this, the CSW's Supervisor will be contacted in an effort to obtain a response.

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

All phone and email attempts by the FFA SW to contact the CSW to schedule a CFT will be reviewed during quarterly audit reviews to ensure compliance.

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 1568

1. Explain the Cause.

No CFT notes exist due to no CFT meeting being scheduled by CSW or attended by FFA.

2. Corrective Action Taken.

All attempts by FFA SW to contact the DCFS CSW to schedule a CFT will be clearly documented. Initially, a phone call will be made to the DCFS CSW by FFA SW to request a CFT two weeks before it is due. Forty-eight hours later, an email will be sent requesting the CFT and requesting a response to the previous phone call. If there is no response, another phone call will be made by the FFA SW to the CSW and a message requesting a CFT to be scheduled. If no response after that contact, a fourth attempt will be made by FFA SW to email the CSW to request a response to previous messages and schedule a CFT. If there is no response after this, the CSW's Supervisor will be contacted in an effort to obtain a response.

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

CFT Requests will be monitored for compliance in CSW contact notes during quarterly clinical review audits.

## PERSONAL RIGHTS AND SOCIAL/EMOTIONAL WELL-BEING

52. Children reported having a voice and choices in the CFT meetings (SOW, Part C, Sections 19.2) AND [WICS16001.9 (a) (15); Master Contract, Exhibit A, SOW, Part C, 17.13.1 & 18.11]

Facility

Site 1568

### 1. Explain the Cause.

Child was unfamiliar with the term CFT. Although there had been meetings with foster child, resource parent, CSW, and FFA SW all present, they were informal and not documented as CFT meetings.

### 2. Corrective Action Taken.

FFA SW will explain the CFT meeting process to child. Child's current DCFS CSW was contacted by FFA SW to schedule a CFT meeting. The CFT is scheduled for January 9, 2025, 11:00am at the resource parent home.

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

Documentation of FFA SW's conversation with child regarding CFT meetings will be confirmed at the next quarterly clinical review of FC contact notes. During the quarterly review audit, the CFT meeting will also be confirmed.