



County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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March 31, 2025

To: Supervisor Barger, Chair
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Cynthia May Miller for

From: Brandon T. Nichols
Director

CHILDHELP
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 Childhelp, Foster Family Agency (FFA) (the Contractor) in June 2024. 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, Probation foster youth, Non-minor Dependents (NMDs) and children, youth and NMDs placed by other counties.

Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 2
PRIORITY 2 20
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 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 6 of 11 applicable areas of the CCD's Contract Compliance Review: RFH Requirements; Engagement and Teamwork; Permanency and Transition Services; Education and Independent Living Plan Services; Personal Rights and Social/Emotional 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 three of the children to assess the level of care and services they received; three children (ages 3, 4 and 6 years) were too young to be interviewed and were virtually observed to be clean and well-groomed. An additional four discharged children files were reviewed to assess the Contractor's compliance with permanency efforts.

The CCD reviewed four 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 (1 Finding)
 - A Special Incident Report for one child was not properly cross-reported in the iTrack system.
- Facility and Environment (1 Finding)
 - One Resource Family Home did not have cleaning solutions safely locked and they were accessible to children.

Priority 2

- Facility and Environment (3 Findings)

- One Resource Family Home did not maintain the bedroom for the children.
 - Two Resource Family Homes did not maintain the vehicles used to transport children. There were not maintenance logs or records.
- Needs and Services Plans (NSPs) (6 Findings)
 - Six children NSPs were not completed accurately or timely.
- Health and Medical Needs (7 Findings)
 - The initial medical examination for one child was not conducted timely.
 - The initial dental examinations for three children were not conducted timely.
 - The required follow up medical examination for one child was not conducted timely.
 - There were no current court-approved authorizations for psychotropic medication on file for two children.
- Personal Needs/Survival and Economic Well-Being (4 Findings)
 - The FFA did not ensure that four children were encouraged and supported by the Resource Family Parents in keeping a life-book.

On July 24, 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:gt

Each Supervisor
March 31, 2025
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Attachments

c: Fesia Davenport, Chief Executive Officer
Oscar Valdez, Auditor-Controller
Guillermo Viera Rosa, Chief Probation Officer
Public Information Office
Audit Committee
Sara O' Meara, Childhelp
Lauren Anderson, Senior Program Officer, Childhelp
Kellee Coleman, Assist Program Administrator, Community Care Licensing
Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division
Bernice Karnsrithong, MSW, Community Care Licensing Division
Celeste M. Fitchett, MSW, Bureau Chief, CDSS Fiscal and Performance Audits



LOS ANGELES COUNTY

CHILDHELP, 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 1462

1. Explain the Cause.

Due to not following protocol and lack of training, Resource Parent failed to report Urgent Care Visit to Foster Care Coordinator (FCC) within 24-hour timeframe.

2. Corrective Action Taken.

On 8/1/24, Resource Parents were re-trained in SIR Reporting Guidelines by the FFA Supervisor. The training included SIR timeframes and reportable incidents. All agency staff were re-trained on SIR Reporting Guidelines by FFA Supervisor on 8/9/24. (See Attachment Training Sign in Sheet)

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

FCC’s will continue to remind the RPs that they have 24 hours to report any incidents that occur in the home such as unscheduled medical visits. FCC will complete all SIR’s within the 24 hour timeframe of the incident. FCC’s will notify FFA Supervisor of incident and when SIR has been written and saved. FFA Supervisor will review SIR and then submit it to county and licensing partners. FFA Supervisor will continue to hold weekly supervision with FCCs and review all SIR specially medical visits to assure that all discharge suggestions are followed by the RP.

FACILITY AND ENVIRONMENT

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

13c. Maintenance Log or Proof of regular/annual service and maintenance (Title 22 80074(c) & 87074(d))(Title 22 80074(c) & 87074(d))

Facility
Site 1459
Site 1462

1. Explain the Cause.

Agency Family Developer did not follow agency protocol and failed to update Resource Parent’s vehicle information into their electronic file.

2. Corrective Action Taken.

Agency Family Developers and FCC’s whenever notified by Resource Parents will follow agency protocol and add, change or modify Resource Parents vehicle information immediately when informed by Resource Parents that the vehicle transporting foster children has changed. On 8/9/24 all FFA Staff (including Family Developer’s) were re-trained on how to update and upload documents to the Resource Parents electronic charts by FFA Supervisor. (See Attachment Training Sign in Sheet)

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

FCCs will be checking for any changes in vehicle usage during their in-person visits. Once notified, the FFA Supervisor will check, review corresponding chart to assure that all changes have been made correctly on the electronic chart. FFA Supervisor will confirm all documentation like the vehicle's registration, auto insurance and maintenance records have been uploaded and saved. FFA supervisor will be inquiring about changes in vehicle usage during weekly supervision with FCC.

15. Common areas were safe and well-maintained

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

Facility
Site 1462

1. Explain the Cause.

Resource Parent failed to follow licensing standards by ensuring that disinfectants, cleaning solutions and any other dangerous items were secured from children.

2. Corrective Action Taken.

Resource Parent was re-trained 08/01/24 on licensing standards that talk about making sure that all cleaning solutions must be always secured and out of reach of all children. FFA Supervisor provided training. (See Attachment Training Sign in Sheet)

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

RP will continue to make sure all disinfectants, cleaning solutions, poisons, firearms and other dangerous items are not accessible to children daily. During monthly in person visits, FCC will inspect the home to assure all disinfectants, cleaning solutions, poisons, firearms and other dangerous items are not accessible and properly stored away. Documentation of the inspection will be noted on the progress notes.

17. Children's bedrooms were safe and well maintained ILS §88487.1(b)(2) and (c) (1) and (b)(3)

17g. Bedrooms have adequate closet and drawer space for each child (Title 22 84088(c)(4)) and [ILS §88487.1(b)(7) & FFA Master Contract, Exhibit A, SOW, Part C, §17.8.7](Title 22 84088(c)(4)) and [ILS §88487.1(b)(7) & FFA Master Contract, Exhibit A, SOW, Part C, §17.8.7]

Facility
Site 1463

1. Explain the Cause.

Resource Parent failed to notify agency staff that closet doors were broken and/or inoperable was due to not following protocol. RP was able to notify the apartment maintenance staff forget to let the FFA know. Due to lack of training FCC failed to properly inspect the children’s room during in home visits.

2. Corrective Action Taken.

FFA Supervisor provided training for Resource Parent 8/10/24 make sure that items that are broken or inoperable are reported to agency staff immediately. On 8/9/24 effective all FFA Staff were re-trained on the agency Home Inspection Form, by FFA Supervisor. Staff were reminded that during every home visit a walk through and inspection of a child’s room must be done. (See Attachment Training Sign in Sheet)

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

RP will notify FFA about any maintenance issues in the home within 24 hours. For urgent safety the RP will have 24 hours to correct the issues or concern and 2-3 days for non-urgent concerns. FFA Supervisor will follow up with FCC’s during weekly supervision to make sure that FCC’s are walking through the homes and inspecting each child’s bedroom and documenting any concerns observed as well as a follow up plan.

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 1459
Site 1464
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23b. Are comprehensive and accurate

Facility
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Site 1463

23d. Signed by children when age or developmentally appropriate

Facility
Site 1464
Site 1463
Site 1463

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

Facility
Site 1459
Site 1464
Site 1463
Site 1463

23f. Signed by FFA staff

Facility
Site 1459
Site 1464
Site 1462
Site 1463
Site 1463

1. Explain the Cause.

Due to not following protocol and lack of training, FCCs failed to develop NSPs in a timely manner; FCCs failed to submit comprehensive and accurate NSPs; FCCs failed to acquire the needed signatures on the NSPs.

2. Corrective Action Taken.

On 8/9/24, all FFA Staff were trained on NSP Guidelines, by FFA Supervisor. The training included 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. All FCCs (including new hires) have access to the PMIS system and are able to complete NSPs electronically. FCCs will ensure that all NSPs are completed accurately and submitted on time. FCCs will submit all upcoming NSPs for review to the FFA Supervisor two weeks before the due date. 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 request completed NSPs 7 days before their due date. FFA Supervisor will review and approve all NSPs and submit to the County Social Worker for review and signature. Outlook calendar will also be used weekly during supervision with FCCs to track and send reminders for upcoming NSPs.

HEALTH AND MEDICAL NEEDS

41. Initial medical examinations were conducted on time [Title 22, §80075; §83075; Master Contract, Part I, 19.0; SOW, Part C, 15.3.9, 15.3.10; & ILS 88565.1(c)] and (Contract, Section 19.0, SOW Part C, Sections 15.3.9, 15.3.11)

Facility

Site 1459

1. Explain the Cause.

Resource Parent failed to schedule an initial medical examination within the first 30 days for the minor due to not following protocol. FCC failed to follow up with the RP to assure the initial medical examination took place.

2. Corrective Action Taken.

FCC will remind the RP of scheduling the initial medical examination within the first 30 days of placement. FCC will work with the RP if any barriers are identified that may prevent the initial medical appointment from being scheduled such as issues with Medi-Cal card. FCC will also furnish a list of all local medical HUBS that the RP can visit for the initial medical appointment.

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

FFA Supervisor will run a monthly report to verify upcoming initial examination due dates. FFA Supervisor will review due dates with FCCs during the weekly supervision to ensure all initial examinations are completed on time. FCC will document all attempts by the RP to schedule an initial examination in the child's and RP electronic chart. Once the appointment has been scheduled, the FCC will remind the RP about the upcoming appointment and request all documentation of the medical visit to upload onto the child's chart.

42. Initial dental examinations were conducted on time (Contract, Section 19.0, SOW Part C, Sections 15.3.9)

Facility
Site 1459
Site 1464
Site 1459

1. Explain the Cause.
Resource Parent failed to schedule an initial dental examination within the first 30 days for the minor due to not following protocol. FCC failed to follow up with the RP to assure the initial dental examination took place.
2. Corrective Action Taken.
FCC will remind the RP of scheduling the initial dental examination within the first 30 days of placement. FCC will work with the RP if any barriers are identified that may prevent the initial dental appointment from being scheduled such as issues with Medi-Cal card. FCC will also furnish a list of all local medical HUBS that the RP can visit for the initial dental appointment. Jacinto's dental appointment was completed on 04/30/24 at Gen Orthodontics.
3. Explain what the Quality Assurance (QA) Plan is to maintain Compliance.
FFA Supervisor will run a monthly report to verify upcoming initial dental examination due dates. FFA Supervisor will review due dates with FCCs during the weekly supervision to ensure all initial dental examinations are completed on time. FFC will be document all attempts by the RP to schedule an initial dental examination in the child's and RP electronic chart. Once the appointment has been scheduled, the FCC will remind the RP about the upcoming appointment and request all documentation of the dental visit to upload onto the child's chart.

43. Required follow-up medical examinations were conducted on time (Contract, Section 19.0, SOW Part C, Sections 15.3.9)

Facility
Site 1462

1. Explain the Cause.
Resource Parent failed to take minor to the recommended follow up medical appointment as stated in medical documentation due to not following protocol.
2. Corrective Action Taken.
Resource Parents will read all medical documents upon discharge and make plans to attend the recommended follow up appointment with minor if needed. RP will also forward all discharge medical documentation to the FCC to review and upload to the minor’s electronic chart. FCC will remind the RP of any upcoming follow up appointments via a text message and request documentation of the follow up appointment.
3. Explain what the Quality Assurance (QA) Plan is to maintain Compliance.
FFA Supervisor will review all medical documentation with FCCs during the weekly supervision to ensure all medical appointments are being attended and that all forms are saved in the corresponding electronic charts.

46. Current court-approved psychotropic medication authorizations are on file, or FFA has documented efforts (Contract, Sections 19.1, SOW Part C, Sections 15.1.1, ILS Sections 88487.16(g))

Facility
Site 1463
Site 1463

1. Explain the Cause.

During the initial intake screening, Childhelp intake worker failed to identify that minors were on psychotropic medications due to not following protocol. FCC failed to follow protocol and inquire whether the children were on psychotropic medication during intake. Intake coordinator will inquire whether children are on psychotropic medications intake screening. Once a county CSW is assigned to the case, FCC will inquire whether children are on psychotropic medication.

2. Corrective Action Taken.

Childhelp Intake worker will ask CSW at intake whether minor(s) are on psychotropic medications. If psychotropic medications are confirmed the current JV220 and JV223 will be requested and saved in the children's chart upon receiving them. FFA Supervisor will keep track of all JV223 expiration date and inform the FCC on the case to send a reminder to the assigned CSW of the expiration date 30 days in advance. All documents will be saved in the corresponding electronic chart. (Both minors have current JV220 and JV223 on file. Forms have been saved in their electronic charts. RP and CSW will be reminded by electronic email 30 days before the current documents expire.)

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

FFA Supervisor will run a monthly report to verify upcoming JV220 and JV223 documents. FFA Supervisor will review due dates with FCCs during the weekly supervision to ensure all parties are aware when documents are due. FFC will document all attempts to request current JV forms as well as reminders to request new JV forms when they expire. All attempts will be documented in an activity note and saved in their electronic chart.

PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

63. The FFA ensures that children are encouraged and supported by the RFPs in keeping a life-book (SOW, Part C, Section 17.12) and [Master Contract, Exhibit A, SOW, Part C, §17.12]

Facility
Site 1459
Site 1459
Site 1463
Site 1463

1. Explain the Cause.

Foster Care Coordinator failed to check that life books were in the possession of the children and failed to make sure that the life books were being updated with photos and achievements due to not following protocol. All FCCs will have a set of life books with them which will be given to the children during the initial intake.

2. Corrective Action Taken.

Foster Care Coordinators received a training on 08/09/24 that reviewed the importance of keeping an updated life-book for children. The life-book will contain hard copies of all of the children’s photo and achievements while residing in the resource home, which the children will be able to take with them once permanency is achieved. RP and FCC will collaborate to assure the life books are updated monthly. Children will be encouraged to decorate their life-books and fill them with their personal items.

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

FCC will provide each child upon intake with a life-book; Foster Care Coordinators are responsible for checking to make sure children are saving their items and updating their books during their face-to-face visits with children; Childhelp FFA has moved to electronic records via Extended Reach which will be used as a digital back up to all the items that will be placed in the life-book. Reminders will be sent via extended reach to remind RP to help the child(ren) with updating their life-books monthly; reminders have also been set up in extended reach for Foster Care Coordinators to review life-books with child(ren) monthly.