



# County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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July 02, 2025

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

## OPTIMIST BOYS' HOME AND RANCH DBA OPTIMIST YOUTH HOMES AND FAMILY SERVICES TRANSITIONAL LIVING SETTING HOUSING FOR NON-MINOR DEPENDENTS AND RE-ENTRY YOUTH CONTRACT COMPLIANCE REVIEW

### REVIEW OF REPORT

The Department of Children and Family Services (DCFS) Contract Compliance Division (CCD) conducted a Contract Compliance Review of Optimist Boys' Home and Ranch dba Optimist Youth Homes and Family Services Transitional Living Setting Housing for Non-Minor Dependents (NMDs) and Re-Entry Youth (the Contractor) in February 2025. The Contractor has one site located in the Fifth Supervisorial District. The site provides services to the County of Los Angeles DCFS and Probation NMDs between the ages of 18-21.

### Key Outcomes

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

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

The CCD conducted a Contract Compliance review of the Contractor's compliance within the following applicable areas: General Contract Requirements; Facility and Environment; Youth Files; Personal Rights and Social/Emotional Well-Being; Discharged Files; and Personnel.

The Contractor was in full compliance with 4 of 6 applicable areas of the CCD's Contract Compliance Review: General Contract Requirements; Facility and Environment; Personal Rights and Social/Emotional Well-Being; and Discharged Files.

For the purpose of this review, six NMDs (five DCFS NMDs and one Probation Child Welfare NMD) were selected for the sample. The CCD reviewed the records and files of the six selected NMDs and conducted in-person interviews with two NMDs (each age 18) to assess the level of care and services they received; two NMDs (each age 20) declined to be interviewed; and two NMDs (each age 18) were discharged prior to being interviewed. An additional four discharged NMD files were reviewed to assess the Contractor's compliance with permanency efforts.

The CCD reviewed three staff files for compliance with Title 22 Regulations and County contract requirements.

The CCD noted findings in the areas of:

***Priority 1***

- Personnel (1 Finding)
  - One staff member did not complete the initial training hours timely.

***Priority 3***

- Youth Files (1 Finding)
  - Three NMDs monthly progress reports were not submitted timely to their Children's Social Worker/Deputy Probation Officer.

On March 7, 2025, the Children Services Administrator teams from DCFS' CCD and the Program Managers from DCFS' Supportive Housing Division, Transitional Housing Placement Program for NMDs held an exit conference with the Contractor's representative.

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.

Each Supervisor  
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The Contractor provided the attached approved Corrective Action Plan addressing the noted deficiencies 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

#### Attachments

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

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Rushmore Cervantes  
*INTERIM CHIEF EXECUTIVE OFFICER*

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Maria Bhattachan  
*CHIEF ADMINISTRATIVE OFFICER*

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*CHIEF HUMAN RESOURCES OFFICER*

Brandon Leong  
*CHIEF ADVANCEMENT & COMMUNICATIONS OFFICER*



4/2/2025

Attn: Grace Tamase  
Children's Services Administrator I  
Dept of Children and Family Services  
Contract Compliance Division  
Email: [tamasg@dcfs.lacounty.gov](mailto:tamasg@dcfs.lacounty.gov)

RE: Corrective Action Plan for Optimist Youth Homes and Family Services  
Transitional Living Setting (TLS) Contract Compliance Review (CY2025)

Dear Ms. Tamase:

The following is Optimist Youth Homes and Family Services Corrective Action Plan (CAP) regarding the TLS Contact Compliance Review findings:

### Section III - Youth Files

- **Deficiency: #10** - Although the monthly reports for each youth were submitted by the 20th of each month for review to CPM. The agency was non-compliant in submitting the reports to CSW/DPO within seven (7) business days after CPM approval as noted in TLS SOW 8.1.
- **Cause:** Lack of protocol and staff training regarding submitting the reports to CSW/DPO within seven (7) business days after CPM approval as noted in TLS SOW 8.1.
- **Corrective Action Taken:** Clinical Supervisor implemented new protocol and provided staff training on 3/21/2025, reviewing of requirements for submission monthly reports to CSW/DPO within seven (7) business days after CPM approval as noted by the SOW 8.1.
- **Quality Assurance Plan:** Clinical Supervisor will review submission of monthly reports to CSW/DPO on a monthly basis, to ensure all monthly reports are submitted within seven (7) business days of approval. Staff will send a confirmation email to Clinical Supervisor for each client confirming the submission of the monthly report to the CSW/DPO. Clinical Supervisor will cross reference each client with the monthly client report sent to DCFS to ensure every report for each client is sent within seven (7) business days of approval. Once all submissions have been confirmed, a copy of the confirmation email will be kept on file. This protocol was implemented on 2/20/2025 and was re-trained on 3/21/2025 with all the TLS staff.

### Section VI – Personnel

- **Deficiency: #43.** No- S3 (hire date 3/18/24 FT) did not complete the initial 40 training hours timely as training hours were due on 5/20/24 and completed on 1/28/2025.
- **Cause:** Although there was a protocol in place, a lack of oversight lead to a training not being completed before the 45<sup>th</sup> day, per the SOW.

# OPTIMIST

YOUTH HOMES & FAMILY SERVICES

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- **Action taken to address:** All TLS Optimist staff was retrained on mandatory trainings on 3/21/2025 by the Clinical Supervisor. The Clinical Supervisor will review Optimist Relias training portal on a monthly basis to ensure that all required trainings are completed by all staff in a timely manner. The Clinical Supervisor will support staff with training reminders and planning to ensure that monthly trainings are completed each month.
- **Quality Assurance Plan:** The Optimist quality assurance staff will conduct a routine audit at the 30-day mark of all new hire staff, to confirm status of trainings and ensure all training hours are completed by the 45th day. Clinical Supervisor will monitor trainings on a monthly basis, to ensure all mandatory 40-hour trainings are completed within 45 days for new hires, utilizing Optimist Relias training tracking portal. This new step to our training protocol was implemented as of 3/21/2025.

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CHIEF HUMAN RESOURCES OFFICER

Brandon Leong

CHIEF ADVANCEMENT & COMMUNICATIONS OFFICER

Signature/Title:  Maira McKiernan, TLS Supervisor

Date: 04/02/2025



A Division of  
Optimist Youth Homes  
& Family Services