



**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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September 30, 2025

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

**WAYFINDER 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 Contract Compliance Review of Wayfinder Family Services (the Contractor), Foster Family Agency (FFA) in May 2025. The Contractor has two offices: one located in the Fourth Supervisorial District and one located out of Los Angeles County. The offices provide services to the County of Los Angeles DCFS placed children, youth and Non-Minor Dependents (NMDs), Probation foster youth, NMDs and children and NMDs placed by other counties.

Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 1
PRIORITY 2 18
PRIORITY 3 0

The CCD conducted a virtual and in-person 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

“To Enrich Lives Through Effective and Caring Service”

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 6 of 11 applicable areas of the CCD's Contract Compliance Review: RFH Requirements; Facility and Environment; Engagement and Teamwork; Permanency and Transition Services; Personal Rights and Social/Emotional Well-Being; and Personal Needs/Survival and Economic Well-Being.

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 conducted virtual and in-person interviews with six children to assess the level of care and services they received. All children were observed to be clean and well-groomed. An additional four discharged children's files were also reviewed to assess the Contractor's compliance with permanency efforts.

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

CCD noted findings in the areas of:

Priority 1

- General Contract Requirements (1 Finding)
 - The Special Incident Reports for one child was not properly cross-reported in the iTrack system.

Priority 2

- Needs and Services Plans (NSPs) (5 Findings)
 - The NSPs for five children were not signed by the child, were signed late or the child did not date their signature.
 - The NSPs for five children were not signed by the RFP, were signed late or the child did not date their signature.
 - The NSPs for one child was signed late by the FFA.
 - The NSPs for two children were not signed by the Children's Social Worker.
- Education and Independent Living Plan Services (2 Findings)
 - The FFA did not document its efforts to keep one child in their school of origin.
 - The FFA did not document its efforts to provide one child with Youth Development Services/Independent Living Program services.

- Health and Medical Needs (2 Findings)
 - The initial dental examination for one child was not conducted timely.
 - The court approved psychotropic medication authorization for one child was not in the file.

- Personnel Files (9 Findings)
 - One personnel did not meet the educational and/or experience requirement
 - Two personnel did not have the Child Abuse Identification and Reporting training in their files.
 - One personnel did not have the Reproductive and Sexual Health training in their files.
 - Five personnel did not have the Reduction in Law Enforcement training in their files.

On July 24, 2025, 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:LM:RT
AJ:DF:nw

Attachments

c: Fesia Davenport, Chief Executive Officer
Oscar Valdez, Auditor-Controller
Guillermo Viera Rosa, Chief Probation Officer
Public Information Office
Audit Committee
Jay Allen, Chief Executive Officer, Wayfinder Family Services
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, Fiscal & Performance Audits CDSS



LOS ANGELES COUNTY
WAYFINDER FAMILY SERVICES (FFA)



Corrective Action Plan

2025

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 1699

1. Explain the Cause.

Caregiver reported the incident two days later and was counseled on reporting requirements. FFA social worker completed the SIR as she received the information. FFA social worker met and reviewed this matter with the resource parent.

2. Corrective Action Taken.

FFA Social Worker will ensure that SIR's are submitted/reported timely and will retrain resource parents to ensure compliance with SIR reporting requirements.

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

FFA social worker supervisor will monitor all SIR's and ensure timely approval and that all necessary individuals are cross reported. SIR's will be tracked on a daily and weekly basis via Wayfinder tracking log.

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.]

23d. Signed by children when age or developmentally appropriate

Facility

Site 1699

Site 1699

Site 1699

Site 1700

Site 1701

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

Facility

Site 1699

Site 1699

Site 1699

Site 1700

Site 1701

23f. Signed by FFA staff

Facility

Site 1699

23g. Signed by CSW/DPO (or documented efforts to obtain signature))

Facility

Site 1699

Site 1699

1. Explain the Cause.

NSP's are automatically sent to CSW's and SCW's via PMIS upon FFA supervisor approval of plan, as it relates to 23.g child #1 and child #5 CSW signed NSP on 4/22/25 via PMIS. NSP's with late signatures were due to FFA social worker meeting with family on a biweekly basis therefore obtaining signatures later than expected.

2. Corrective Action Taken.

FFA social worker will follow up with CSW's after completion of NSP's to attempt to gather CSW signature within the required timeframe. FFA social worker will meet with families no later than 5 days after NSP approval to ensure that families sign and date NSP's within the required timeframe.

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

FFA social worker supervisor will monitor NSP reports by reviewing and confirming family signatures and coordinating dates prior to filing the report. FFA social worker supervisor will collaborate with SCSW should there be a delay in response by CSW to review/sign NSP.

EDUCATION AND INDEPENDENT LIVING PLAN SERVICES

39. The FFA has documented its efforts to maintain children in their school of origin after placement, if determined in the best interest of the child [[SOW, Part C, Section 15.3.2; EDC Section 48853.5(f)(1)(4)(5)(b)(7); WIC Section 16001.9 (27);Foster Care Rights Youth Handbook pg. 27]

Facility

Site 1700

1. Explain the Cause.

Upon placement of this minor in our resource home, there were no request for child to remain in school of origin as child was enrolled in kindergarten. Upon placement with our agency there was no request for child to remain in the same school.

2. Corrective Action Taken.

At intake, assigned FFA worker will collaborate with assigned CSW to ensure that we are in compliance with enforcing school of origin requirement as needed or as requested by CSW. FFA worker will document collaboration with CSW regarding school of origin requirement.

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

FFA Social Worker Supervisor will verify with FFA Social Worker and will ensure that we are in compliance with the school of origin requests.

40. The FFA documented its efforts to provide eligible children with Youth Development Services (YDS)/Independent Living Program Services (ILP)/or vocational training programs, if appropriate, or documented barriers to acquiring services [SOW, Part C, Sections 15.5.2, 15.5.3, 15.5.4, 15.5.4.1, 15.5.5.1, 15.5.5.2, 15.5.5.3, 15.5.5.4,15.5.5.5, 15.5.5.6; ILS Section 88487.7(b)(4); WIC Section 16001.9 (29); Foster Care Rights Youth Handbook pg. 30]

Facility

Site 1700

1. Explain the Cause.

Youth has been attending united friend of the children since early 2023. Documentation will be uploaded to this report.

2. Corrective Action Taken.

FFA Social Worker will explore YDS/ILP services for all youth that meet the criteria for these resources and will document all efforts in documentation. As needed, FFA Social Worker will request CFT meetings with assigned CSW to further discuss this need for minors under our care.

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

FFA Social Worker Supervisor will discuss YDS/ILS services with FFA Social Worker during supervision while discussing individual cases for minors that are eligible for these services.

HEALTH AND MEDICAL NEEDS

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

Facility

Site 1699

1. Explain the Cause.

Resource parent struggled to obtain a dental appointment.

2. Corrective Action Taken.

Upon placement of children, FFA social worker will ensure that resource parents comply with required timeframe when scheduling dental appointments for minors. FFA social worker will document efforts in scheduling appointments and will collaborate with CSW should there be any delays.

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

Upon intake, program specialist will ensure to inquire regarding any recent dental exam appointments that might have taken place prior to placement. FFA Social Worker Supervisor will audit new files within 7 days of placement to ensure child is current with dental exam and/or to ensure that dental exam is scheduled immediately.

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 1701

1. Explain the Cause.

Youth is 19 years of age and is non minor dependent. Non-minor dependent self-administers medications and maintains treatment plan with psychiatrist regarding his treatment and medication support.

2. Corrective Action Taken.

FFA will continue to collaborate with non-minor dependents regarding accessing psychotropic authorizations as well as collaboration with assigned CSW regarding confirmation of approved authorizations in non-minor dependent's records. For non-minor dependents, CSW's do not release records unless authorized by non-minor dependent.

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

FFA Social Worker will document efforts in gathering authorizations for non-minor dependents and will continue to inquire about medication support during monthly visits and in CFT meetings. FFA Social Worker will support as needed to obtain necessary information for non-minor dependent minors.

PERSONNEL FILES

75 Personnel meet employment requirements in accordance with the FFA's program statement and governing regulations. [EXHIBIT A SOW Part C, 17.0 & 17.6.1.6; ILS 88487(10) (B)]

75a. Personnel meet educational and/or experience requirements in accordance with the FFA's program statement and ILS requirements (ILS Sections 88264, 88265.2, 88265.3) (ILS Sections 88264, 88265.2, 88265.3)

Facility

Site 1699

1. Explain the Cause.

Wayfinder was in the process of submitting a change request to update FFA's program statement as job description for the Director position needed to be updated.

2. Corrective Action Taken.

Licensing has already approved the above change request and job description has been updated to reflect accurate information.

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

Any pending program statement changes/updates will be tracked accordingly to ensure that FFA is in compliance with approved program statement.

77. Personnel received initial training and orientation [EXHIBIT A SOW Part C, 17.6.1.3, 17.6.1.6 & 17.6.1.7]

77a. Minimum of one (1) hour of Child Abuse Identification & Reporting training (SOW, Part B, Section 9.0, ILS Sections 88222.1(4), 88222(d)(7)(B)(3), 88264(g)(1)(B), 88265.2(c)(1), 88364(c), 88365.2(b), 88365.3(b))

Facility

Site 1700

Site 1700

77b. Reproductive and sexual health training (Senate Bill 89)

Facility

Site 1699

1. Explain the Cause.

Training was taken and certificate was not filed in employee shadow file.

2. Corrective Action Taken.

Wayfinder will ensure that employees are compliant with training requirements by reviewing training expectations during supervisions and during annual appraisal reviews.

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

FFA social worker supervisor will conduct quarterly audits to ensure that all required trainings are filed in personnel files. FFA social worker supervisor will collaborate with HR department to provide up to date information regarding employee trainings.

78. Personnel are receiving annual on-going trainings as defined in the SOW and ILS [Training Matrix and EXHIBIT A SOW Part C, 17.8 & 17.8.5]

78e. Reduction of Law Enforcement Involvement [SOW, Part B, Section 9.4](#)

Facility
Site 1700
Site 1700
Site 1699
Site 1701
Site 1699

1. Explain the Cause.

Training certificates were not filed in employee shadow files. Training was taken on 8/20024 and 11/2024 via foster parent college.

2. Corrective Action Taken.

Wayfinder will ensure that all training certificates are filed accordingly.

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

FFA social worker supervisor will conduct quarterly audits to ensure that all required trainings are filed in personnel files. FFA social worker supervisor will collaborate with HR department to provide up to date information regarding employee trainings.