County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
Director

Board of Supervisors
GLORIA MOLINA
First District
MARK RIDLEY-THOMAS
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

February 29, 2012

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

ASPIRANET FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

In accordance with your Board's March 2, 2011 motion, we are informing your Board of the results of a Foster Family Agency (FFA) compliance review.

Aspiranet FFA has two offices, both located in the 4th Supervisorial District. Both offices provide services to Los Angeles County Department of Children and Family Services (DCFS) foster youth. According to Aspiranet FFA program statement, its stated mission is "to meet the need for quality human services for children, families and community and to provide those communities quality foster care services for referred children and their families." Aspiranet FFA is licensed to serve children ranging from birth through 18 years of age.

The DCFS Out-of-Home Care Management Division (OHCMD) conducted a review of Aspiranet FFA in June 2011, at which time they were supervising a total of 96 DCFS placed children and 42 certified homes. For the purpose of this review, 15 children's files were reviewed and 15 children were interviewed in five certified foster homes. The placed children's overall average length of placement was 15 months, and the average age was 7. Five certified foster parent files, five discharged files and five staff files were reviewed for compliance with the Title 22 regulations and the contract requirements.

Seven placed children were on psychotropic medication. We reviewed their case files to assess timeliness of psychotropic medication authorizations, and to confirm that medication logs documented correct dosages and that medications were being administered as prescribed.

SCOPE OF REVIEW

The purpose of this review was to assess Aspiranet FFA's compliance with the contract and State regulations. The visit included a review of the Agency's program statement, administrative internal policies and procedures, 15 placed children's case files, seven psychotropic files, five certified foster parent files, five discharge files and five personnel files. Face-to-face visits and interviews were conducted with five certified foster parents to assess the quality of care and supervision provided to children and we conducted interviews with the DCFS placed children to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

Aspiranet FFA was in substantial compliance with providing the services outlined in its program statement. Based on our review, the few deficiencies revealed a need for more thorough documentation and increased oversight to include routine monitoring of the files by supervisory staff to decrease or eliminate documentation issues found in the files. Overall, Aspiranet FFA was providing good care and services to the children and support to the certified foster parents as outlined in its program statement and as evident in the relationships formed.

The deficiencies noted during the monitoring review were in the area of initial dental examinations. Two placed children had their initial dental examinations two weeks late. Further, we did not find documentation in two personnel files noting that criminal fingerprint and CACI clearances were submitted prior to date of hire. Finally, we did not find a one-week supply of non-perishable food in two of the certified homes visited.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Two of the five certified foster homes visited did not have a one-week supply of non-perishable food.
- Two of the five personnel files reviewed did not have criminal fingerprint and CACI clearances submitted timely.

- The initial dental examinations for two children were two weeks late.

A detailed report of our findings is attached.

Of noteworthy mention, the Agency had one youth graduate high school during the review and accepted to attend UCLA. This youth was part of our sample and he credits his FFA social worker for providing on-going support and guidance to assist him in achieving his goals.

EXIT CONFERENCE

The following are highlights from the Exit Conference held June 15, 2011.

In attendance:

Andrea Helzer, Aspiranet District Administrator from the Los Angeles Office and Cori Shaffer, CSA I, Monitor, DCFS OHCMD.

Highlights:

During the Exit Conference, the Aspiranet Los Angeles/Long Beach District Administrator was in agreement with our findings and recommendations. The District Administrator provided written verification that her fingerprints were submitted by their Human Resources Department in February 2003, two weeks prior to hire and that the District Administrator from the Aspiranet Santa Fe Springs Office submitted her fingerprints for clearance in December 2001, two weeks prior to her hire. She also provided written verification, from the contact notes, that the FFA social worker went to the two certified foster homes and verified that both homes had a one-week supply of non-perishable food. Ms. Helzer indicated that she would provide additional verification once training was completed with her staff and certified foster parents with regard to the Title 22 regulations for required food supplies in the homes. She indicated that she will also provide a plan of oversight to ensure on-going monitoring of the homes. In regards to the two late initial dental examinations, she indicated that Apsiranet makes every effort to ensure that initial dental examinations are timely for all placed children.

Aspiranet FFA agreed to submit a timely approved written CAP, to address each recommendation noted in this compliance report. The CAP is attached.

We will assess for full implementation of the recommendations during our next monitoring review.

If you have any questions, please call me or your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

PLB:RS:KR:
EAH:NF:cs

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Vernon Brown, Executive Director, Aspiranet FFA
Jean Chen, Regional Manager, Community Care Licensing

ASPIRANET FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY

615 N. Nash Street, Suite 305
El Segundo, CA 90245
License Number: 197805339

10350 Heritage Park Dr., Ste 202
Santa Fe Springs, CA 90670
License Number: 197804415

	Contract Compliance Monitoring Review	**Findings: June 2011**
I	**Licensure/Contract Requirements** (6 Elements) 1. Timely Notification for Child's Relocation 2. SIRs Documented and Cross-Reported 3. Runaway Procedures 4. Community Care Licensing Citations, Out-of-Home Care Management Division Reports on Safety and Physical Deficiencies 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA pays Certified Foster Parents Whole Foster Family Home Payments	Full Compliance (ALL)
II	**Certified Foster Homes** (13 Elements) 1. Home Study Prior to Certification 2. Contact with References/Including Check with OHCMD 3. Safety Inspection Prior to Certification 4. Timely DOJ, FBI, CACI 5. Health Screening Prior to Certification 6. Requried Training Prior to Certification 7. Current Certificate of Approval on File Including Capacity 8. Home Inspection/Evaluations for Re-certification 9. Completed Training Hours for Re-certification 10. CPR/First-Aid/Water Safety Certificates 11. CDL/Auto Insurance 12. Other Adults: DOJ/FBI/CACI 13. Transportation	Full Compliance (ALL)

III	**Facility and Environment** (8 Elements) 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food 7. Disaster Drills Conducted 8. Allowance Logs	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Needs Improvement 7. Full Compliance 8. Full Compliance
IV	**Maintenance of Required Documentation and Service Delivery** (11 Elements) 1. DCFS CSW Authorization to Implement NSPs 2. Children's Participation in the Development of NSPs 3. NSPs Implemented and Discussed with Foster Parents 4. Children's Progress Towards Meeting Goals 5. Timely Developed Initial NSPs with Child 6. Timely Comprehensive Initial NSPs with Child 7. Therapeutic Services Received 8. Recommended Assessments/Evaluations Implemented 9. DCFS CSWs Monthly Contacts Documented 10. Timely Developed Updated NSPs with Child 11. Timely Comprehensive Updated NSPs with Child	Full Compliance (ALL)
V	**Education and Workforce Readiness** (7 Elements) 1. Children Enrolled in School Within Three Days 2. Children Attended School as Required 3. Agency Facilitates Child's Educational Goals 4. Child's Academic and/or Attendance Increase 5. Current IEPs Maintained 6. Current Report Cards Maintained 7. Agency Facilitates Children's Participation in YDS/Equivalent/Vocational Programs	Full Compliance (ALL)

VI	**Health and Medical Needs** (6 Elements) 1. Initial Medical Examinations Conducted 2. Initial Medical Examinations Timely 3. Follow-up Medical Examinations Timely 4. Initial Dental Examinations Conducted 5. Initial Dental Examinations Timely 6. Follow-up Dental Examinations Timely	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Needs Improvement
VII	**Psychotropic Medications** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Full Compliance (ALL)
VIII	**Personal Rights and Social Emotional Well-being** (13 Elements) 1. Children Informed of Foster Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Foster Parents Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Allowed Private Visits, Calls, and Correspondence 7. Children Free to Attend Religious Services/Activities 8. Reasonable Chores 9. Children Informed About Psychotropic Medication 10. Children Aware of Right to Refuse Psychotropic Medication 11. Children Informed About Voluntary Refusal of Medical and Dental Care 12. Children Participation in At-Home, School, Community Activities 13. Children Participation in Extra-Curricular Activities	Full Compliance (ALL)
IX	**Personal Needs/Survival and Economic Well-being** (8 Elements) 1. $50 Clothing Allowance 2. On-going Clothing Inventories of Adequate Quantity 3. On-going Clothing Inventories of Adequate Quality 4. Involvement in Selection of Clothing	Full Compliance (ALL)

	5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book	
X	**Discharged Children** (3 Elements) 1. Stabilization of Placement Prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School	Full Compliance (ALL)
XI	**Personnel Records** (14 Elements) 1. DOJ Timely Submitted 2. FBI Timely Submitted (After January 1, 2008) 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Education/Experience Requirement 6. Employee Health Screening Timely 7. Valid Driver's License 8. Signed Copies of FFA Policies and Procedures 9. Initial Training Documentation 10. One-hour Training of Child Abuse Reporting 11. CPR Training Documentation 12. First-Aid Training Documentation 13. On-going Training Documentation 14. Social Workers Appropriate Case Ratio	1. Needs Improvement 2. Full Compliance 3. Needs Improvement 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance 13. Full Compliance 14. Full Compliance

ASPIRANET FOSTER FAMILY AGENCY
PROGRAM CONTRACT COMPLIANCE MONITORING REVIEW

615 N. Nash Street, Suite 305
El Segundo, CA 90245
License Number: 197805339

10350 Heritage Park Dr., Suite 202
Santa Fe Springs, CA 90670
License Number: 197804415

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the June 2011 monitoring review.

CONTRACTUAL COMPLIANCE

Based on the results of the monitoring review, Aspiranet FFA was in substantial compliance. Based on our review of 15 children's files, five certified foster parent files, five discharge files and five staff files and/or documentation from the provider, Aspiranet FFA was in full compliance with eight of the 11 sections of our Contract Compliance Review: Licensure/Contract Requirements; Certified Foster Homes; Maintenance of Required Documentation/Service Delivery; Educational and Workforce Readiness; Psychotropic Medication; Personal Rights and Social/Emotional Well-being; Personal Needs/Survival and Economic Well-Being; and Discharged Children. The following report details the results of our review.

FACILITY AND ENVIRONMENT

Based on Aspiranet FFA's review of five certified foster home files and/or documentation from the provider, Aspiranet FFA fully complied with seven of the eight elements reviewed. During OHCMD's visits to two of the certified foster homes, we noted that there was not a seven-day supply of non-perishable food in the homes as per the CCL requirement. Following the FFA review, Aspiranet FFA submitted a Corrective Action Plan (CAP) which included written verification by the FFA social worker that a one-week supply of non-perishable food items had been purchased by the certified foster parents. The FFA Administrator indicated that the staff will routinely check the home for on-going compliance.

Recommendation:

Aspiranet FFA's Management shall ensure that:

1. All certified foster homes have an adequate supply of non-perishable food (one-week supply) and that the FFA social workers routinely inspect the foster homes to ensure on-going compliance.

HEALTH AND MEDICAL NEEDS

Based on our review of 15 children's files and/or documentation from the provider, Aspiranet FFA fully complied with five of the six elements reviewed. We noted that for two of the children selected who were placed in the same certified foster home, the initial

dental examinations were two weeks late. The FFA Administrator indicated that they would ensure all children's initial dental examinations were timely.

Recommendation:

Aspiranet FFA's Management shall ensure that:

2. All age-appropriate children have an initial dental examination within 30 days of placement, that the FFA staff routinely monitor for on-going compliance and that documentation is maintained in the children's files.

PERSONNEL RECORDS

Based on our review of five personnel files and/or documentation from the provider, Aspiranet FFA fully complied with 12 of the 14 elements reviewed. For two staff selected, we did not find documentation in the files indicating that their criminal clearances were timely. More specifically, for one staff member hired in March 2003 we found verification of clearances dated April 2005, and for another staff member hired January 2002 we found verification of clearances dated March 2003. Upon completion of the review, the FFA staff provided documentation from their Human Resources Department that fingerprint clearances were submitted prior to hire date; however, there was no documentation that the clearances were approved on or about date of hire. The Aspiranet administrative staff indicated that they would ensure that all staff members have approved clearances prior to date of hire.

Recommendation:

Aspiranet FFA's Management shall ensure that:

3. Criminal clearances for all Aspiranet staff will be completed and approved prior to hire date and that documentation is maintained in the personnel files.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S COMPLIANCE REPORT

The Auditor-Controller's (A-C) last compliance review was issued on October 1, 2008.

Objective

Determine the status of the recommendations reported in the prior A-C's compliance review.

Verification

We verified whether the outstanding recommendations from the A-C's last compliance review dated October 1, 2008 were implemented.

Results

The prior compliance report contained two outstanding recommendations. Aspiranet FFA's Management was to ensure that Needs and Services Plans (NSPs) were in compliance with the contract and State regulations. More specifically, four initial NSPs were not timely and two NSPs did not address the children's ability to manage their allowance. The recommendations were fully implemented.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Aspiranet FFA has not been posted by the A-C.

Cori Shaffer
Department of Children and Family Services
425 Shatto Place
Los Angeles, CA 90020

July 15, 2011

Dear Ms. Shaffer,

This correspondence is in response to the Foster Family Agency Monitoring Field Exit Preliminary Summary Report 2010 recently received by Aspiranet. The following are Aspiranet's responses to the notations resulting from the review conducted by The Department of Children and Family Services Out of Home Care Management Division.

It was noted in the Facility Environment Section that 2 certified homes did not maintain one week supply of non-perishable food. Aspiranet's home visits on 6/5/11 observed one week supply of non-perishable food. Both families had purchased additional canned foods, soup, boxed rice and beans, pasta and several other non-perishable food items. The documentation referencing the above home visits was reviewed during the Exit Interview on 6/15/11.

In the Education and Workforce Readiness Section, it was noted that a child [redacted] was not enrolled into school within the required three day time-frame. However, he was placed on 4/1/11 and enrolled into school on 4/6/11, which met the three day enrollment requirement.

In regards to the Personnel Records, it was noted that there were 2 employees who did not submit their DOJ and CACI timely. Employee [redacted] submitted her fingerprints on 2/24/03 and was hired 3/4/03. Employee [redacted] submitted her fingerprints on 12/13/02 and was hired on 1/2/02. At the time of their employment there was not a requirement in place by either Community Care Licensing or Los Angeles County Department of Children and Family Services that employees of licensed facilities had to have fingerprint approval prior to assuming their duties.

Based on the above information, we are requesting a careful reconsideration of the notations listed above. If you need any further clarification or have any questions, please do not hesitate to contact me at 310.535.1500.

Sincerely,

Andrea Helzer, MSW
District Director, Aspiranet El Segundo