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August 7, 2013

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

From: Philip L. Browning
Director

ASPIRANET FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a review of Aspiranet Foster Family Agency (The FFA) in October 2012. The FFA has two licensed offices, both in the Fourth Supervisorial District, and provides services to Los Angeles County DCFS foster children and youth. According to the FFA's program statement, its 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."

At the time of the review, the FFA supervised 52 DCFS placed children in 38 certified foster homes. The placed children's average length of placement was 11 months, and their average age was eight.

SUMMARY

During our review, the interviewed children generally reported feeling safe at the FFA; having been provided with good care and appropriate services; being comfortable in their environment and treated with respect and dignity. The certified foster parents reported they were supported by the FFA staff in their efforts to provide care, supervision and service delivery to the children placed in their homes.

The FFA was in full compliance with 9 of 11 sections of our program compliance review: Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Health and Medical Needs;

Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records.

OHCMD noted deficiencies in the areas of: Licensure/Contract Requirements related to substantiated Community Care Licensing (CCL) findings from 2012; and Certified Foster Homes, related to a finding regarding a safety inspection for one certified foster home and for another certified foster home; the designated driver did not have verification of vehicle inspection.

Attached are the details for our review.

REVIEW OF REPORT

On November 7, 2012, the DCFS OHCMD Monitor, Cori Shaffer, held an Exit Conference with the FFA representative, Andrea Helzer, District Administrator. The FFA's representative agreed with the review findings and recommendations; was receptive to implementing systemic changes to improve their compliance with regulatory standards; and agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this compliance report has been sent to the Auditor-Controller and CCL.

The FFA provided the attached approved CAP addressing the recommendations noted in this compliance report.

OHCMD will confirm that these recommendations have been implemented 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:EM:KR
RDS: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
Rosalie Gutierrez, Regional Manager, Community Care Licensing

ASPIRANET FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2012-2013

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the October 2012 review. The purpose of this review was to assess Aspiranet FFA's (The FFA) compliance with the County contract requirements and State regulations and included a review of the FFA's program statement, as well as administrative internal policies and procedures. The monitoring review covered the following 11 areas:

- Licensure/Contract Requirements,
- Certified Foster Homes,
- Facility and Environment,
- Maintenance of Required Documentation and Service Delivery,
- Educational and Workforce Readiness,
- Health and Medical Needs,
- Psychotropic Medication,
- Personal Rights and Social Emotional Well-Being,
- Personal Needs/Survival and Economic Well-Being,
- Discharged Children, and
- Personnel Records.

For purposes of this review, 10 children were selected for the sample. Out-of-Home Care Management Division (OHCMD) interviewed each child and reviewed their case files to assess the care and services they received. Additionally, five discharged children's files were also reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, five placed children were prescribed psychotropic medication. We reviewed their case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring.

OHCMD reviewed five certified foster parent files and four staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with five certified foster parents to assess the quality of care and supervision provided to children.

CONTRACTUAL COMPLIANCE

OHCMD found the following two areas to be out of compliance.

Licensure/Contract Requirements

OHCMD noted that the FFA received two substantiated Community Care Licensing (CCL) citations for the period of October 2011 to October 2012. CCL substantiated general neglect for one of the certified foster homes. For the second certified foster home, CCL substantiated detrimental conduct and criminal record clearance violations.

As a result of the substantiated complaints, both of the certified foster homes noted above were immediately decertified by the FFA.

Recommendation

The FFA's management shall ensure that:

1. All certified foster parent homes remain in compliance with Title 22 Regulations and documentation is maintained in the certified foster parent files.

Certified Foster Homes

- One certified foster home re-certified by the FFA in November 2011, had a safety inspection completed at the time of re-certification; however, they took a break and did not receive placements until September 2012. Between the period of November 2011, and present, there were no additional safety inspections completed by the FFA. The FFA Administrator indicated that the FFA did not complete a six-month safety inspection on the home since the family did not have placements during that time and the home was not due for the annual safety inspection until November 2012. The FFA Administrator indicated that they will ensure that home inspections will be conducted on all of their certified foster homes every six months.

- One certified foster parent's designated driver did not have documentation of annual vehicle maintenance. The FFA Administrator subsequently provided verification that annual documentation was obtained and will ensure that all certified foster parents obtain annual vehicle inspections and that documentation is maintained in the files.

Recommendation

The FFA's management shall ensure that:

2. Annual vehicle maintenance for all certified foster parents or their designated drivers will be completed and documentation will be maintained in the certified foster parent files.

3. Safety inspections of all certified foster homes will be conducted by the FFA staff at least every six months and documentation will be maintained in the certified foster parent files.

PRIOR YEAR FOLLOW-UP FROM DCFS OHCMD's FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The OHCMD's last compliance report dated February 2012 identified two recommendations.

Results

Based on our follow-up, the FFA fully implemented both previous recommendations for which they were to ensure that:

- Initial Needs and Services Plans (NSPs) were developed timely.
- Comprehensive NSPs were developed.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER (A-C)

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

ASPIRANET FOSTER FAMILY AGENCY
CONTRACT PROGRAM COMPLIANCE MONITORING REVIEW-SUMMARY

1043 Pine Avenue, Long Beach, CA 90813
10350 Heritage Park Dr. Ste 202, Santa Fe Springs, CA 90670
License Numbers: 197806097; 197804415

	Contract Compliance Monitoring Review	**Findings: October 2012**
I	**Licensure/Contract Requirements** (7 Elements)	
	1. Timely Notification for Child's Relocation	1. Full Compliance
	2. Serious Incident Report Documentation and Cross Reporting	2. Full Compliance
	3. Runaway Procedures	3. Full Compliance
	4. Are there CCL Citations/OHCMD Safety Reports	4. Improvement Needed
	5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training	5. Not Applicable
	6. FFA Pays Certified Foster Parents Whole Foster Family Home Payments	6. Not Applicable
	7. Assessment of Certified Foster Parent (CFP)Prior to Placement of Two (2) or More Children	7. Full Compliance
II	**Certified Foster Homes (CFHs)** (12 Elements)	
	1. Home Study and Safety Inspection Prior to Certification	1. Full Compliance
	2. Contact with References/Including Check with OHCMD	2. Full Compliance
	3. Timely DOJ, FBI, CACI	3. Full Compliance
	4. Timely, Completed, Signed Criminal Background Statement	4. Full Compliance
	5. Health Screening & TB Test Prior to Certification	5. Full Compliance
	6. Required Training Prior to Certification	6. Full Compliance
	7. Certificate of Approval on File/Including Capacity	7. Full Compliance
	8. Safety Inspection Every Six Months or Per Approved Program Statement	8. Improvement Needed
	9. Completed Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates	9. Full Compliance
	10. Current CDL/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers	10. Improvement Needed
	11. Other Adults In The Home: Health Screening/CDL/CPR DOJ/FBI/CACI/Auto Insurance	11. Full Compliance
	12. FFA Assists CFPs with Transportation Needs	12. Full Compliance

III	**Facility and Environment** (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. Disaster Drills Conducted and Documentation Maintained 7. Allowance Logs Maintained	Full Compliance (ALL)
IV	**Maintenance of Required Documentation/Service Delivery** (10 Elements) 1. County Worker's Authorization to Implement NSPs 2. NSPs Implemented and Discussed with Foster Parents 3. Children Progressing Towards Meeting NSP Goals 4. Develop Timely, Comprehensive Initial NSP With Child's Participation 5. Develop Timely, Comprehensive Updated NSPs With Child's Participation 6. Therapeutic Services Received 7. Recommended Assessments/Evaluations Implemented 8. County Workers Monthly Contacts Documented in Child's Case File 9. Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	Full Compliance (ALL)
V	**Education and Workforce Readiness** (5 Elements) 1. Children Enrolled in School Within Three School Days 2. Children Attend School as Required and FFA Facilitates Children's Educational Goals Met 3. Children's Academic Performance and/or Attendance Increased 4. Current Report Cards Maintained 5. FFA Facilitates Child's Participation in YDS/Equivalent/Vocational Programs	Full Compliance (ALL)
VI	**Health and Medical Needs** (4 Elements) 1. Initial Medical Exams Conducted Timely 2. Follow-up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted Timely	Full Compliance (ALL)

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** (10 Elements) 1. Children Informed of Agency's Policies and Procedures 2. Children Feel Safe 3. CFPs' Efforts to Provide Meals and Snacks 4. CFPs Treat Children with Respect and Dignity 5. Children Allowed Private Visits, Calls and to Receive Correspondence 6. Children Free to Attend or Not Attend Religious Services/Activities 7. Reasonable Chores 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse Medical, Dental and Psychiatric Care 10. Children Given Opportunities to Participate in Extra-Curricular Activities, Enrichment and Social Activities	Full Compliance (ALL)
IX	**Personal Needs/Survival and Economic Well-Being** (7 Elements) 1. Clothing Allowance in Accordance with FFA Program Statement ($50 Minimum If After November 1, 2012) 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children's Involvement in Selection of Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 5. Minimum Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement/Assistance with Life Book	Full Compliance (ALL)
X	**Discharged Children** (2 Elements) 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable)	Full Compliance (ALL)

XI	**Personnel Records** (9 Elements) 1. DOJ, FBI, Child Abuse Criminal Index (CACI) Submitted Timely 2. Timely, Completed, Signed Criminal Background Statement 3. Education/Experience Requirements 4. Employee Health Screening/TB Timely 5. Valid CDL and Auto Insurance 6. Signed Copies of FFA Policies and Procedures 7. Staff Completed All Required Training and Documentation Maintained 8. FFA Social Workers Have Appropriate Caseload Ratio 9. Written Declarations For Contract FFA Social Workers That Caseloads Not Exceed Total of 15 Children	Full Compliance (ALL)

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Salinas
San Bernardino
San Francisco
San Jose
San Mateo
San Pablo
San Rafael
Santa Fe Springs
South San Francisco
Stockton
Tuolumne
Ventura
Visalia

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

December 7th, 2012

Dear Ms. Shaffer,

This correspondence is confirmation of the Aspiranet FFA 2012 Compliance Review Corrective Action Plan.

It was noted that Aspiranet received two substantiated CCL citations. The two homes that were cited for substantiated allegations were immediately decertified from Aspiranet. Aspiranet will continue to review the regulation of all needed clearances associated with all adults living or frequenting the certified homes during the social worker home visits, pre-certification and post-certification trainings. Social workers will monitor the homes for any adults visiting the homes and will ensure clearances are obtained accordingly. Additionally, Aspiranet will continue to review and monitor all supervision regulations through the social worker's weekly home visits, pre-certification and post-certification trainings.

It was noted that for one certified foster parent's designated driver, there was no verification of an annual vehicle inspection. A vehicle inspection was completed (no compliance concerns noted) and Aspiranet will ensure that all future vehicle inspections are completed before certification and on an annual basis.

It was also noted that a six month home inspection was not completed for a certified foster home because there were no children placed at the time the inspection was due. Aspiranet completed the six month home inspection (no compliance concerns noted) and will ensure that all future home inspections be completed every six months.

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