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September 30, 2025

To: Supervisor Kathryn Barger, Chair
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Supervisor Janice Hahn

Cynthia May Miller for

From: Brandon T. Nichols
Director

ASPIRANET TRANSITIONAL HOUSING PLACEMENT PROGRAM FOR NON-MINOR DEPENDENTS 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 Aspiranet Transitional Housing Placement Program for Non-Minor Dependents (THPP-NMD) (the Contractor) in October 2024. The Contractor has one licensed site located in the Fourth Supervisorial District. The site provides services to the County of Los Angeles DCFS and Probation NMDs between the ages of 18-21 and their children.

Key Outcomes

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

"To Enrich Lives Through Effective and Caring Service"

The CCD conducted a virtual Contract Compliance Assessment review of the Contractor's compliance within the following applicable areas: Licensure and Certificate of Compliance; Personnel/Staffing/Training; Contractor/Agency Reports; Record Folder/Case File; Training; Education and Employment; Medical and Dental; and Program Exit/Aftercare Follow Up and Tracking.

The Contractor was in full compliance with 4 of 8 applicable areas of the CCD's Contract Compliance Review: Contractor/Agency Reports; Training; Education and Employment; and Medical and Dental.

For the purpose of this review, five DCFS NMDs were selected for the sample. The CCD reviewed the records and files of the five selected NMDs to assess the level of care and services they received. 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

- Licensure and Certificate of Compliance (1 Finding)
 - Special Incident Reports for one NMD were not completed timely.
- Personnel/Staffing/Training (1 Finding)
 - One staff did not complete the required one-hour training sessions timely.
- Record Folder/Case File (1 Finding)
 - One NMD's required weekly visits were not completed.

Priority 2

- Program Exit/Aftercare Follow-Up and Tracking Training (2 Findings)
 - Contractor did not provide 90-day follow-up services timely for two NMDs.
 - Contractor did not provide 6-month follow-up services timely for two NMDs.

Priority 3

- Program Exit/Aftercare Follow-Up and Tracking Training (1 Finding)
 - One NMD's Exit Assessment was not completed timely.

On February 11, 2025, DCFS' CCD Children Services Administrator team and Supportive Housing Division 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.

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:sl

Attachments

c: Fesia Davenport, Chief Executive Officer
Oscar Valdez, Auditor-Controller
Guillermo Viera Rosa, Chief Probation Officer
Public Information Office
Audit Committee
Vernon Brown, Chief Executive Officer, Aspiranet
Kellee Coleman, Assistant Program Administrator LA Region, CCLD
Bernice Karnsrithong, Regional Manager, Community Care Licensing
Monique Marshall-Turner, Regional Manager, Community Care Licensing
Celeste M. Fitchett, MSW, CDSS, Fiscal & Performance Audits

[REDACTED]

To: LA DCFS Contracts Compliance Division

Re: Transitional Housing Placement Program For Non-Minor Dependents (THPP-NMD)
Contract Compliance Review Exit Summary - Corrective Action Plan

Counties Served

Alameda
Calaveras
Contra Costa
Fresno
Imperial
Kern
Kings
Los Angeles
Madera
Mariposa
Merced
Monterey
Orange
Placer
Riverside
Sacramento
San Benito
San Bernardino
San Francisco
San Joaquin
San Luis Obispo
San Mateo
Santa Barbara
Santa Clara
Santa Cruz
Solano
Stanislaus
Sutter
Tulare
Ventura
Yolo

A. Licensure and Certificate of Compliance

- **Finding:** Question #3 SIRs are completed on time and cross-reported via I-Track.
- **Explain the Cause:** There were two Special Incident Reports (SIRs) that were not cross reported via I-Track on time. One SIR was not submitted on time because staff were unaware that the incident was reportable due to hearsay. The other SIR was not submitted timely due to staff oversight.
- **Corrective Action Taken:** All Aspiranet Transitional Aged Youth (TAY) staff were retrained on 03/04/25 in Objectivity in Case Notes and Special Incident Report documentation requirements. See attached Attendance Sheet.
- **Quality Assurance Plan to Maintain Compliance:** Effective immediately, Aspiranet staff will contact the Aspiranet Core Program Supervisor or Aspiranet Core Program Director immediately after they are made aware of an incident. Aspiranet staff will send out an email notification detailing a brief description of the incident to Supportive Housing, Children's Social Worker (CSW) or Probation Officer (PO), and Community Care Licensing (CCL) within the same day they are made aware of the incident. The Aspiranet Core Program Supervisor or Aspiranet Core Program Director will follow up with staff the following business day to ensure that staff had completed the SIR. The Aspiranet Core Program Director and Aspiranet Core Program Supervisor will ensure that SIRs are completed and submitted via I-Track within 24 business hours of an incident being reported to Aspiranet staff.

B. Personnel/Staffing/Training

- **Finding:** Question #B-2 Personnel received all required on-hour trainings timely.
- **Explain the Cause:** Aspiranet was unaware that SIR training was required for staff who do not write SIRs.
- **Corrective Action Taken:** The Aspiranet Core Program Director informed all Aspiranet TAY staff that they must be trained in Objectivity in Case Notes and Special Incident Report documentation. Therefore, all Aspiranet TAY staff were retrained on 03/04/25 on Objectivity in Case Notes and Special Incident Report documentation requirements. See attached Attendance Sheet.
- **Quality Assurance Plan to Maintain Compliance:** Effective immediately, all Aspiranet staff, and newly hired staff will receive training in Objectivity in Case Notes and Special Incident Report documentation within 90 days of hire. The Aspiranet Core Program Director will document the dates of their trainings on the

staff training log and will submit a certification letter to Supportive Housing Division verifying completion of these trainings.

D. THPP-NMD Participant Record Folder/Case File

- **Finding:** Question #D-2 All required daily/weekly/monthly case management contacts / visits with the THPP-NMD Participants are documented in case files?
- **Explain the Cause:** The Aspiranet Life Coach had a family emergency that day which resulted in them canceling the appointment with the NMD, however the Life Coach had a telephonic visit with the NMD. The Life Coach did not make a plan to reschedule the face-to-face contact with the NMD.
- **Corrective Action Taken:** The Aspiranet Core Program Director informed the Aspiranet Life Coaches on 02/25/25 that it is their responsibility to arrange a follow up visit in the event the Life Coach or NMD cancels a visit.
- **Quality Assurance Plan to Maintain Compliance:** The Aspiranet Core Program Supervisor and/or Aspiranet Core Program Director will monitor weekly visits made by Aspiranet Life Coaches and follow up immediately on visits that may be cancelled by either the NMD or Life Coach.
 - If the Aspiranet Life Coach is unable to attend the scheduled visit, the Aspiranet Core Program Supervisor will be notified to attend the visit for that week.
 - If the Participant cancels the scheduled visit, the Aspiranet Life Coach will attempt to reschedule the visit within the same week. If the Participant does not make themselves available for a rescheduled visit, the Life Coach will immediately notify the County CSW of the cancellation and attempt to reschedule. These contacts will be documented in case notes.
 - Aspiranet Life Coaches will schedule weekly face-to-face contact with NMDs according to the Participant's availability.
 - When appropriate, when a decrease in weekly visits has been authorized by the County CSW, this will be documented in case notes.

H. Program Exit/Aftercare Follow Up and Tracking

- **Finding:** Question #1; Exit Assessments are completed on time for exiting THPP-NMD Participants? Question #6 Contractor provided 90-day follow up services / attempts timely? Question #7 Contractor provided 6-month follow up services / attempts timely?
- **Explain the Cause:**
 - *Regarding Question #1 – Discharged NMD was scheduled to meet with their Aspiranet Life Coach on the date of exit to complete the Exit Assessment and pick up their final stipend check. Discharged NMD was a “no show” to the scheduled visit. The Life Coach attempted to reach out to Discharged NMD multiple times, however Discharged NMD did not respond to the Life Coaches phone calls until several days later which is when the Discharged NMD was able to pick up their final stipend check and complete the Exit Assessment. The Life Coach did not document their attempts to contact the Discharged NMD.*

- *Regarding Question #6 and Question #7*– Aspiranet staff contacted Discharged NMDs via email for their 90 day follow up and 6 month follow up, however the Aspiranet staff did not use a second method of contact and the follow up services and attempts were not thoroughly documented on the A-36 form.
- **Corrective Action Taken:**
 - *Regarding Question #1* – Aspiranet Core Program Supervisor and Aspiranet Core Program Director informed the Aspiranet Life Coaches on 02/25/25 that Exit Assessments should be completed on or before the date of the NMDs discharge from the program. If the NMD is not available to complete the Exit Assessment by the date of discharge, the Life Coach will write on the form “Not Available to Sign” and will document their reasonable efforts in the Discharged NMD’s file.
 - *Regarding Question #6 and Question #7* – Aspiranet Core Program Director had a discussion with the Aspiranet Core Program Coordinator on 03/06/25 and explained that all exited participants must be contacted at 30 days, 90 days, 6 months, and 12 months post-exit and that at least 2 forms of contact must be made to exited participants (phone call, email, or text). All contacts and attempted contacts should be thoroughly documented on the A-36 Aftercare Contact Form.
- **Quality Assurance Plan to Maintain Compliance:**
 - *Regarding Question #1* – The Aspiranet Core Program Director and Aspiranet Core Program Supervisor will continue to follow up with Aspiranet Life Coaches to make sure they are completing the Exit Assessments accurately and timely.
 - *Regarding Question #6 & #7* The Aspiranet Core Program Director and Aspiranet Core Program Supervisor will continue to follow up with the Aspiranet Core Program Coordinator to ensure that follow up service attempts for Discharged NMDs are completed accurately, timely, and thoroughly.

The Aspiranet Core Program Director will ensure that the above action plans will be fully implemented immediately, and will provide any requested documentation to verify compliance with the CAP.



Aspiranet Core Program Director

