



County of Los Angeles DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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June 10, 2026

To: Supervisor Hilda L. Solis, Chair
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 for
From: Brandon T. Nichols
Director

WALDEN ENVIRONMENT DBA WALDEN FAMILY SERVICES TRANSITIONAL HOUSING PLACEMENT PROGRAM FOR NON-MINOR DEPENDENTS CONTRACT COMPLIANCE REVIEW REPORT

The Department of Children and Family Services (DCFS) Contract Compliance Division (CCD) conducted a virtual Contract Compliance Review of Walden Environment dba Walden Family Services, Transitional Housing Placement Program for Non-Minor Dependents (THPP-NMD), in September 2025. The Contractor has one office located in San Diego County. The office provides services to the County of Los Angeles DCFS and The Probation Department NMDs between the ages of 18-21 and their children.

Key Outcomes

NUMBER OF PRIORITY FINDINGS
PRIORITY 1 9
PRIORITY 2 14
PRIORITY 3 0

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

"To Enrich Lives Through Effective and Caring Service"

The Contractor was in full compliance with 1 of 8 applicable areas of the CCD's Contract Compliance Review: Medical and Dental.

For the purpose of this review, seven DCFS and Probation NMDs were selected for the sample. The CCD reviewed the records and files of the seven selected NMDs to assess the level of care and services they received. An additional five discharged NMD files were reviewed to assess the Contractor's compliance with permanency efforts. The CCD reviewed five staff files for compliance with Title 22 Regulations and County contract requirements.

The CCD noted findings in the following areas:

Priority 1

- Licensure and Certificate of Compliance (1 Finding)
 - Special Incident Report for a NMD was not timely or appropriately cross-reported in the I-Track System.
- Personnel/Staffing (3 Findings)
 - The Contractor did not certify all staff completed the required trainings within one year.
 - The Contractor did not certify all staff, and volunteer met the qualifications for their positions.
 - The Contractor did not certify employees completed all fingerprint clearances, Child Abuse Index clearance and training.
- THPP-NMD Participants Record Folder/Case File (4 Findings)
 - The Contractor did not provide documentation the Case Managers made daily contact with NMDs.
 - The Contractor did not obtain written authorization from the Children's Social Worker (CSW)/Deputy Probation Officer (DPO) prior to decreasing NMDS daily contact to less than twice a week.
 - The Contractor Case Manage did not maintain weekly face-to-face contact with NMDs.
 - The Contractor Case Manage did not complete at least 60 minutes of visit time with NMDs.
- THPP-NMD Participant Training (1 Finding)
 - The Contractor did not provide the NMDs with the required 240-minutes of monthly Life Skills training.

Priority 2

- Contractor/Agency Reports (3 Findings)
 - The Contractor did not complete and provide the Monthly Reports as required.

- The Contractor did not complete and provide the Monthly Census Reports as required.
- The Contractor did not complete and provide the Referral Logs as required.
- THPP-NMD Participants Record Folder/Case File (8 Findings)
 - The initial Needs and Services Plans (NSPs) for six NMDs did not meet the documentation requirements.
 - The NSPs for three NMDs were not updated timely as required and written authorization from the CSW/DPO was not obtained prior to updating the NSPs.
 - One NSP was not signed by an NMD.
 - One NSP was not signed by the Contractor.
 - One NSP was not signed by the CSW/DPO, and no documented efforts were provided by the Contractor.
 - The Contractor did not obtain CSW/DPO approval prior to NSPs modification.
 - The initial Progress Reports for six NMDs did not meet the documentation requirements and were not submitted to County Program Manager (CPM) timely.
 - The quarterly Progress Reports for four NMDs were not completed timely as required.
- THPP-NMD Participant Training (1 Finding)
 - The Contractor did not document approval to reduce the minimum minutes of life skills training to no less than 120-minutes a month.
- Education and Employment (1 Finding)
 - The Contractor did not assist NMDs with registering at the local America's Job Center of California office or at any department sponsored employment initiatives within seven days of unemployment.
- Program Exit/Aftercare Follow-Up and Tracking (1 Finding)
 - The Contractor did not complete and provide the Aftercare Contact Forms to CPM quarterly.

On November 20, 2025, DCFS' CCD Children Services Administrator team and Supportive Housing Division THPP-NMD CPM 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.

Each Supervisor
June 10, 2026
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If you have any questions, your staff may contact me or Aldo Marin, Board Relations Manager, at (213) 371-6052.

BTN:LM:RT
KR:DF:ra

Attachments

c: Joseph M. Nicchitta, Interim Chief Executive Officer
Oscar Valdez, Auditor-Controller
Guillermo Viera Rosa, Chief Probation Officer
Public Information Office
Audit Committee
Teresa Stivers, Chief Executive Officer, Walden Environment dba Walden Family Services
Kellee Coleman, Assist Program Administrator LA Region, Community Care Licensing
Bernice Karnsrithong, Regional Manager, Community Care Licensing Division
Monique Marshall-Turner, Regional Manager, Community Care Licensing Division
Jacqueline Juarez, Acting CDSS Bureau Chief Fiscal & Performance Audits