



HOUSING OPPORTUNITIES FOR PERSONS WITH HIV/AIDS (HOPWA) PROGRAM MONITORING AND PROGRESS REPORT

Contractor: APLA Health & Wellness	
Contract No.:	Contract Term: 7/1/24 – 6/30/25
Program/Service: Regional Office	Service Area: SPA 6
Address: 611 South Kingsley Dr., LA 90005	Monitoring Visit Date: 2/19/25
Program Contact:	File Review Period: 7/1/24 – 12/31/24
Telephone Number:	E-mail address:
Contractor Staff Present at Visit:	
Monitoring Visit Conducted by:	
Report Reviewed by:	

PROGRAM DESCRIPTION

For the contract term July 1, 2022 to June 30, 2023, APLA Health & Wellness was funded to operate the HOPWA Regional Office in SPA 6, South Los Angeles. In order to accomplish its goals, it has subcontracts with Asian Pacific AIDS Intervention Team (APAIT), the JWCH Institute, St John's Well, SRO housing, CERC and VOALA. The annual contract goals for the Regional Office are as follows:

- Housing Specialist Services: 500 Clients
- Crisis Housing: 102 Clients
- Transitional Housing: 15 Clients

MONITORING OVERVIEW

The status of the following program areas was discussed and reviewed with Contractor staff for compliance with the requirements and conditions of the contract including applicable City policies, directives and procedures, and HOPWA regulations.

- I. Follow-Up on Prior Issues/Action
- II. Contract Desk Review
- III. Program Performance
- IV. Client File Review and Program Specifics
- V. Program Administrative Review
- VI. Rate of Expenditure
- VII. Findings or Concerns
- VIII. Additional Comments

PURPOSE OF SITE VISIT

This was a scheduled site visit of the HOPWA program provided by the contractor to observe contract compliance of program services and activities and to conduct a program and client file review. This site visit covered July 1, 2024 through December 31 2024, and approximately 10% and/or up to ten (10) client files were randomly selected for review. The primary focus of the client file review was to determine if the files are clearly organized to easily determine client status, and if there is appropriate documentation to verify client eligibility, client assessment and housing plans, client follow-up, and supportive service referrals as necessary

I. Follow up on Prior Issues/Action Required

There are no prior issues to report.

II. Contract Desk Review Checklist for Review Period

	Yes	No	Comments
1. Agency insurance remained current	☒	☐	.
3. Program reports were submitted timely	☒	☐	.
4. Program reports were complete and accurate	☒	☐	.
5. Invoices were submitted in timely manner	☒	☐	.
6. Invoices included adequate documentation	☒	☐	.
7. Agency attended required City meetings or trainings	☒	☐	.

III. Program Performance

Program performance was based on the 6-month review period. The “Actual Services” shows the total number of actively enrolled clients in parentheses, and the clients who received services. Only clients who received services during the program year count toward the agency’s annual goal.

Service Provided PY 2024-25	Annual Contract Goal	Expected Services during the Review Period	Actual Services during the Program Year	% of Annual Goal
Housing Specialist	500	125	517	103%
Crisis Housing	102	51	9	11%
Transitional Housing	15	7	6	3%

Comments

Best practice for recording Crisis and Transitional Housing Clients was unclear during the monitoring period, and the Eccovia online database was not yet set up to effectively enroll clients into these programs. This led to underreporting.

IV. Client File Review and Program Specifics

Contract compliance requires that specific documents of program eligibility, outcome verification and case notes be maintained in each file. It is also required that substantiating documentation be included in files to verify that services were provided. Only the files of clients served directly by APLA were reviewed. It is the lead agency's responsibility to monitor its subcontractors.

Of the 517 total Housing Specialist files reported in Bitfocus for the review period, 10 were selected and reviewed.

Comments

Of the 10 client files that were reviewed, 7 had missing or incomplete client information. 5 of these files were clients who dropped out of contact with their Housing Specialist before their files could be completed. These files will be closed and the clients exited from Eccovia. The remaining 2 client files will be updated.

V. Program Administrative Review

	Yes	No	Comments
Staff positions are filled?	☒	☐	.
Facility appears clean and safe.	☐	☐	.NA—Remote visit
All client files are stored in a locked cabinet?	☐	☐	.NA—Remote visit

Rate of Expenditure

The table below reflects cumulative expenditures during the 6-month review period, which is equivalent to 50% of the 12-month term. The contractor expended % of their total funding during the review period, which is below the expected expenditures of the term represented by the review period but in line with the number of clients served.

PY24-25	July 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024	Dec 2024
Invoice Amount	\$ 83,510.06	\$ 166,035.66	\$ 112,824.90	\$ 122,076.87	\$ 78,271.23	\$ 118,288.80
TOTAL YTD						\$ 681,007.52
% OF ANNUAL BUDGET (\$2,040,000)						33%

VI. Findings and Concerns

A finding is considered a violation of the contract or HOPWA regulation. A concern is a material weakness, but not a violation. Written responses are required for both findings and concerns.

Findings: There are no findings to report for this review period.

Concerns: There are no concerns to report for this review period.

Action required: As there are no findings or concerns for this review period, there is no action required of the contractor at this time. This letter concludes the monitoring for this time period.

VII. Additional Comments

LAHD and APLA discussed ongoing challenges with hiring and retaining staff, which contributes to underspending. We will continue to work with APLA to find ways to identify qualified potential staff, and increase their retention rate.