

**DEPARTMENT  
OF  
DEVELOPMENTAL SERVICES'  
AUDIT  
OF  
MISSION AND GOAL, LLC**

**Program:**

Independent Living Program – HE0527

Audit Period: January 1, 2024, through December 31, 2024

**Audit Services Branch**

**Auditors:** Hung Bang, Chief of Vendor Audit Section  
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# MISSION AND GOAL, LLC

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## EXECUTIVE SUMMARY

The Department of Developmental Services (Department) has audited Mission and Goal, LLC (MAG). The audit was performed upon the Independent Living Program (ILP) for the period of January 1, 2024, through December 31, 2024.

The audit disclosed the following issue of non-compliance:

### **Finding 1: Independent Living Program – Unsupported Billings**

The review of MAG's ILP program, Vendor Number HE0527, revealed that MAG had a total of \$85,047 of unsupported billings to East Los Angeles Regional Center (ELARC).

The total of the finding identified in this audit amounts to \$85,047, which is due back to Department. A detailed discussion of this finding is contained in the Finding and Recommendation section of this report.

## **BACKGROUND**

The Department is responsible, under the Lanterman Developmental Disabilities Services Act, for ensuring that persons with developmental disabilities receive the services and supports they need to lead more independent, productive and normal lives. The Department contracts with 21 private, nonprofit regional centers that provide fixed points of contact in the community for serving eligible individuals with developmental disabilities and their families in California. In order for regional centers to fulfill their objectives, they secure services and supports from qualified service providers and/or contractors. Pursuant to the Welfare and Institutions Code (WIC), Section 4648.1, the Department has the authority to audit those service providers and/or contractors that provide services and supports to persons with developmental disabilities.

## **OBJECTIVE, SCOPE, AND METHODOLOGY**

### **Objective**

The audit was conducted to determine whether MAG was compliant with the WIC, California Code of Regulations (CCR), Title 17, State laws and regulations and the regional centers' contracts with MAG for the period of January 1, 2024, through December 31, 2024.

### **Scope**

The audit was conducted in accordance with the Generally Accepted Government Auditing Standards (GAGAS) issued by the Comptroller General of the United States. The auditors did not review the financial statements of MAG, nor was this audit intended to express an opinion on the financial statements. The auditors limited the review of MAG's internal controls to gain an understanding of the transaction flow and invoice preparation process, as necessary, to develop appropriate auditing procedures. The audit scope was limited to planning and performing audit procedures necessary to obtain reasonable assurance that MAG complied with WIC and CCR, Title 17. Any complaints that Department's Audit Services Branch was aware of regarding non-compliance with laws and regulations were also reviewed and addressed during the course of the audit.

The audit scope was determined by reviewing the program provided to ELARC that utilized MAG's services during the audit period. MAG provided one type of services, which Department audited. By analyzing the information received from the vendor, an internal control questionnaire and a risk analysis, it was determined that a two-month sample period would be sufficient to fulfill the audit objectives.

### **Independent Living Program**

During the audit period, MAG operated one ILP program. The audit included the review of one of MAG's ILP programs, Vendor Numbers HE0527, SC 520 and testing was done for the sampled months of July 2024 and August 2024.

## **Methodology**

The following methodology was used by the Department to ensure the audit objectives were met. The methodology was designed to obtain a reasonable assurance that the evidence provided was sufficient and appropriate to support the finding and conclusion in relation to the audit objectives. The procedures performed included, but were not limited to, the following:

- Reviewed vendor files for contracts, rate letters, program designs, POS authorizations and correspondence pertinent to the review.
- Corresponded with Regional Center staff for vendor background information and to obtain insight into the vendor's operations.
- Interviewed vendor staff and management to gain an understanding of the vendor's accounting procedures and processes for Regional Center billing.
- Obtained and reviewed the vendor's internal control questionnaire.
- Reviewed vendor service/attendance records to determine if the vendor had sufficient and appropriate evidence to support the direct care services billed to the Regional Center(s).
- Analyzed the vendor's payroll and attendance/service records to determine if the appropriate level of staffing was provided.

## **CONCLUSION**

Based upon the audit procedures performed, the Department has determined that except for the item identified in the Finding and Recommendation section, MAG was in compliance with applicable audit criteria.

## **VIEWS OF RESPONSIBLE OFFICIALS**

The Department issued a draft audit report on Monday, August 25, 2025. MAG declined the exit conference and submitted a response via email on Thursday, September 4, 2025. MAG agreed and accepted the finding.

## **RESTRICTED USE**

This report is solely for the information and use of the Department, Department of Health Care Services, ELARC and MAG. This restriction is not intended to limit distribution of this report, which is a matter of public record.

## FINDING AND RECOMMENDATION

### Finding 1: Independent Living Program - Unsupported Billings

The review of MAG's ILP program, Vendor Number HE0527, for the sampled months of July 2024 and August 2024, revealed that MAG had unsupported billings for services billed to ELARC. Unsupported billings occurred due to insufficient payroll hours to support the hours of service billed to ELARC and non-compliance with the CCR, Title 17.

The Department reviewed the direct care payroll hours and compared those hours to the direct care service hours billed to ELARC. The Department noted that the direct care payroll hours documented in the ADP Payroll Summary were 1,857 hours less than the direct care service hours billed to ELARC. MAG billed for 1,857 hours of service not supported by ADP Payroll Summary. The lack of documentation resulted in unsupported billings to ELARC in the amount of \$85,047, which is due back to the Department. (See Attachment A)

WIC Code, Section 4648.1(e)(1) states:

- “(e) A regional center or the department may recover from the provider funds paid for services when the department or the regional center determines that either of the following has occurred:
  - (1) The services were not provided in accordance with the regional center's contract or authorization with the provider, or with applicable state laws or regulations.”

CCR, Title 17, Section 54326(a)(3) and (10) states:

- “(a) All vendors shall: ...
  - (3) Maintain records of services provided to consumers in sufficient detail to verify delivery of the units of service billed: ...
  - (10) Bill only for services which are actually provided to consumers and which have been authorized by the referring regional center.”

CCR, Title 17, Section 50604(d) and (e) states:

- “(d) All service providers shall maintain complete service records to support all billing/invoicing for each regional center consumer in the program....
- (e) All service providers' records shall be supported by source documentation.”

**Recommendation:**

MAG must reimburse to Department \$85,047 for the unsupported billings. In addition, MAG should comply with the CCR, Title 17 as stated above to ensure that proper documentation is maintained to support the amounts billed to ELARC.

**VENDOR'S Response:**

MAG stated in the response, dated Thursday, September 4, 2025, that MAG agreed and accepted the finding.

See Attachment B for the full text of MAG's response to the draft audit report and Attachment C for the Department's evaluation of MAG's response.



# **ATTACHMENT A**

## **MISSION AND GOAL, LLC**

**To request a copy of the attachment for this audit report, please contact the Audit Services Branch at (916) 654-3695.**

## **ATTACHMENT B – VENDOR’S RESPONSE**

### **MISSION AND GOAL, LLC**

**To request a copy of the vendor’s response to the audit finding, please contact the Audit Services Branch at (916) 654-3695.**

## **ATTACHMENT C – EVALUATION OF RESPONSE**

**The Department evaluated MAG's written response to the draft audit report, dated September 4, 2025, and determined that MAG agreed with the result of the audit.**