San Francisco Continuum of Care (CoC) Monitoring

Sub recipient Meeting
Friday, January 10, 2020
Monitoring

The continuous and systematic recording of observations; Information gathering; analysis, reflection, re-planning (if necessary) to ensure that the program/project is going according to plan.
What does this picture tell???

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How are you feeling?
2019 HUD Monitoring Visit

- Conducted July 22, 2019 through August 2, 2019.
- Four (04) CoC Projects selected
- Areas reviewed: Overall Grant Management, Financial Management, CoC Funded Activities, Civil Rights Requirements & Lead-based Paint Compliance
- Seven (07) Findings
- Two (02) Concern
- HSH response due to HUD next week
Check-in....

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CoC Monitoring Process

- Risk Assessment
- Monitoring Preparation
- Sub recipient Communication and Formal Notification of On-site Monitoring
- Monitoring Entrance Conference
- Documentation review and Analysis
- Exit Conference
- Determination of Concerns
- Issuance of Monitoring letter
- Corrective Action

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HSH CoC Risk Assessment

The Risk Assessment tool tracks project competency in key areas of performance and compliance valued by both HUD and HSH including:

- Performance/Reporting
- Fiscal Compliance
- Program Management
- Grants Management
- Data
- Coordinated Entry
- Equal Access

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The risk assessment tool weights all compliance indicators equally. Each project will receive a score based on their performance on the indicators. Results are grouped by percentages into scoring ranges:

1. Low Risk grantees receive a score of 0-15%
2. Moderate Risk grantees receive a score of 16%-40%
3. High Risk grantees receive a score of 41%-100%

**Low Risk** grantees will not receive a monitoring visit. However after two years of Low risk designations, these sub-recipients will receive an on-site monitoring.

**Moderate Risk** grantees will receive a desk monitoring. They may receive a program desk monitoring which will be completed by the Program Manager or a fiscal desk monitoring which will be completed by finance. If serious issues are identified during either desk audit an onsite monitoring may occur.

**High Risk** grantees will all receive an on-site monitoring visit.
How do we prepare...

- Project Scope of Work and Budget
- Project Exhibit 2 - Application
- Project Policies and Procedures
- Project APR
- Project Match Documentation
- Project Active Client List *(pulled by HSH)*

*HSH will review a sample of 20% of the active caseload*
Policies and Procedures

- Administrative Records Retention
- Termination
- Program Rules
- Grievance
- Reasonable Accommodation
- Conflict of Interest
- Notice of Rights for People with Disability (publically displayed)

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2020 Monitoring Timeline

- Risk Assessments Completed
- Formal Notification of On-site Monitoring by end of February 2020
- Formal notification of Desk Monitoring by Mid-March 2020
- Risk Assessment Results:
  - Low Risk – 42.2%
  - Moderate Risk – 33.3%
  - High Risk – 24.4%
Support

- HSH Risk Assessment Tool
- HSH CoC Program Monitoring Tool
- HSH Standard CoC Forms (application, file checklists, etc.)
- HSH On-going Technical Assistance
  - Trainings
  - One-on-one Support

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Questions?

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