



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

San Francisco Continuum of Care (CoC) Monitoring

Sub recipient Meeting
Friday, January 10, 2020



Monitoring

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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?

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2019 HUD Monitoring Visit



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- 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



Goal For Today....

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Check-in....

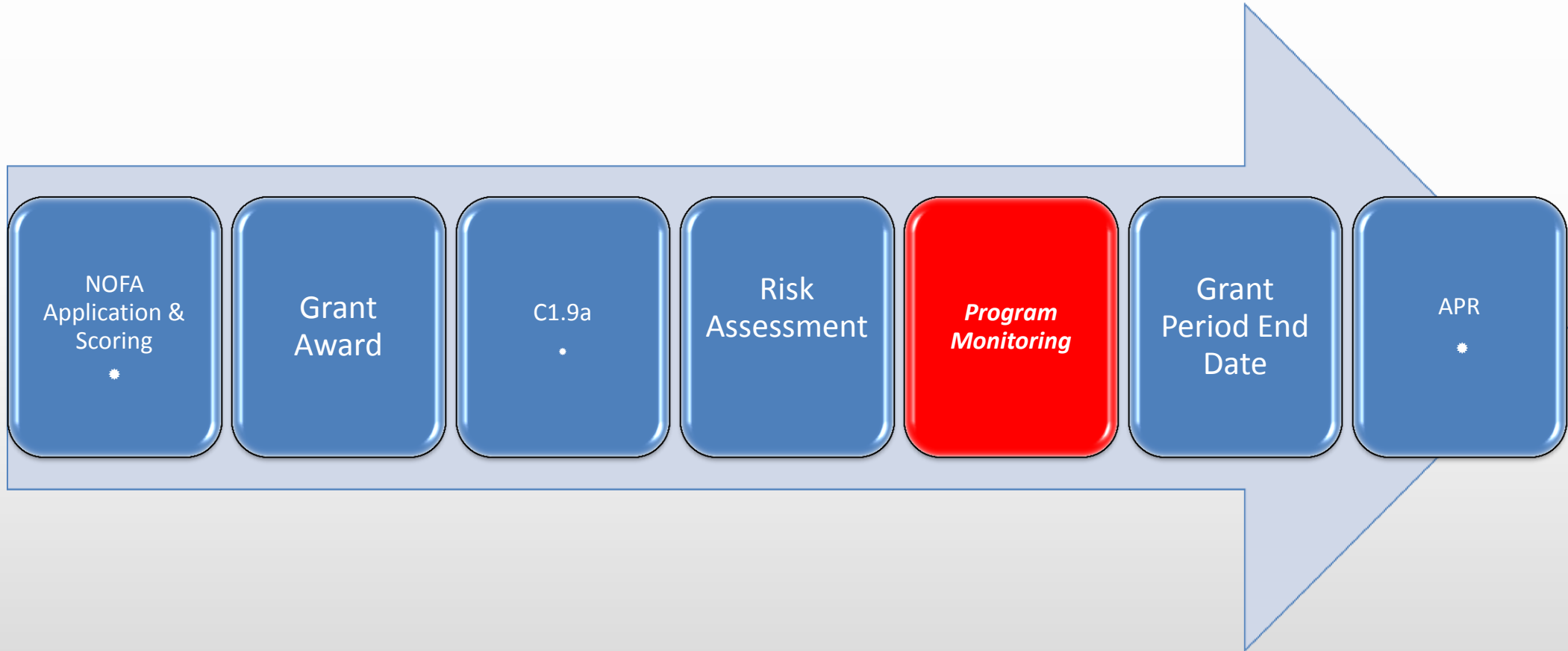
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CoC Grant Life

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* Match Documentation



CoC Monitoring Process

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- 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

HSH CoC Risk Assessment

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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





Risk Assessment Tool

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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...

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- 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

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





2020 Monitoring Timeline

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- 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

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- 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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