CITY OF

PORTLAND, OREGON

PORTLAND HOUSING BUREAU

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Date

**Appendix F3 – Sample Monitoring Closing Letter**

June 12, 2012

Caitlin Campbell

Homeless Youth Continuum

Multnomah County Human Services, Community Services Division

421 SW Oak, Suite 200

Portland, OR 97204

RE: Follow-up to April 4th, 2012 on-site monitoring visit

Dear Ms. Campbell:

The Portland Housing Bureau has completed its April 4th monitoring of Multnomah County’s City-funded youth programs in omnibus contract #30002192. The monitoring consisted of the following:

1. Review of Multnomah County’s policy and procedures of program oversight for PHB-funded youth housing and support activities; process of contracting funds to subrecipient agencies; monitoring schedule and policies of subrecipient agencies; and subrecipients’ program guidelines and processes, including selection criteria, enrollment forms.
2. Review of PHB-funded staff descriptions.
3. Review of FY 11-12 quarterly reports.
4. Interview with Multnomah County Contract Manager and staff.
5. Fiscal monitoring of financial documents and processes (See attached “Subrecipient Fiscal Monitoring Checklist”)
6. HMIS monitoring of usage and processes (See attached “HMIS Monitoring Checklist”)

Overall, our site visit and other monitoring demonstrates exceptional performance by Multnomah County staff in managing the youth programs under contract #30002192. The County has effective program management, fiscal practices and monitoring processes in place and Caitlin has consistent communication and engagement with subrecipient agencies on program performance, expectations, expenditures and contract compliance.

The monitoring process involved a review of program and financial documents and processes to identify potential findings and concerns. Findings are defined as direct violations to applicable regulations or contract conditions, and require immediate action to correct. Concerns are defined as issues that may pose challenges to performance and/or items that could be added to enhance performance of a particular program(s), in which recommended actions are provided.

Paul Stewart met with Caitlin Campbell, Nancy Culver and Betty Alexander to review and discuss fiscal documentation associated with the contract.  The attached Subrecipient Fiscal Monitoring Checklist was used in the monitoring visit. He was pleased to report that no findings or concerns were found in  Multnomah County’s financial management of the City of Portland General Fund resources allocated under this contract. There was one minor issue identified during the visit, described below as item 3 in the “Other Items” section.

**Findings:** No programmatic or financial findings were found.

**Concerns:** No programmatic or financial concerns were found.

**Other Items:** Additional items were identified in the monitoring, which were neither findings nor concerns, although require follow-up:

1. **Inform clients and agency staff of data privacy rights:** A copy of the Service Point privacy notice should be posted in a public place and also made available to clients upon request. Additionally, contract’s sub-recipient agency staff members should be informed of the data privacy requirements and procedures of informing clients.

Recommended action: Print out and display the Privacy Notice (one for posting the other for clients upon request), available on our website [www.portlandonline.com/phb/hmis](http://www.portlandonline.com/phb/hmis) . Because of the specific language related to our continuum in the “[Homeless Management Information System (HMIS) Data Standards - Revised Notice - March 2010](http://hmis.info/ClassicAsp/documents/DST_Module%201_Handout_HUD%20Data%20and%20Technical%20Standards.pdf)”, providers are recommended to use PHB’s version rather than one of their own.

Status: The County reviewed the contract boiler plate and confirmed there is reference (on page 8 of 9, Attachment B, Department of County Human Services Conditions, Section C, #2 Data Collection, c.) to the fact that DCHS contractors using Service Point must inform clients of their data privacy rights and post a privacy notice in an area clearly visible to agency clients. The County will also complete the following actions by the end of the fiscal year:

* Include this item on the checklist for requirements that Program Specialists check against during agency monitoring.
* Communicate the requirement in an upcoming SP newsletter sent to all contractors and users of SP.
* Send out a specific email detailing this requirement to all of or our contractors.
* Review the requirement with all Program Specialist staff at team meetings.

1. **Follow-up with data completeness:** A Data Completeness Report Card was run for three Homeless Youth Continuum programs: 1. Janus Youth Programs- Homeless Youth Continuum; 2. Janus Youth Programs - STREETLIGHT, and 3. New Avenues for Youth- Homeless Youth Continuum. There was some missing and/or incomplete data found, and of the three programs run, only two had clients entered and the grades were “C” and “F”.

Recommended action: Caitlin Campbell and Kathy Knapp (Multnomah County) are working with Wendy Smith (PHB) to determine the data areas that need to be completed or corrected. They will work together with the applicable subrecipient agencies to set a timeline for making the data improvements and will keep the City Contract Manager informed of progress.

1. **Inconsistent definition of payment terms:** The payment terms defined in Multnomah County’s contract with JANUS for the Youth Shelter program indicated reimbursement for expenses incurred. However, as described by agency staff, the intent and the actual process over this fiscal year followed a different model (i.e., “service capacity” payments). County staff indicated this will be corrected in the new contract to be executed for FY 2012-13.

Required action: Forward a copy of the executed FY 2012-13 contract to PHB indicating the correct payment terms.

None of these items require an immediate response at this time, though I am happy to further discuss any of them with you. You can contact me at (503) 823-2391 or [Jennifer.Chang@portlandoregon.gov](mailto:Jennifer.Chang@portlandoregon.gov).

We are grateful for your partnership and appreciate your staff’s hard work and dedication in operating the Youth Short-Term Shelter and Youth Transitional Housing programs which offer housing and support to homeless youth in our community.

Sincerely,

Jennifer Chang, MPH

Program Coordinator

cc: Paul Stewart, PHB

Sally Erickson, PHB