

Appendix H - Sample Monitoring Documentation Request

**From:** [Chang, Jennifer](#)  
**To:** [Caitlin Campbell](#)  
**Cc:** [Stewart, Paul](#); [Smith, Wendy](#)  
**Subject:** Re: PHB April 4 monitoring, 9:00am to Noon - Requested documents/materials  
**Date:** Tuesday, March 27, 2012 3:53:28 PM  
**Attachments:** [10b.Monitoring sheet.doc](#)  
**Importance:** High

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Dear Caitlin,

This email is to confirm our scheduled on-site monitoring visit to review Multnomah County's contract #30002192 with the Portland Housing Bureau. The visit is scheduled for next Wednesday, April 4<sup>th</sup>, 2012 from 9:00 AM to Noon. We will meet at Multnomah County's offices at 421 SW Oak, Suite 200, Portland OR. The proposed agenda includes:

9:00 – 9:15      Introductions/brief overview of visit

*Program and HMIS monitoring:*

9:15 – 10:15      Meetings with County contract manager and program staff (for short-term shelter and transitional housing programs)

10:15 – 11:15      Review of program documents and client files

11:15-11:45      HMIS/ServicePoint review (with Wendy Smith)

11:45 – Noon      Closing/follow-up

*Financial monitoring (conducted by Paul Stewart)*

9:15 – 11:45

Through this email, I am requesting some documents for review prior to the site visit and some documents which we intend to review on the day of the visit. If the documents/processes do not already exist, please do not create them for the site visit.

I'd like to receive the following documents in electronic or hard-copy form prior to the site visit, by COB Monday, April 2<sup>nd</sup>, 2012:

1. Any written policies and procedures guiding Multnomah County's management and oversight of the youth programs funded under contract #30002192. Include copies of any written monitoring procedures (desk or on-site) used to monitor sub-recipient agencies. (If this is not currently available in written form, we can discuss your current monitoring procedures during the site visit.)
2. Copies of any policy and procedure documents that guide overall operations of youth Short-Term Shelter and Transitional Housing programs and activities. Please include:
  - A. Any program-specific policies and procedures, including:
    - o Admission criteria/program eligibility guidelines
    - o Referral procedures

- Policies and procedures regarding documentation of client services
  - How client feedback is incorporated into program development and operations
- B. Any program-specific rules or policies communicated to clients, including:
- client rights and responsibilities
  - client termination or exclusion policies and procedures
  - client grievance policies and procedures
3. Copies of current job descriptions for PHB-funded staff positions for the programs.
  4. Client numbers from a randomized sample of 6 client files (3 from Short-Term Shelter, 3 from Transitional Housing) from FY 11-12. Please have these actual files available for me to review on the day of the visit. [Note: I may review additional client files selected randomly on the day of the visit.]

On the day of the site visit, please plan to make available appropriate staff and materials to provide:

1. Oral description and/or written documentation for any procedures used by Multnomah County to select sub-recipient agencies to perform the activities stated in the contract. Include copies of contracts between the County and sub-recipient agencies for operation of youth services under contract #30002192.
2. Oral description and/or written documentation for any procedures used by Multnomah County to ensure timely and accurate program reporting and submission of financial invoices.
3. Oral description and/or written documentation for any procedures used by Multnomah County to verify data quality and completeness of program data entry into Service Point. Additionally, Wendy Smith will review the **attached** HMIS Monitoring form with County HMIS/data staff. **Please have the County's HMIS/data staff present at this part of the monitoring visit.**

Paul Stewart will conduct the fiscal monitoring. For the fiscal portion of the monitoring visit, Paul will like to review backing documentation associated with invoices billed for October, November and December 2011 under contract #30002192 for both the Short-Term Youth Shelter and Youth Transitional Housing programs.

As applicable, backing documentation should include payroll records, copies of invoices, indirect cost allocation worksheets, employee requests for reimbursement, and any other materials necessary to reconcile invoiced amounts to the relevant source documentation. Additionally, I may need to review the following documentation:

- financial statements that correspond to the billing periods cited above (for reconciliation purposes)

- policies and procedures that pertain to accounting, payroll and any other financial operations
- indirect cost allocation plan or rate agreement (if your organization uses one)
- chart of accounts documentation

We look forward to this opportunity to learn more about your programs and continue strengthening the essential partnership between our organizations. Please let me know if you have any questions.

Thanks,  
Jennifer

**Jennifer Chang, MPH**

*Program Coordinator, Ending Homelessness Initiative*  
Portland Housing Bureau

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