

City of Greensboro

Date: June 22, 2009
To: Dan Curry, Acting Director of Housing & Community Development
From: Internal Audit Division
Subject: Family Services of the Piedmont, Inc.

The Internal Audit Division has performed our yearly monitoring visit of Family Services of the Piedmont, Inc. which received an Emergency Assistance grant in the amount of \$7,000 (Amended to \$3,985) and a Transitional Shelter Operations grant in the amount of \$28,742 from the City of Greensboro during the 2007 to 2008 Grant Year.

The Emergency Assistance Nussbaum Housing Partnership Allocation Grant for \$3,985, amended from \$7,000, was used to provide persons in need of assistance with past due rent and utility payments. The Agency provided assistance to residents of Clara House Shelter for women and children escaping domestic violence. The amended grant of \$3,985 was requisitioned by the Agency and funded by mistake in the amount of \$4,985. In talking with the Department of Housing and Community Development staff, they stated they will be preparing an additional contract amendment changing the amount from \$3,985 to \$4,985.

The Transitional Shelter Operations Nussbaum Housing Partnership Allocation Grant for \$28,742 was used to provide services to women with or without children who are homeless as a result of domestic violence and have no other safe housing options. The following costs are eligible for reimbursement: staff salaries; maintenance and security salary; maintenance and operation; insurance and utilities. Approximately 260 clients were projected to be served. The entire \$28,742 grant was requisitioned and funded.

We examined selected financial transactions and program documentation maintained by the Agency for compliance with the contracts and for assurance that program goals were achieved.

We would like to thank Ms. Lauren Doyle, Grants Administrator; Ms. Michaelann Todtz, Grants Manager; Mr. Chip Turner, Chief Financial Officer and the staff of the Family Services of the Piedmont for their courtesy and cooperation shown to us during this visit. If there are any questions or comments concerning the details of this visit, we can be reached at 373-2821.



Mickey Kerans
Internal Auditor



Len Lucas
Internal Audit Director

Cc: Andy Scott, Interim Assistant City Manager for Economic Development
Thomas Campbell, Interim President/Chief Executive Officer of Family Services of the Piedmont, Inc.



Date: June 15, 2008
To: Thomas F. Campbell, CEO, Family Services of the Piedmont
From: Michael Blair, City of Greensboro HCD
RE: *FY08/09 Programmatic Evaluation*

On February 6, 2008 and April 27, 2009 HCD and Internal Audit (IA) staff conducted an on-site monitoring visit of Family Services - Clara House. Family Services is a sub-recipient of the City of Greensboro Department of Housing and Community Development and is carrying out the activity of shelter operations and emergency assistance. This was to include shelter and services (case management including substance abuse and emotional counseling by licensed practitioners) for victims (Women and Children) of domestic violence. The agency has current C.o.A accreditation.

The period under review, along with current site conditions, was from July 1, 2007 to June 30, 2008. In addition to examining various program materials and financial files in the course of the review city staff met with Ms. Lauren Doyle, Grants Administrator; Ms. Michaelann Todtz, Grants Manager; Mr. Chip Turner, Chief Financial Officer and Ms. Susan Weis, Program Manager at Clara House.

Funding and Number Served

Emergency Shelter funding for FY07/08 was \$28,742 (203 individuals served which is 78% of the projected 260) which was expended in its entirety; Emergency Assistance funding for FY07/08 was \$3,985 (12 households served); the FY08/09 grant year is currently underway.

CDBG Eligibility (file review) and Consolidated Plan Relationship

All program participant files reviewed contained signed homelessness verification forms. The two forms that HCD requests to be used are not in use (see observation below). The program relationship to 2005-2009 Consolidated Plan is Priority 2A.

Board and Board Minutes

The board met ten times (nine with a quorum) in FY07/08 (Four (4) is the HCD minimum number of annual board meetings with a quorum) and had/has 21 members, 14 women and 7 men, from a wide range of professional backgrounds. Minutes are maintained and are very understandable including the minutes where the external annual audit was reviewed and accepted by the board.

Grievance Policy

The agency has a multi-level (meaning that if a complaint is not resolved it goes to the next level for resolution) grievance policy and a grievance committee that reviews all complaints.

CHIN

Clara House does not use CHIN. Confidentiality of clients considered necessary due to the nature of the program.

Conditions

A site visit of the facility was conducted in FY07/08 and it was found to be very well appointed and maintained. A site visit should be conducted in FY09/10.

Clara House Measures	FY04/05	FY05/06	FY06/07	FY07/08
Total Individuals Served:	288	228	233	203
Client Nights:	6,317	6,612	6,443	5,023
Average Occupancy (month):	67%	70%	68%	60%
Length of Stay				
Less than 1 month:	75%	62%	67%	67%
1 to 2 months:	18%	19%	16%	22%
3 to 6 months:	7%	19%	17%	11%
Average Length of Stay (Days):	23	29	28	25

As a result of this review HCD staff is making zero (0) findings, zero (0) concerns and two (2) observations.

A *finding* is defined by HCD as a program element that does not comply with a local, federal, or contractual, rule or regulation whereas a *concern* is either a potential finding or program weakness that should be improved to avoid future problems. An *observation* can be either a positive comment about the agency or a suggestion that may improve a service or element of operations.

Observation 1 - Utilization of Assets (Low Occupancy)

The FY07/08 occupancy was low at 59.7%. Average daily and monthly occupancy had been in the high 60% (68-70%) range over the previous 3 fiscal years.

Requested Action

None. The current year, FY08/09, occupancy has been over 80%, with 280 persons assisted, through April 2009. This appears to be a significant spike in demand for these services.

Observation 2 – Required Intake Documents

The HCD required homelessness verification and community development household certification forms are not in use. Another form is used that does not have the level of detail that HCD requires (It does not have the "Racial/Ethnic groups" which is found on the CD Household Certification).

This does not mean that the program is inadequately documenting need and/or homelessness however it is not doing so as requested for city funding.

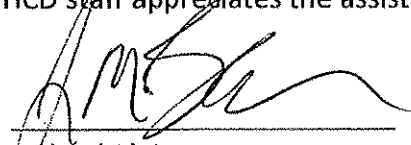
Recommendation

To use the HCD required homelessness verification and community development household certification forms as requested.


The Internal Audit report did not contain any findings or concerns.

It is HCD staff opinion that Clara House is an eligible and effective use of city Homelessness Prevention funding. The program appears to be an excellent resource for women who are the victims of abuse. Performance records were understandable and there are no disqualifying financial concerns for future City funding.

HCD staff appreciates the assistance provided during the monitoring visit by Clara House staff.



Michael Blair
Specialist Grants Compliance



Dan Curry
Acting Director HCD