



The Department of Housing and Urban Development (HUD) and the state of Florida require monitoring of recipient and sub recipient agencies on an annual basis. Monitoring is a system to see if recipients are carrying out their HUD Continuum of Care (CoC) Program Funds, Emergency Solutions Grant, Temporary Assistance for Needy Families (TANF), and Florida Challenge Grant programs in compliance with HUD and State regulations and the contract terms. Monitoring is an ongoing process of reviewing performance using agency data to make judgments about the performance, and to assist in improving that performance.

To meet federal and state requirements, Homelessness & Housing Alliance (HHA) will conduct both an on-site monitoring visit and “desk-top” monitoring’s, whereby the recipient/sub recipient is not visited, and their grant is monitored only by review of the information in files, belonging to the recipient/sub-recipient. Each recipient/sub-recipient will be monitored on-site once annually.

Program Monitoring Goals:

- A. To review recipient/sub- recipient agencies to determine if service are being delivered in accordance with contract requirements as to type of services and number of units of service.
- B. To review records of recipient/sub-recipient agencies to determine if systems are in place to properly document the provision of services, client eligibility, and compliance with any other contract requirements.

Fiscal Monitoring Goals:

- A. To review recipient/sub-recipient agencies to determine if expenditures of allocated funds are being made in accordance with contract requirements.
- B. To review records of recipient/sub-recipients agencies to determine if systems are in place to properly document financial transactions, the use of allocated funds, use of program income, and any other contract requirements.

HUD Desk-top Monitoring

A desk-audit is completed each time a sub-recipient submits an invoice for a draw or reimbursement invoice, which should be on a monthly or quarterly basis. This includes assuring that performance goals and objectives are being achieved through the sub-grantee’s projects and programs, reviewing the sub-recipients contracts, comparing the scheduled timeframe and budget to draw down requests, ensure that invoices match draw down requests, and if

necessary, taking appropriate actions to address performance problems.

HUD Program Monitoring Process

HHA, will contact the agency via email and/or phone to arrange for a monitoring visit at least 15 days in advance. The agency will be informed regarding the initial records to be reviewed. These records should be reviewed upon the monitor's arrival and available at the working space set up for monitor.

Entrance Conference: Monitors meet with agency director to answer any questions regarding the monitoring process and are introduced to appropriate staff to begin work.

- A. Meet staff responsible for the intake process, preparation for reports of units of service, and direct service providers.
- B. Review records selected for monitoring and discuss record keeping methods with staff who maintain them. Copies of certain documents and records may be made for purposes of preparing the report. Records which will be reviewed by the monitor include but are not limited to:
 - 1. A list of clients enrolled in program during the period under review.
 - 2. Units of service provided to clients broken down by service category
 - 3. A list of client records will be requested after review of service units. These records should include eligibility documentation and records of services provided.

Review of Records:

- A. Sub-recipients are required to submit the units of service with each request for funds. The monitor will check the agency records against HHA's records regarding reports for the following:
 - 1. Determine if amounts in agency records reported match amounts noted in HHA's records.
 - 2. Determine if reports are presented in a timely manner (by the date specified in the contract).
 - 3. Determine if reports are completed in a satisfactory manner.
 - 4. Determine if the quantity of units provided is roughly proportionate to the amount of the allocation expended.
 - 5. Determine if the agency is significantly behind in the provision of units.
- B. The monitor will review documents used by the agency to derive the number of units reported.
 - 1. Determine if units are in keeping with the contract definition.
 - 2. If units are differentiated between types, determine that only the units of the types listed in the contract are billed.



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3. Develop a list of client files to be reviewed from the sample months, listing client number, client name, date of service, and type of service on a spreadsheet.
 4. Present list to staff and allow a reasonable length of time for client files to be pulled for review.
- C. The monitor will review client files for:
1. Documentation of eligibility which is dated within twelve months of the sample service date.
 - a. Documentation of residence within service area limits.
 - b. Documentation of meeting income eligibility guidelines based on contract requirements.
 2. Documentation of homeless certification based on contract requirements.
 3. Documentation of the provision of services which meet the terms of the contract
 - a. Determine if date of service and type of service provided which was taken from the spreadsheet and is also recorded in the client file, appears to be reasonable.
 4. Review complete file for each client determining whether services being provided are in accordance with the contract, whether client is within the contract's target population.
 5. Where applicable, determine if client notes are dated, reflect the units provided, are signed by the caseworker, and are complete and informative as to the client's progress.
 6. Determine if files are complete and maintained in an orderly fashion
 7. Obtain blank copies of intake and other pertinent documents used by agency
- D. Throughout the course of the on-site visit, the monitor will observe interactions between staff and clients and the condition of the facility.

Exit Conference

- A. The monitor will meet with the agency director to discuss results of monitoring. Director may invite staff and/or board members as he/she deems appropriate.
1. Discuss findings, if any, and methods of correcting each individual deficiency
 2. Discuss concerns, if any, and methods of correcting concerns
 3. Discuss any observations made regarding the agency and offer technical assistance where applicable
 4. Answer any questions agency director or staff may have

HUD FISCAL MONITORING PROCESS

HHA will contact the agency via email and/or phone to arrange for monitoring at least 30 days in advance. Program and fiscal monitoring may or may not be scheduled concurrently. Each

recipient/sub-recipient will be monitored once annually. In some cases it may be necessary to perform a follow up monitoring visit. The agency will be informed as to the initial records to be reviewed. These records should be in an understandable format.

Entrance Conference: Monitors will meet with the agency director to answer any questions regarding the monitoring process.

- A. Meet staff responsible for preparing reimbursement request, payroll, and maintaining accounting records.
- B. Review records selected for monitoring and discuss record keeping methods with staff who maintain them. Copies of certain documents and records may be made for purposes of preparing the report. Records to be reviewed by the monitor may include, but are not limited to:
 1. Time and attendance reports (time sheets or time cards)
 2. Payroll register
 3. Cash receipts journal
 4. Check disbursement journal or check register
 5. Bank statements and/or canceled checks
 6. General ledgers
 7. Invoices and purchase orders
 8. Bank reconciliation
 9. Any additional item (voucher, documents, financial reports, records, etc.) needed to verify transactions

Review of Records:

- A. Salaries – The monitor will:
 1. Review time and attendance reports for time billed and verify reports by supervisor.
 2. Check to see if there is a clear audit trail between the time and attendance reports, payroll register, general ledger accounts and federal and state reports.
 3. Test computation for gross amounts, deductions, and net payments.
 4. Verify canceled checks for amounts and endorsements.
 5. Verify employees' time from time card to the time reported on reimbursement requests.
 6. Verify that the salary costs requested for reimbursements are allowable under the terms of the contract.
- B. Property and Equipment – The monitor will:
 1. Verify invoices and payments.
 2. Verify purchase of equipment is in agreement with general ledger account and financial reports.
 3. Ensure that purchased equipment is allowable.

4. Verify calculation of depreciation (if applicable)
 5. Make physical inspection of equipment (if applicable)
- C. Other Operating Expenses – the monitor will:
1. Examine invoices and related canceled checks.
 2. Review invoices for approvals and account distribution.
 3. Determine if the costs are allowable.
 4. Verify agency's line item costs to amounts requested for reimbursement.
 5. Verify that amounts requested for reimbursement agree with posting to general ledger accounts.
 6. Select insurance invoices to verify that the amounts requested for reimbursement apply only to grant specific employees.
- D. Revenue The monitor will:
1. Verify amounts disbursed by Grantor to reconcile with funds received by the agency.
 2. Verify amounts and use of any program income received.
- E. Overall Accounting Review – the monitor will:
1. Review the process used to record the various transactions and determine if it is effective.
 2. Review the actual transaction and their supporting documentation, determining eligible reimbursement expenses. In order for an expenditure to be considered eligible for reimbursement, the following requirements must be met:
 - a. The expenditure must be for the current funding period
 - b. It must be an expenditure related to program.
 - c. It must be an expenditure permitted by the contract.
 3. Review the overall agency performance to determine if it is within compliance according to the contractual terms and conditions.
 4. Determine if the prior year's monitoring findings have been corrected and are not being repeated.

Exit Conference: The monitor will meet with the agency director to discuss results of monitoring. Director may invite staff and/or board members as he/she deems appropriate.

1. Discuss findings, if any, and methods of correcting each individual deficiency
2. Discuss concerns, if any, and methods of correcting concerns
3. Discuss any observations made regarding the agency, offer technical assistance where applicable
4. Answer any questions director or staff may have.

MONITORING REPORTS

Within thirty (30) days after the completion of the monitoring visit or desk-top review, a written report of the results of the monitoring visit will be forwarded to the recipient/sub-recipient. If the program and fiscal monitoring were performed concurrently, the reports for both will be combined under a single cover letter. The monitoring report contains:

1. A detailed list of areas reviewed.
2. A detailed list of findings, if any. A recommendation will accompany each finding explaining how the deficiency can be corrected.
3. A detailed list of concerns, if any. Depending on the nature of the concern, a recommendation may be included on how to eliminate the concern.
4. Observations, if any, made regarding the agency's operation.
5. If findings are severe, the letter accompanying the report may place a hold on further reimbursements to the sub-recipient until the findings are cleared.

Response to Monitoring Report: Within thirty (30) days after receipt of the monitoring report, the recipient/sub-recipient must submit a written response to the monitoring report. The response should include:

1. A response to each individual finding and concern, if applicable.
2. Copies of any documentation to back up the response to the findings (copies of corrected employee monthly time reports, etc.).

Response to Agency Response: Upon receipt of the recipient/sub-recipient's response to the monitoring report, the program and fiscal monitors will review the response to determine if the findings have been satisfied. A written reply to the recipient/sub-recipient's response will be sent to the agency, to include the following:

1. Those findings which have been satisfied will be noted as closed. If all findings are closed, the recipient/sub-recipient's monitoring for the year under review is considered to be complete.
2. Findings which are not satisfied will remain open, and will require further response or action on the recipient/sub-recipient's part.
 - a. The recipient/sub recipient will be given an adequate period of time to take any further action needed to correct findings and respond in writing.
 - b. If these actions are satisfactory, the findings are noted as closed and the monitoring is considered to be complete.
 - c. If these actions are not satisfactory, further correspondence is required until such time as all findings closed and the monitoring is concluded.
 - d. The close of the contract does not necessarily close the monitoring. Correspondence will continue until all findings are closed.

State of Florida Desk-top Monitoring

A desk-audit is completed each time a sub-recipient submits an invoice for a reimbursement, which should be on a monthly or quarterly basis. This includes assuring that performance goals and objectives are being achieved through the sub-grantee's projects and programs, reviewing the sub-recipients contracts, comparing the scheduled timeframe and budget to draw down requests, ensure that invoices match draw down requests, and if necessary, taking appropriate actions to address performance problems.

State of Florida Program Monitoring Process

HHA, will contact the agency via email and/or phone to arrange for a monitoring visit at least 15 days in advance. The agency will be informed regarding the initial records to be reviewed. For a contract period of 12 months (2) two program monitoring sessions will be scheduled. Any contract period shorter than 12 months will require a minimum of (1) one program monitoring session. These records should be reviewed upon the monitor's arrival and available at the working space set up for monitor.

Entrance Conference: Monitors meet with agency director to answer any questions regarding the monitoring process and are introduced to appropriate staff to begin work.

- A. Meet staff responsible for the intake process, preparation for reports of units of service, and direct service providers.
- B. Review records selected for monitoring and discuss record keeping methods with staff who maintain them. Copies of certain documents and records may be made for purposes of preparing the report. Records which will be reviewed by the monitor include but are not limited to:
 - 1. A list of clients enrolled in program during the period under review.
 - 2. Units of service provided to clients broken down by service category (delivery log)
 - 3. A list of client records will be requested after review of service units. These records should include eligibility documentation and records of services provided.

Review of Records:

- A. Sub-recipients are required to submit the units of service with each request for funds. The monitor will check the agency records against HHA's records regarding these reports for the following:
 - 1. Determine if amounts in agency records reported match amounts noted in HHA's records.
 - 2. Determine if reports are presented in a timely manner (by the date specified in the contract).
 - 3. Determine if reports are completed in a satisfactory manner.

4. Determine if the quantity of units provided is roughly proportionate to the amount of the allocation expended.
5. Determine if the agency is significantly behind in the provision of units or expending funds.
6. The monitor will review documents used by the agency to derive the number of clients and services reported.
7. Determine if services and eligibility are in keeping with the contract definition.
8. If services are differentiated between types, determine that only the services of the types listed in the contract are billed.
9. Develop a list of client files to be reviewed from the sample months, listing client number, client name, date of service, and type of service
10. Present list to staff and allow a reasonable length of time for client files to be pulled for review.
11. The monitor will review client files for:
 - a. Documentation of eligibility which is dated within twelve months of the sample service date.
 - b. Documentation of residence within service area limits.
 - c. Documentation of meeting income eligibility guidelines based on contract requirements.
 - d. Documentation of homeless certification based on contract requirements.
 - e. Documentation of the provision of services which meet the terms of the contract.
 - f. Determine if date of service and type of service provided which was taken from the spreadsheet and is also recorded in the client file, appears to be reasonable.
 - g. Review complete file for each client determining whether services being provided are in accordance with the contract, whether client is in contract's target population.
 - h. Where applicable, determine if client notes are dated, reflect the services provided, are signed by the caseworker, complete and informative as to the client's progress
 - i. Determine if files are complete and maintained in an orderly fashion
 - j. Obtain blank copies of intake and other pertinent documents used by agency
 - k. Throughout the course of the on-site visit, the monitor will observe interactions between staff and clients and the condition of the facility.

Exit Conference

- A. The monitor will meet with the agency director to discuss results of monitoring. Director may invite staff and/or board members as he/she deems appropriate.

1. Discuss findings, if any, and methods of correcting each individual deficiency
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State of Florida FISCAL MONITORING PROCESS

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5. Verify employees' time from time card to the time reported on reimbursement requests.
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 4. Verify calculation of depreciation (if applicable)
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- C. Other Operating Expenses – the monitor will:
1. Examine invoices and related canceled checks.
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 5. Verify that amounts requested for reimbursement agree with posting to general ledger accounts.
 6. Select insurance invoices to verify that the amounts requested for reimbursement apply only to grant specific employees.
- D. Revenue The monitor will:
1. Verify amounts disbursed by Grantor to reconcile with funds received by the agency.
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 - b. It must be an expenditure related to the program.
 - c. It must be an expenditure permitted by the contract.
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Exit Conference: The monitor will meet with the agency director to discuss results of monitoring. Director may invite staff and/or board members as he/she deems appropriate.

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3. Discuss any observations made regarding the agency, offer technical assistance where applicable
4. Answer any questions director or staff may have.

MONITORING REPORTS

Within thirty (30) days after the completion of the monitoring visit or desk-top review, a written report of the results of the monitoring visit will be forwarded to the sub-recipient. If the program and fiscal monitoring were performed concurrently, the reports for both will be combined under a single cover letter. The monitoring report contains:

6. A detailed list of areas reviewed.
7. A detailed list of findings, if any. A recommendation will accompany each finding explaining how the deficiency can be corrected.
8. A detailed list of concerns, if any. Depending on the nature of the concern, a recommendation may be included on how to eliminate the concern.
9. Observations, if any, made regarding the agency's operation.
10. If findings are severe, the letter accompanying the report may place a hold on further reimbursements to the sub-recipient until the findings are cleared.

Response to Monitoring Report: Within thirty (30) days after receipt of the monitoring report, the sub-recipient must submit a written response to the monitoring report. The response should include:

3. A response to each individual finding and concern, if applicable.
4. Copies of any documentation to back up the response to the findings (copies of corrected employee monthly time reports, etc.).

Response to Agency Response: Upon receipt of the sub-recipient's response to the monitoring report, the program and fiscal monitors will review the response to determine if the findings have been satisfied. A written reply to the sub-recipient's response will be sent to the agency, to include the following:

1. Those findings which have been satisfied will be noted as closed. If all findings are closed, the sub-recipient's monitoring for the year under review is considered to be complete.
2. Findings which are not satisfied will remain open, and will require further response or action on the sub-recipient's part.



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- e. The sub recipient will be given an adequate period of time to take any further action needed to correct findings and respond in writing.
- f. If these actions are satisfactory, the findings are noted as closed and the monitoring is considered to be complete.
- g. If these actions are not satisfactory, further correspondence is required until such time as all findings closed and the monitoring is concluded.

The close of the contract does not necessarily close the monitoring. Correspondence will continue until all findings are closed.