

# THE COMMUNITY PARTNERSHIP FOR THE PREVENTION OF HOMELESSNESS

## **PROGRAM SITE VISIT REPORT**

Contractor Name:
Contract Period:
Contract Number:
Program Name (s):
Program Type:
Capacity:
Target Population:
Contact Person (s)/Title:
Email Address:
Program Address:
Phone:
Date of Site Visit:
Names/titles of program staff that facilitated the visit:
TCP Staff/Title(s) Conducting Audit:

<u>Purpo</u>	ose of visit:									
	Annual Audit		Complaint/Investigat ion		CAP Follow U	JP		Othe	r	
If oth	er, please describe	below.								
Provid	der Scope of Work:	_								-
										_
			I. <u>Summ</u>	ary of Vis	<u>it</u>					
[enter p The visi a.m./p.i comple program The site of the v personr number At the c	t was conducted or m.]. The site visit of ted the site visit]. The staff that facilitate visit of [enter propriet? What did you nel files were review of staff members it conclusion of the site visit of the site	nter progr n [enter da f [enter properties of the site vision ed the vision gram named do first? (in wed, please that were the visit, TO	Prevention of Homeless am name] program local ate that visit was completed ogram name] was completed was facilitated by the state of [summander the consisted of [summander the number of interviewed as well as the consisted of state of the total discuss observations	ted at [eleted] at [eleted] by following ize in det w client for files that the name the name	nter program senter the time to lenter the names program staff ail what the vistiles?etc). How twere reviewed and cities of the cities of th	ite add that the tes and it [ente sit cons to did the ted. Be serviewe the pro	ress]. e visit v titles o r the n  isted o ne visit ure to ed.	was com of all TCF ames an of. What end?] *I also incl	pleted P staff that Id titles of was the or f client and ude the	all rder <mark>d</mark>
	II.	Contract	Deliverables, Payment (	Clearance	and General A	dminis	trative			
	provider missing Nete the missing deliv					Yes		No		
	provider missing Tet the missing deliv					Yes		No		

C.	Is payment to this contract currently being withheld?	☐ Yes	□ No
If	yes, please note the reason for the withholding of payment.		
	III. First Source Reporting C	ompliance	
su Re Co fo	ontracts totaling \$300,000.00 or greater are required to comply with botontractors to enroll in the Department of Employment Services (Deporting System (FORRS) and comply with monthly reporting. Provide onstruction First Source Agreement for each contract period and substitution and substitutions of the substitution of the s	First Source reporting OES) First Source Onliners are required to com	ne Registration and nplete a new Non-
	structions for registering/enrolling in the FORRS system can be found eliverables Tab.	l on TCP's website und	er the Contract
A.	Contract Amount:		
В.	First Source Compliance Required?		
	☐ Yes ☐ No		
C.	Has the provider submitted a completed Non-Construction First Sou	urce Agreement to the	DOES?
	☐ Yes ☐ No		
D.	Has the provider been enrolled in the FORRS system?		
	☐ Yes ☐ No		
E.	Has the provider received an executed agreement back from the DO	DES for the identified c	ontract?
	☐ Yes ☐ No		
F.	Has the provider provided a copy of the Detailed Cumulative Statist		PRRS system to confirm
	monthly reporting for the past three months for the identified conti	ract?	
	Yes No	fita ananlayaaa baina	DC manidameta)
G.	Does the report submitted indicate a percentage of 51% or higher of	of its employees being	DC residents?
	☐ Yes ☐ No		
1	Notes:		
	IV. Employee Training Cor	mpliance	

During the visit at your program site, TCP staff requested to view the Training Transcripts for the below employee(s):

Name of Employee	Number of trainings completed out of the required trainings	Trainings that were completed

# V. <u>Personnel File Review</u>

During the visit at your program site, TCP staff reviewed the personnel files of 10% of the employees that are included on your program's Staffing List. The following was observed:

# Employee Name/Title:

Document	Present in employee's file? Y/N
Updated government issued ID	
Completed Background checks (Both FBI and MPD	
annually).	
Child and Family Services Agency (CFSA) Child Protection	
Register (required for programs working with children	
National Sex Offender Registry	
TB/PPD Screening Results (required annually)	
Toxicology Screenings (require annually)	
Verification of Credentials (i.e degrees, high school	
diplomas, certificationsetc)	
Confirmation that the employee has completed	
orientation	
Completed job application or resume	
Completed reference checks	
Performance Evaluations completed during the past 12	
months	
Training Transcripts	

## Employee Name/Title:

Document	Present in employee's file? Y/N
Updated government issued ID	
Completed Background checks (Both FBI and MPD	
annually).	
Child and Family Services Agency (CFSA) Child Protection	
Register (required for programs working with children	
National Sex Offender Registry	

TB/PPD Screening Results (required annually)	
Toxicology Screenings (require annually)	
Verification of Credentials (i.e degrees, high school	
diplomas, certificationsetc)	
Confirmation that the employee has completed	
orientation	
Completed job application or resume	
Completed reference checks	
Performance Evaluations completed during the past 12	
months	
Training Transcripts	
Employee Name/Title:	
Document (12)	Present in employee's file? Y/N
Updated government issued ID	
Completed Background checks (Both FBI and MPD	
annually).  Child and Family Services Agency (CFSA) Child Protection	
Register (required for programs working with children	
National Sex Offender Registry	
TB/PPD Screening Results (required annually)	
Toxicology Screenings (require annually)	
Verification of Credentials (i.e degrees, high school	
diplomas, certificationsetc)	
Confirmation that the employee has completed	
orientation	
Completed job application or resume	
Completed reference checks	
Performance Evaluations completed during the past 12	
months	
Training Transcripts	
VI. Client F	ile Review
During the visit at your program site, TCP staff reviewed the files o roster. The following was observed:	f 10% of the clients included on your program's client
Does each client on the roster have a case file?   Yes   No  No  No, please indicate the clients that are included on the client roste	er that does not have a case file:
Client File Review:	

Revised January 2023

Client ID	:	Yes	No	N/A	Notes
Α.	Does the client have an emergency contact listed?				
В.	Are there a set of signed program rules in the client's file?				
C.	Does the client's file include a signed copy of the Bullying Prevention Policy?				
D.	Does the provider maintain a record of all transactions of the client's escrow savings plan within the client's file?				
E.	Does the file of the client contain the most recent completed VI-SPAT, F-SPDAT or TAY VI-SPDAT?				
F.	Is there a signed confirmation of receipt for the Reasonable Accommodations brochure in the client's file?				
G.					
H.	Are unit/room inspection documents included in the client's file?				

l.	Are referrals/resources provided to the client stored in the client's file?				
J.	Does the client's file include any rule violation notices, warning letters, behavioral contractsetc.?				
Ci: - I		I v		I N./A	N. I
Client ID		Yes	No	N/A	Notes
A.	Does the client have an emergency contact listed?				
В.	Are there a set of signed program rules in the client's file?				
C.	Does the client's file include a signed copy of the Bullying Prevention Policy?				
	Does the provider maintain a record of all transactions of the client's escrow savings plan within the client's file?				
E.	Does the file of the client contain the most recent completed VI-SPAT, F-SPDAT or TAY VI-SPDAT?				

F. Is there a signed confirmation of receipt for the Reasonable Accommodations brochure in the client's file?				
G. Are reasonable accommodation requests/approved reasonable accommodations stored in the client's file?				
H. Are unit/room inspection documents included in the client's file?				
I. Are referrals/resources provided to the client stored in the client's file?				
J. Does the client's file include any rule violation notices, warning letters, behavioral contractsetc.?				
Client ID:	Vaa	No	N1/A	Netes
	Yes	No	N/A	Notes
A. Does the client have an emergency contact listed?				
B. Are there a set of signed program rules in the client's				

C. Does the client's file include a signed copy of the Bullying Prevention Policy?		
D. Does the provider maintain a record of all transactions of the client's escrow savings plan within the client's file?		
E. Does the file of the client contain the most recent completed VI-SPAT, F-SPDAT or TAY VI-SPDAT?		
F. Is there a signed confirmation of receipt for the Reasonable Accommodations brochure in the client's file?		
G. Are reasonable accommodation requests/approved reasonable accommodations stored in the client's file?		
H. Are unit/room inspection documents included in the client's file?		
I. Are referrals/resources provided to the client stored in the client's file?		

file in violat warn beha	the client's clude any rule ion notices, ing letters, vioral actsetc.?							
Does the program have	a fire drill book?	VII	Fire S	afety Observa		□Yes □	□ No	
If no, please explain bel  Does the program cond	ow: uct fire drills ever		(30) days?			□Yes [	□ No	
ndicate date of last fire			onth?			□Yes [	□ No	
If no, please explain you  Does the program have	ır observations:			rs?		□Yes	□ No	
ndicate the dates in wh	ich all fire extingu	uishers in i	the facility	was last servic				
Please indicate the num					he facility has moi	e than or	ne floor, please	
Please indicate the mos	t recent date in w	/hich the	orogram si	te had a fire sa	fety inspection co	mpleted	by DC F&EMS.	
		VIII.	Facility	Related Inforr	mation			
Does the program have	an exit sign at all	exits? [	⊒Yes □	No				
f yes, do electrical exit	signs have workir	ıg light bu	lbs? □Yes	□ No				

Does the program have maintenance service records? ☐Yes ☐ No
If yes, please indicate last date of service for unit/building below:
Does the program have pest control records? $\square$ Yes $\square$ No
If yes, please indicate last date of service for unit/building below:
If the program site has an elevator, is the elevator operable? $\Box$ Yes $\Box$ No $\Box$ N/A  If no, please include your observations:
If the program site has an elevator, does the elevator include an updated Certificate of Inspection?  If yes, please include the date of the most recent inspection:
How often are unit, room or dorm inspections completed? If the program is a low barrier shelter, how often does staff complete rounds around the facility, to include each dorm? If the program is not a low barrier shelter, please include the dates of the three most recent unit/room inspections completed by program staff.
IX. Required Postings
Does the program site have emergency evacuation routes posted and visible? $\square$ Yes $\square$ No
Does the program site have the "Interpreter Services Available", Desktop Displays posted and visible at the front desk and intake area of the facility? $\Box$ Yes $\Box$ No
Notes:
Does the program site have the "Confidentiality Poster" posted and visible in the intake and/or communal areas
of the facility?
Does the program site have the "ADA Poster", posted and visible in the intake and/or communal areas of the
facility in both English and Spanish? □Yes □ No

Does the program site have the "How to File a Complaint" poster displayed in the intake and and/or communal Revised January 2023

areas of the facility? □Yes □ No
Is the site in which services are rendered handicap accessible? $\square$ Yes $\square$ No If not, does the program have a "workaround plan" for accommodating clients that may enter the program that need handicap accessibility?
Notes:
Does the program site have the most current Living Wage Acknowledgement poster displayed? ☐Yes ☐ No
Does the program site have updated approved Program Rules displayed? ☐ Yes ☐ No
X. COVID-19 Protocols
Does the program site have social distancing protocols implemented $\Box$ Yes $\Box$ No (i.e. 6 ft apart markers on the floor)? $\Box$ Yes $\Box$ No
Does the program site have face masks readily accessible for program participants if needed? □Yes □ No
Does the program site have sanitizing stations? $\square$ Yes $\square$ No
Does the program site have COVID-19 informative posters and/or guidance displayed? (i.e. posted mask mandatesetc.) $\Box$ Yes $\Box$ No
XI. Service Delivery and Case Management
Does the program offer support services? Services include but are not limited to case management, job referrals, housing placements, budgeting/life skills workshops, benefit assistance, and referrals to health and mental health services? $\Box$ Yes $\Box$ No
Does the program maintain documentation of delivery of on-site services (sign in/out sheets to on-site programs, case files etc.)?
□Yes □ No
Notes:
Does the program maintain files in a double locked setting? □Yes □No  Please explain your observations:

Indicate how the program extends the opportunity to give feedback on programs and services (i.e suggestion boxes, town hall meetingsetc).  Please indicate the most recent date in which the program distributed client satisfaction surveys to program participants.  XII. Escrow Savings  Does the program collect escrow savings for program participants?   Yes   No   If yes, describe where the client funds are stored, the process for clients to access funds deposited, and who is responsible for overseeing the account below:  Has the program given a copy of the guidelines of escrow savings to program participants for signature?   Yes   No   If so, indicate how often reconciliation takes place and the staff person responsible for conducting reconciliation below:
Does the program collect escrow savings for program participants?     Yes   No     If yes, describe where the client funds are stored, the process for clients to access funds deposited, and who is responsible for overseeing the account below:    Has the program given a copy of the guidelines of escrow savings to program participants for signature?    No     Is there a reconciliation process?   Yes   No
Does the program collect escrow savings for program participants?     Yes   No     If yes, describe where the client funds are stored, the process for clients to access funds deposited, and who is responsible for overseeing the account below:    Has the program given a copy of the guidelines of escrow savings to program participants for signature?    No     Is there a reconciliation process?   Yes   No
Does the program collect escrow savings for program participants?   Yes  No  If yes, describe where the client funds are stored, the process for clients to access funds deposited, and who is responsible for overseeing the account below:  Has the program given a copy of the guidelines of escrow savings to program participants for signature?   No  Is there a reconciliation process?   Yes  No
Does the program collect escrow savings for program participants?   Yes   No  If yes, describe where the client funds are stored, the process for clients to access funds deposited, and who is responsible for overseeing the account below:  Has the program given a copy of the guidelines of escrow savings to program participants for signature?   No  Is there a reconciliation process?   Yes   No
Does the program collect escrow savings for program participants?   Yes   No  If yes, describe where the client funds are stored, the process for clients to access funds deposited, and who is responsible for overseeing the account below:  Has the program given a copy of the guidelines of escrow savings to program participants for signature?   No  Is there a reconciliation process?   Yes   No
If yes, describe where the client funds are stored, the process for clients to access funds deposited, and who is responsible for overseeing the account below:  Has the program given a copy of the guidelines of escrow savings to program participants for signature?   No  Is there a reconciliation process?   Yes
If yes, describe where the client funds are stored, the process for clients to access funds deposited, and who is responsible for overseeing the account below:  Has the program given a copy of the guidelines of escrow savings to program participants for signature?   No  Is there a reconciliation process?   Yes
Is there a reconciliation process? □Yes □ No
Is there a reconciliation process? □Yes □ No
·
XIII. Employee Interviews
During the visit at your program site, TCP staff conducted interviews with 10% of the employees that are charged to the contract of interest. A summary of the interviews is included below:
Name of Employee Interviewed: Title:
Date and Time of Interview: Interview Summary:
Name of Employee Interviewed:
Title:
Date and Time of Interview: Interview Summary:

Title: Date an	of Employee Interviewed: ad Time of Interview: ew Summary:			
	XIV. Client Interviews			
	ne visit at your program site, TCP staff conducted interviews with 10% 's client roster. A summary of the interviews is included below:	of the clients	that are included on y	your
	Number or Client initials:			
	nd Time of Interview: ew Summary:			
Client II	D Number or Client initials:			
Date an	nd Time of Interview:			
Intervie	ew Summary:			
Client II	D Number or Client initials:			
	nd Time of Interview:			
Intervie	w Summary:			
	XV. Data Completion in the Homeless Management	Information S	ystem (HMIS)	
clien	your TCP issued contract, each TCP funded program is required to ent t/household served in the program. In an effort to ensure data comp ed the <b>0640 Data Completeness Report</b> in the HMIS and noted the foll	leteness in the		am, TCP
	ase note that a copy of the 0640 Data Completeness Report will be propleted Desk Audit Report.	ovided to you v	via email along with TC	P's
1.	Does the provider have any Data Completeness errors?	□ Yes	□ No	
2.	Please include the error percentage rates for each Data Element noted above:	162	INU	

Data Element	Error Percentage Rate
Name	
Social Security Number	
Date of Birth	
Race	
Ethnicity	
Gender	
Veteran Status	
Project Entry Date	
Relationship to Head of Household	
Disabling Condition	
Income and Sources at Entry	

\*Please note that if Data Completeness errors were identified and noted above, these errors can be rectified by ensuring that information is present in the HMIS for the identified Data Elements for all program participants. If there was an error identified regarding head of household, please ensure that the head of household is clearly indicated in the HMIS for each family/client served in your program.

# XVI. HMIS/Case Planning

		<u>Goals</u>			Action Steps			<u>Case Notes</u>		
Client	# of	Goal	Goal	Are	e there Target		Case		Dates of	
ID	Goals	Classifications	Description	Ac	tion	Dates for	No	tes	Most	
Number	that are		Present? Y/N	Ste	ps in	Most	Pres	ent?	recent	
	in			Prog	ress?	Recent			Case	
	Progress					Action			Notes	
						Steps				
				Yes	No		Yes	No		

## Observations:

		al Classification:								
	Α.	What is the	target o	date fo	or this goal?					
	В.	Is this goal in progress past the listed target date?								
			Yes		No					
	C.	Are case no	tes ente	ered at	minimum once per month for this goal?					
			Yes		No					
	D.	Are the case	notes	preser	nt for this goal clear and descriptive?					
			Yes		No					
	E.	Are the action	on step	s in pro	ogress past the listed target date for this goal?					
			Yes		No					
	F.	Do all closed	d action	steps	include an outcome?					
			Yes		No					
Additi	ional	Notes:								
2	Go	al Classificatio	nn.							
2.		al Classificatio		date fo	or this goal?					
2.	A.	What is the	target o							
2.		What is the	target o	ess pas	st the listed target date?					
2.	A. B.	What is the Is this goal in	target on progra	ess pas	st the listed target date? No					
2.	A. B.	What is the Is this goal in	target on progra	ess pas	st the listed target date?					
2.	A. B. C.	What is the Is this goal in   Are case not	target on programme Yes tes ente	ess pas ered at	No minimum once per month for this goal?					
2.	A. B. C.	What is the Is this goal in   Are case not	target on programme Yes tes ente	ess pas ered at	st the listed target date?  No : minimum once per month for this goal?  No					
2.	A. B. C.	What is the Is this goal in  Are case not  Are the case	target on programmer Yes tes ente Yes e notes Yes	ess pasered at	No minimum once per month for this goal?  No this for this goal clear and descriptive?					
2.	A. B. C.	What is the Is this goal in  Are case not  Are the case	target on programmer Yes tes ente Yes e notes Yes	ess pasered at	No minimum once per month for this goal? No this for this goal clear and descriptive? No					
2.	A. B. C.	What is the Is this goal in  Are case not  Are the case  Are the action	target on progrates entes Yes Yes Yes Yes Yes Yes On step Yes	ess pasered at preser	No minimum once per month for this goal? No to for this goal clear and descriptive? No ogress past the listed target date for this goal?					
2.	A. B. C. D.	What is the Is this goal in  Are case not  Are the case  Are the action	target on progrates entes Yes Yes Yes Yes Yes Yes On step Yes	ess pasered at preser	No minimum once per month for this goal? No of this goal clear and descriptive? No ogress past the listed target date for this goal? No					
	<ul><li>A.</li><li>B.</li><li>C.</li><li>D.</li><li>F.</li></ul>	What is the Is this goal in   Are case not   Are the case   Are the action   Do all closed	target on progrates entes Yes Yes Yes Yes Yes On step Yes d action	ess pasered at preser	No minimum once per month for this goal? No of the for this goal clear and descriptive? No ogress past the listed target date for this goal? No include an outcome?					
	<ul><li>A.</li><li>B.</li><li>C.</li><li>D.</li><li>F.</li></ul>	What is the Is this goal in Are case not Are the case Doall closed	target on progrates entes Yes Yes Yes Yes Yes On step Yes d action	ess pasered at preser	No minimum once per month for this goal? No of the for this goal clear and descriptive? No ogress past the listed target date for this goal? No include an outcome?					

3.		al Classification		da+a f -	or this goal?
	А. В.	What is the			or this goal? ast the listed target date?
	υ.		Yes	П	No
	C.			_	at minimum once per month for this goal?
			Yes		No
	D.	Are the case	e notes	preser	nt for this goal clear and descriptive?
			Yes		No
	E.	Are the acti	on step	s in pr	rogress past the listed target date for this goal?
			Yes		No
	F.	Do all close	d actior	ı steps	s include an outcome?
			Yes		No
		Ц			
J:4:					
diti	onal	Notes:			
itik	onal				
diti					
	Goa	Notes:	on:	date fc	or this goal?
	Goa	Notes:  al Classification  What is the	on: target (		or this goal? ast the listed target date?
	Goa A. B.	al Classification What is the Is this goal i	on: target on progr	ess pa	ast the listed target date?  No
	Goa A. B.	al Classification What is the Is this goal i	on: target on progr	ess pa	ast the listed target date?
	Goa A. B.	al Classification What is the Is this goal i	on: target on progr	ess pa	ast the listed target date?  No
	Goa A. B.	al Classification What is the Is this goal i	on: target on progr Yes tes ente Yes	ress pa	No st minimum once per month for this goal?
	Goa A. B.	al Classification What is the Is this goal i	on: target on progr Yes tes ente Yes	ress pa	No at minimum once per month for this goal?  No
	Goa A. B.	al Classification What is the Is this goal i  Are case no	on: target of the progress of	ress pa	No at minimum once per month for this goal?  No at for this goal clear and descriptive?
	Good A. B. C. D.	al Classification What is the Is this goal i  Are case no	on: target of the progress of	ress pa	No at minimum once per month for this goal?  No at for this goal clear and descriptive?
	Good A. B. C. D.	Are the case	on: target on progrous Yes tes entes Yes e notes Yes on step Yes	ress pa	No at minimum once per month for this goal? No ant for this goal clear and descriptive? No rogress past the listed target date for this goal?

XVII. Site Visit/Audit Findings
Contract Deliverable Submission:
First Source Compliance:
Employee Training Compliance:
In an effort to ensure compliance with the training requirements outlined in contract, [insert contract number], TCP staff requested and reviewed the FY [insert fiscal year] training transcripts that outlines all contract required trainings as well as the status of completion for each training for the following [insert provider and program name] employees:
List employees and titles:
•
•
•
Per the Training Transcripts provided for the identified employees, a summary of training completion is included below: [summarize observations with training completion for each employee]
TCP finds that [enter provider and program name] [is or is not] currently in compliance with the training requirements outlined in contract, [enter contract number] as all employees charged to this contract are required to complete all contract-required trainings by the end of the contract period. Per contract, [enter contract number], all staff charged to this contract are required to complete the below trainings by the end of the contract period:

[Pull the contract of interest and list the required trainings here]

## Personnel Files Review:

In an effort to ensure compliance with the personnel filing requirements outlined in contract, [enter contract number], TCP staff reviewed the files of the following [enter provider and program name] employees:

List employees and titles:

- •
- •
- •
- •

TCP staff assessed the above personnel files for presence of the below documents:

- Updated government issued ID (new requirement for FY 23)
- Completed Background checks (Both FBI and MPD annually) (new requirement for FY 23)
- National Sex Offender Registry (new requirement for FY 23)
- TB/PPD Screening Results (required annually)
- Toxicology Screenings (required annually)
- Verification of Credentials (i.e degrees, high school diplomas, certifications..etc)
- Confirmation that the employee has completed orientation
- Completed job application or resume
- Completed reference checks
- Performance Evaluations completed during the past 12 months
- Training Transcripts

[summarize your observations here]

#### Client Files Review:

In an effort to ensure compliance with the client filing requirements outlined in contract [enter contract number],TCP staff reviewed the files of the following [enter program name] clients:

[List the HMIS ID numbers of the client files that were reviewed:

- •
- •
- •

TCP staff assessed the above client files for presence of the below documents:

- Emergency contact
- Updated program rules signed by the client
- Singed copy of the Bullying Prevention Policy
- Escrow savings records/transactions (If applicable)
- Updated SPDAT Assessments

- Signed confirmation of receipt of the Reasonable Accommodations Brochure
- Reasonable accommodations requests/ approved accommodations
- Unit/room inspection reports (If applicable)
- Referrals/resources provided and/or offered to the client
- Rule violation notices/behavioral contracts (if applicable)

[summarize your observations here]

#### Fire Safety Observations

The following fire safety measures/precautions were assessed during this audit:

Fire Drills:

[summarize your observations here]

Fire Extinguisher Servicing: [summarize your observations here]

DC F&EMS Fire Safety Inspection: [summarize your observations here]

## **Facility Related Information**

During the site visit conducted at the [enter program name], TCP staff assessed the following facility related standards:

- Presence of exit signs at each exit of the facility (electrical exit signs to include working light bulbs)
- Maintenance Service Records
- Pest Control Records
- Handicap Accessibility (Operable elevator and updated Certificate of Inspection)
- Frequency of dorm/unit inspections

[summarize your observations here]

#### **Required Postings:**

During the site visit, TCP assessed the presence of the below required postings/guidance:

- Labeled Emergency Evacuations Routes
- Interpreter Services Available Poster/Desktop Display

- Confidentiality Poster (English and Spanish) ADA Poster (English and Spanish) How to file a Complaint Living Wage Acknowledgement Updated DHS approved Program Rules TCP staff found that below postings/guidance were not displayed in the facility at the time in which the audit was completed: At the conclusion of the visit, TCP staff provided the [enter program name] program staff with the missing required posters listed above to be displayed in the facility. **COVID-19 Protocols** Service Delivery and Case Management During the site visit, TCP staff observed and assessed service delivery and case management services provided to clients within the program. The following standards were assessed: Support services offered to program clients (to include job referrals, housing placements, budgeting/life skills workshops..etc). Documentation/evidence of delivery of onsite services (to include sign in sheets of workshops attendees,
  - Documentation/evidence of delivery of onsite service workshop fliers/advertisement..etc).
  - The storing of client files in a double locked setting
    Means to give clients the opportunity to provide feedback about the program
  - Participation in client satisfaction surveys

[summarize your observations here]

Escrow Savings
Employee Interviews  During the site visit at [enter program name], TCP staff interviewed a total of employees. Each employee was interviewed about their experience as an employee at [enter the program name], knowledge of specific policies and protocols within the program as well as information related to basic program operation.
[summarize your observations]
Client Interviews
During the site visit at [enter program name], TCP staff interviewed a total of program participants. Each participant was interviewed about their experience as a resident at the [enter program name] as well as their understanding of program protocols/policies including but not limited to how to file a complaint and how to request reasonable accommodations.
[summarize your observations]
Data Completion in HMIS
The below Data Completeness Errors were observed in the HMIS during this audit:
[List Data completeness errors]
*Please note that if Data Completeness errors were identified and noted above, these errors can be rectified by ensuring that information is present in the HMIS for the identified Data Elements for all program participants. If there was an error identified regarding head of household, please ensure that the head of household is clearly indicated in the HMIS for each family/client served in your program.

*If there were no Data Completeness Errors identified, please use the following verbiage									
"[Enter Program Name] had no Data Completeness Errors in the HMIS at the of review."									
HMIS/Case Planning:									
After review of the case plans in the HMIS for the audited clients, TCP st	aff observed the	e following:							
Goals: Goals must be updated or closed as necessary based on the contain a target date which indicates when the household can be	-		ll goals must						
<ul> <li>[Include observations and explanation]</li> </ul>	<b>-</b> -	<b>J</b>							
<ul> <li>Case Notes: Case notes must be updated, at minimum, one time p</li> <li>[Include observations and explanation]</li> </ul>	er month, per a	ctive goal in the c	ase plan.						
<ul> <li>Action Steps: Each goal must contain at least one action step. Act</li> </ul>	ion steps must b	e updated or clos	ed whenever a						
task is completed by the household. All action steps must include	a target date wh	ich indicates whe	n the household						
<ul><li>can be expected to complete the action step.</li><li>o [Include observations and explanation]</li></ul>									
e (molade esservations and explanation)									
Based on the findings from this audit, The Community Partnership for th	e Prevention of	Homelessness (T	CP) finds that						
[Provider Name] is currently deficient in one or more areas outlined in co		•	•						
being placed on a Corrective Action Plan (CAP). Please be advised that al			•						
submitted and/or corrected by the designated due date in effort to previnterruption with contract payments.	ent the issuance	e of a Deficiency I	Notice and						
meen apaien wan eena dee pajmente.									
XVIII. Corrective Action	n Plan								
Is a corrective action plan (CAP) being issued? ☐Yes ☐ No									
If yes, please outline the plan below:									
Description of Deficiency/Items to Be Returned	How Item	Due Date	1						
	can be returned to		1						
TCP									
			ı						

Please be advised that if a corrective action plan is issued, payments on the contracts noted may be withheld for failure to submit requested documents, make required changes or updates by the stated deadlines in this report.

Report Completed By:	
Signature:	Date:
Report Reviewed By:	
Signature:	Date: