Managing CDBG Subrecipients:

Managing an effective community development program

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Managing CDBG Subrecipients:

Managing an effective community development program

Session 7



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QUESTIONS

Leftover questions from Session 6?



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Homework Assignment Six

- 1. According to HUD, the majority of difficulties experienced by subrecipients can be attributed to...
 - a) Administrative Systems
 - b) Financial Management
 - c) Documentation and Record Keeping
 - d) All of the above



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Homework Assignment Six

- 2. By rule, a subrecipient must have, at a minimum, which of the following policies?
 - a) Code of Ethics
 - b) Whistleblower Policy
 - c) Conflict of Interest Policy
 - d) Information Technology Policy



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 - d) Information Technology Policy



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Homework Assignment Six

- 3. You've just visited a subrecipient's office and you observe that staff keeps confidential files in a file cabinet without a lock. Would you consider that a "reasonable measure to safeguard personally identifiable information"?
 - a) Yes
 - b) No
 - c) Maybe



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- 3. You've just visited a subrecipient's office and you observe that staff keeps confidential files in a file cabinet without a lock. Would you consider that a "reasonable measure to safeguard personally identifiable information"?
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 - b) No
 - c) Maybe



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Homework Assignment Six

- 4. During that visit, you asked to see your subrecipient's Chart of Accounts. They say don't have one because they just put all their income into a single checking account and write checks as needed. What, if anything, are you going to do about the situation?
 - a) Terminate the subrecipient agreement
 - b) Provide technical assistance and hope they can correct the situation
 - c) Issue a finding, provide technical assistance, and give them 30 days to remedy the situation
 - d) Don't worry. Be happy.



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- 4. During that visit, you asked to see your subrecipient's Chart of Accounts. They say don't have one because they just put all their income into a single checking account and write checks as needed. What, if anything, are you going to do about the situation?
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Homework Assignment Six

- 5. You have a subrecipient that provides literacy classes to migrant farm workers. The agency's financial person is on the phone asking how to report income on its clients since the clients are part of a presumed benefit class and the agency hasn't collected income information. You tell her to report the total number of clients as...
 - a) Extremely low income
 - b) Very low income
 - c) Low income
 - d) Moderate income



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- 5. You have a subrecipient that provides literacy classes to migrant farm workers. The agency's financial person is on the phone asking how to report income on its clients since the clients are part of a presumed benefit class and the agency hasn't collected income information. You tell her to report the total number of clients as...
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Homework Assignment Six

- 6. You require subrecipients to submit client demographic information once a quarter, regardless of whether there they are submitting a reimbursement request at the same time. There was a report due July 15. Now it's September 15th and one of your agencies still hasn't submitted its July 15 report. Should you consider this a matter of concern?
 - a) Yes
 - b) No
 - c) Maybe



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- 6. You require subrecipients to submit client demographic information once a quarter, regardless of whether there they are submitting a reimbursement request at the same time. There was a report due July 15. Now it's September 15th and one of your agencies still hasn't submitted its July 15 report. Should you consider this a matter of concern?
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 - b) No
 - c) Maybe



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Homework Assignment Six

- 7. Another subrecipient has been really good about getting its reports in on time, but its third-quarter report indicates it has only served about 10% of the number of clients specified in the Subrecipient Agreement Scope of Work. Should you consider this a matter of concern?
 - a) Yes
 - b) No
 - c) Maybe



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- 7. Another subrecipient has been really good about getting its reports in on time, but its third-quarter report indicates it has only served about 10% of the number of clients specified in the Subrecipient Agreement Scope of Work. Should you consider this a matter of concern?
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 - b) No
 - c) Maybe



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Homework Assignment Six

- 8. A subrecipient complains because you have disallowed most of its latest reimbursement request. You tell the subrecipient you have taken this action because they are out of compliance with the budget agreed to in the Subrecipient Agreement. "We're calling HUD to complain," you are told. Does the subrecipient have a legitimate beef?
 - a) Yes
 - b) No
 - c) Maybe



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- 8. A subrecipient complains because you have disallowed most of its latest reimbursement request. You tell the subrecipient you have taken this action because they are out of compliance with the budget agreed to in the Subrecipient Agreement. "We're calling HUD to complain," you are told. Does the subrecipient have a legitimate beef?
 - a) Yes
 - b) No
 - c) Maybe



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Homework Assignment Six

- 9. We're ready to close out one of our subrecipient activities but we're confused. We looked in the regulations and see that 24 CFR 570 and 2 CFR 200 both address Closeout. Which one of the rules do we follow? Or do both apply?
 - a) Follow §570.509.
 - b) Follow §200.343.
 - c) Follow the provisions of both.
 - d) You read the rules wrong. Neither applies.



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- 9. We're ready to close out one of our subrecipient activities but we're confused. We looked in the regulations and see that 24 CFR 570 and 2 CFR 200 both address Closeout. Which one of the rules do we follow? Or do both apply?
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Homework Assignment Six

- 10. What, if any, responsibilities does a subrecipient have to a grantee if an activity has been closed?
 - a) None
 - b) To maintain records for 18 months after closeout.
 - c) The obligation to open files and their books.
 - d) To conduct a single audit if its federal expenditures during its most recent program year did not exceed \$500,000.



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- 10. What, if any, responsibilities does a subrecipient have to a grantee if an activity has been closed?
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Monitoring



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A nod to starting at the beginning – SP-80

"The [Consolidate Plan] must describe the **standards** and **procedures** the jurisdiction will use to monitor its housing and community development projects and ensure long-term compliance with program and comprehensive planning requirements."



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Monitoring

Standards
Policies
Procedures



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For our purposes, a

Standard

is a generally accepted principle for establishing performance expectations.



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Monitoring

The standards your jurisdiction sets for its monitoring plan flow from questions like these:

- How many subrecipients?
- How many staff members oversee subrecipients?
- What else do those staff members have on your plate?
- What level of subrecipient oversight was indicated during the pre-award assessment?



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Administer a standard, proactive monitoring approach that:

- Provides early indication of problems;
- > Prevents fraud, waste and mismanagement;
- Promotes efficient and effective subrecipient performance; and
- > Promotes good client relations.



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Monitoring

Policy flows from Standards



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"The policy of this jurisdiction is to monitor its subrecipients in a manner consistent with the requirements of 24 CFR 570, 2 CFR 200.328, and 2 CFR 200.331(d)."



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Monitoring

"This jurisdiction will monitor a minimum of x subrecipients each program year.

"A minimum of x_1 subrecipients will be monitored through a formal, on-site review process; the balance (x_2) will be monitored using a desk review.

"Staff will [from time-to-time] analyze risk for each subrecipient to determine which subrecipients should be monitored during that program year using which method of review."



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"Each subrecipient will be monitored on-site at least (how often) or (if the subrecipient will not be participating in the next program year?)."



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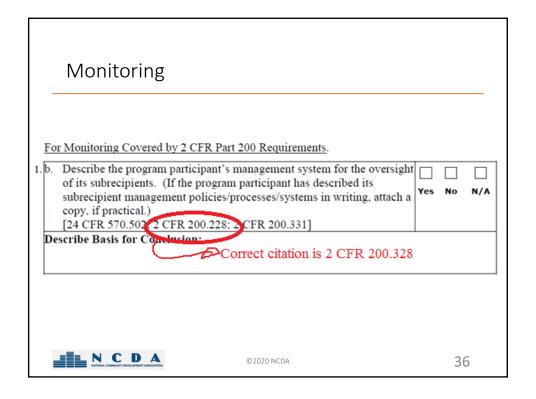
Monitoring

Don't make promises that can't be kept.



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| Monitoring | | |
|------------|------------|----|
| | PROCEDURES | |
| N C D A | ©2020 NCDA | 35 |



The Super Circular (2 CFR 200.331(d),(f),(g) and (h)) says:

- Review financial and performance reports
- Verify single audit compliance using data gathered previously and through the Federal Audit Clearinghouse
- Ensure corrective action on deficiencies
- Issue timely management decisions on relevant audit findings
- Consider whether audit results or other factors necessitate adjustment of pass-through entity records
- Consider whether enforcement actions are necessary



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Monitoring

When?



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The Scheduling Process

- ➤ At what point in the program year are monitoring decisions made?
- ➤ What kind of red flags trigger technical assistance?
- ➤ What kind of red flags trigger an early monitoring visit?



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Monitoring the Subrecipient

| CDBG Monitoring | | | | | | | | |
|-----------------|------|-----------------|-----------------|---------|-------------|------------------|--|--|
| Grant | IDIS | Monitoring Date | Risk Assessment | Contact | Report Sent | Status of Review | | |
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Time to work the plan.

Do not reinvent the wheel.



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Monitoring

Who?



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The Risk Analysis Process

- ➤ What factors does the risk analysis consider?
- > Is there a checklist?
- ➤ How often does staff do the risk analysis?



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Monitoring

Four Risk Factors – HUD Uses These to Determine Grantees to Monitor

- 1. Grant Management
- 2. Financial Management
- 3. Services To Beneficiaries
- 4. Satisfaction





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CPD-14-04

SUBJECT: Implementing Risk Analyses for Monitoring Community Planning and Development Grant Programs



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Monitoring

Attachment A-1 (pp. 11-19)

Grant Management – 52 points Financial Management – 45 points Services and Satisfaction – 3 points



HUD's Risk Analysis Model Modified For Assessing Subrecipients:

| Scoring (High Risk/ Medium Risk/ Low Risk) | | |
|--|--|--|
| Factor 1 – Grant Management | | |
| A. Subrecipient Reporting (6/4/0) | | |
| B. Subrecipient Staff Capacity and Program Design (10/8/0) | | |
| C. Subrecipient Program Complexity (12/8/0) | | |
| D. Subrecipient Open or Stalled Activities (6/4/0) | | |
| E. Subrecipient Findings and Sanctions (Monitoring and OIG) (10/6/0) | | |
| F. Subrecipient Cross-Cutting Requirement Compliance (4/2/0) | | |
| G. Last On-Site Monitoring (+3 years – 4; 1-2 years – 2; Previous year – 0; Not Renewed – 4) | | |
| Subtotal for Grant Management (Max. 52 pts.) | | |



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Monitoring

| Factor 2 – Financial Management | | | | |
|--|--|--|--|--|
| A. Subrecipient Financial Staff Capacity (8/4/0) | | | | |
| B. Monitoring Finding Resulting in Repayment or Grant Reduction (12/6/0) | | | | |
| C. CDBG Grant Amount (12/8/0) | | | | |
| D. Subrecipient Program Income (4/2/0) | | | | |
| E. Subrecipient Single Audits or Other Financial Reporting (4/0) | | | | |
| Subtotal for Financial Management (Max. 38 pts.) | | | | |



Factor 3 – Services & Satisfaction A. Subrecipient Citizen Complaints or Negative Media Exposure (6/2/0) B. Subrecipient Responsiveness (4/2/0) Subtotal for Services & Satisfaction (Max. 10 pts.)

Polling Question 7-1

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N C D A

Polling Question 7-1 Answers

1. Your subrecipient operates a soup kitchen with a small staff and lots of volunteer cooks and servers. They're pretty good about getting in their reports on time and only occasionally have to be reminded to include race and gender demographics.

Factor 1 – Grant Management A. Subrecipient Reporting (6/4/0)

- a) High Risk
- b) Medium Risk
- c) Low Risk



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Monitoring

Polling Question 7-1 Answers

2. Last year your financial analyst reviewed the invoices from a subrecipient and found because of an oversight by a since-departed staff member; the agency had been reimbursed for several ineligible expenses. The agency repaid over \$5,000 to clean up the books and clear a monitoring finding. Your analyst has just notified you they have sent through an invoice for a similar expense.

Factor 1 – Grant Management E. Subrecipient Findings and Sanctions (10/6/0)

- a) High Risk
- b) Medium Risk
- c) Low Risk



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Polling Question 7-1 Answers

3. Your jurisdiction's largest CDBG subrecipient – at \$160,000 it receives more than half of your available funding – may be due for a desk monitoring, depending on how you score this item.

Factor 2 – Financial Management C. CDBG Grant Amount (12/8/0)

- a) High Risk
- b) Medium Risk
- c) Low Risk



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Monitoring

Polling Question 7-1 Answers

4. You receive a call from your HUD field office. They have received a call from a person who says he was tossed out of a homeless shelter that you help fund — and for no reason. The shelter's Policies and Procedures Manual — which you have a copy of — states that anyone denied services will be notified in writing why.

Factor 3 – Services & Satisfaction A. Subrecipient or Citizen Complaints (6/2/0)

- a) High Risk
- b) Medium Risk
- c) Low Risk



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Polling Question 7-1 Answers

5. You have just visited a subrecipient that provides Parenting classes. Because childcare is often an obstacle for parents wishing to attend, the agency provides an onsite nursery. Looking in on the nursery, you decide cleanliness doesn't seem next to godliness for the agency.

Factor 3 – Services & Satisfaction B. Subrecipient Responsiveness (4/2/0)

- a) High Risk
- b) Medium Risk
- c) Low Risk



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Monitoring

Where?



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On-Site

On-site monitoring - an in-depth review that includes a visit to the subrecipient's office to review documents and source informa-tion, observe actual program operations, and discuss programs and projects with the staff carrying them out.

Desk

Desk monitoring – a review of pertinent subrecipient reports and other documentation submitted from a variety of sources.



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Monitoring

Types of Monitoring Reviews

On-site or desk – in either case, the grantee must document the process and the subrecipient's compliance



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Desk Monitoring Process

- ✓ Notification Letter
- ✓ Documents Submitted
- ✓ Document Review
- ✓ Follow-up Monitoring Letter



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Monitoring

Desk Monitoring Process

- 1) Number of proposed (per CDBG agreement) beneficiaries: ____
- 2) Actual number served from July 1 January 31:
 - Explain any significant variance, considering seasonality of program; only 8 months of program year have passed, etc.
- 3) Operating procedures and policies were reviewed during last year's monitoring visit.
 - Are procedures and policies the same? Yes
 - If No, attach any updates or changes to the procedures and explain the reason/rationale for the change.



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Desk Monitoring Process

- 4) Are copies of board minutes on file and available for public review? Yes No Location?
- 5) Does the agency have a written procurement procedure that describes the process and responsible individuals? Indicate document in which procedure is included (e.g. admin policy, financial policy) Yes ____ No ___
- 6) Does the written procurement procedure identify dollar amounts associated with method of procurement (e.g. \$500 to \$2,000 requires three phone quotes). Yes __No __



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Monitoring

Desk Monitoring Process

- 7) Does the sub-recipient have a written code of conduct governing employees, officers, or agents engaged in the award and administration of contracts supported by grant funds? Yes ___ No __ Please note where the code of conduct is presented. (e.g. personnel manual, employee handbook)
- 8) How long are applicant and beneficiary records and information retained?
- 9) Identify agency positions which had staff changes in the last 12 months.



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On-Site Monitoring Process

- ✓ Notification Letter
- ✓ The Monitoring Visit
- ✓ Follow-up Monitoring Letter



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Monitoring

Formal notification letter to:

- Set the dates and scope of the monitoring;
- ➤ Describe the information to be reviewed during the visit;
- Specify the expected duration of the monitoring visit; and state
 - Who will conduct the monitoring visit;
 - Whether office space will be required; and
 - Which subrecipient staff will need to be available to the monitor.



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Use the Entrance Conference to:

- > Outline the schedule for the monitoring;
- > Review the scope of the monitoring; and
- ➤ Reinforce the concept that the visit shouldn't be considered a negative exercise.



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Monitoring

Who should attend the entrance conference?

- > At a minimum...
 - Person who signed the Subrecipient Agreement
 - The CFO or primary financial contact person
 - Staff responsible for record keeping and reporting



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Documentation, Data Acquisition, and Analysis Compliance with the Subrecipient Agreement Source documentation Internal controls including: Financial management policies and procedures Procurement policies and procedures Record-keeping policies and procedures Compliance with Federal audit requirements Financial statements if single audit not required

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Monitoring

I N C D A

H. HUD REVIEW OF SUBRECIPIENTS

<u>Instructions:</u> Select a sample of subrecipients to review, either on-site or remotely, to determine the effectiveness of the program participant's subrecipient management efforts. Use this section (H) of Exhibit 3-16 to reflect the results of a single subrecipient review. Attach a separate form of this section (H) for each additional subrecipient reviewed, as needed.



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At the Exit Conference:

- ➤ Review results of the documentation, data acquisition and analysis phase of the monitoring visit
- > Review positive aspects of the activity
- Present areas of concern and discuss corrective actions that will be required
- > Explain the difference between a "concern" and a "finding" if applicable
- ➤ Gather any additional information that is relevant to an evaluation of the activity
- Explore whether there are concerns and/or findings that can be cleared quickly



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Monitoring

The Monitoring Letter should be used to:

- ✓ Document the visit and provide timely feedback to the subrecipient
- ✓ Reinforce the positive aspects of the activity
- ✓ List any concerns and/or findings with applicable citations
- ✓ List exactly what the subrecipient must do to clear the finding or concern
- ✓ Set deadlines for clearing the finding or concern.



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The City of Boston has over 100 subrecipients. A very small number HUD apparently decided were bad actors. This is how Boston responded:



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A monitoring example from Boston

"Our Good Governance Checklist was developed as a result of a HUD monitoring review of our Main Streets Program a few years ago. We implemented it as part of our monitoring for all nonaudited subrecipients.

"An independent CPA firm completes the Good Governance Checklist, then submits it to the City.

"The City reviews it, then requests a remediation plan to be completed by the subrecipient within 30 days, with an implementation plan.

"The City then conducts an on-site monitoring visit to ensure implementation has occurred, and services are being provided in accordance with the agreement."



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A monitoring example from Boston

➤ Boston's example:

- For subrecipients subject to Audit:
 - Automated monthly e-mails to ensure the City receives the audit in a timely fashion
 - Within 30 days of auditee's receipt of audit
 - By March 31st
 - **WHICHEVER OCCURS FIRST IN TIME**
- For subrecipients not subject to Audit:
 - Completed Good Governance Checklist by a CPA
 - Deficiencies identified in a letter to subrecipient
 - Subrecipient has 30 days to respond in writing with a corrective action plan



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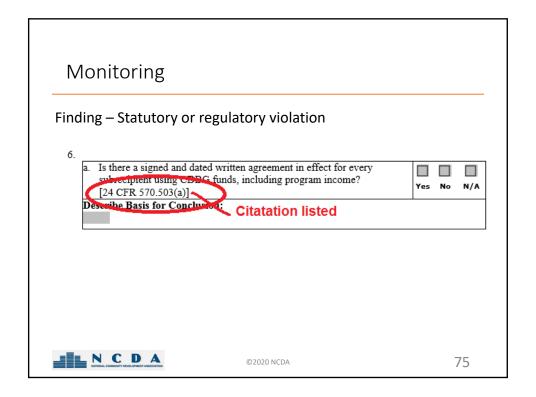
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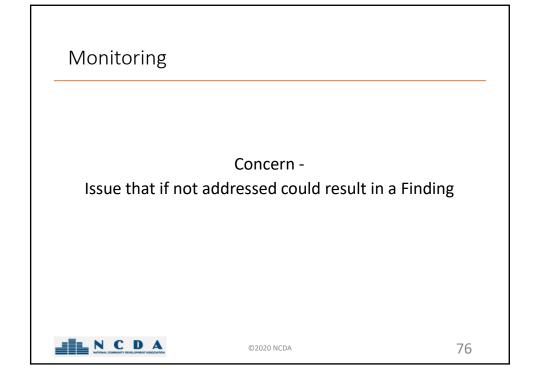
Findings you can avoid

- > Failure to monitor subrecipients
 - Or, failure to document monitoring
 - Or, failure to follow-up on deficiencies identified during monitoring
- Subaward documents did not include information required by the regulation
- ➤ Inadequate or untimely reporting (Section 3, Davis-Bacon, MWBE)
- ➤ National Objective/Activity & Beneficiary Eligibility Documentation
- Required tests: HQS Inspections (and other housing inspections)
- ➤OIG review of HUD's programs!



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Recommendation – Issues that don't rise to the level of a Finding or a Concern, but if implemented would improve the program and if not implemented could result in a Concern or Finding.

Is there evidence that the program participant has provided appropriate resource materials to its subrecipients (e.g., governing regulations, 2 CFR Part 200, CPD Notices, the CDBG Program Guide to National Objectives & Eligible Activities for Entitlement Communities, or corresponding websites) and keeps subre intents abreast of program changes and new or revised requirem ints?

Yes No N/A

Describe Basis for Conclusion:

No citation listed



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HOMEWORK



Find Exercise 7 materials under the Media Tab. You received the instructions for the assignment in an email.

Complete the desk monitoring using the Desk Monitoring Questions and Checklist.

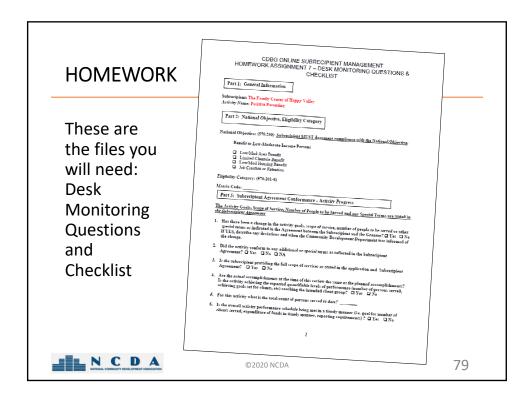
When you finish the questions and checklist, open the Homework 7 file. There are 10 questions based on our discussion of Monitoring and the Desk Monitoring exercise.

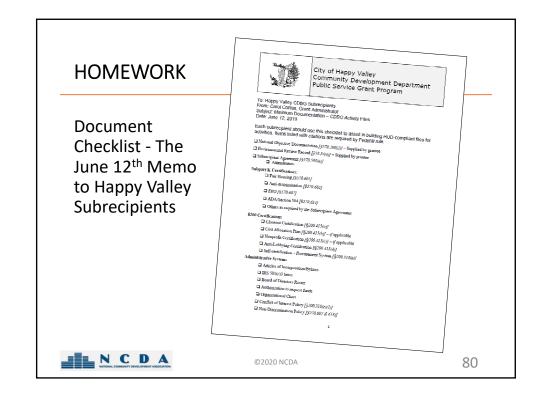
Use any of the resource materials provided in your download package... including the list of links.

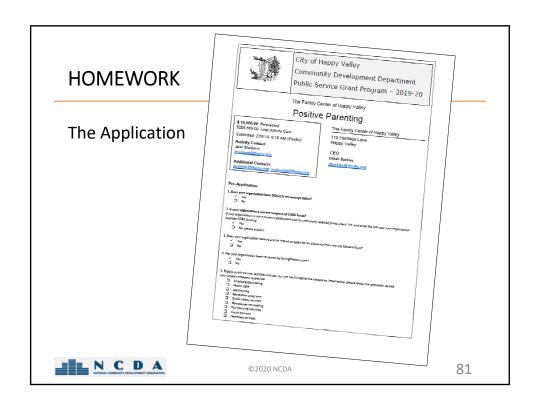
At the beginning of the next session we will discuss both the Desk Monitoring Questions and Checklist and Homework Assignment Seven.

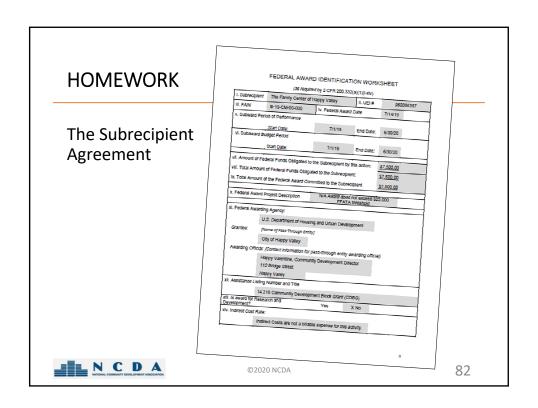


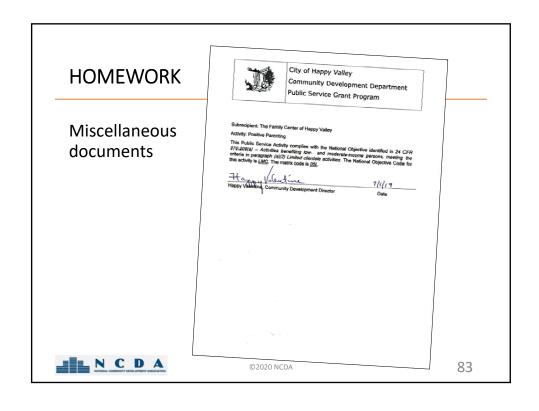
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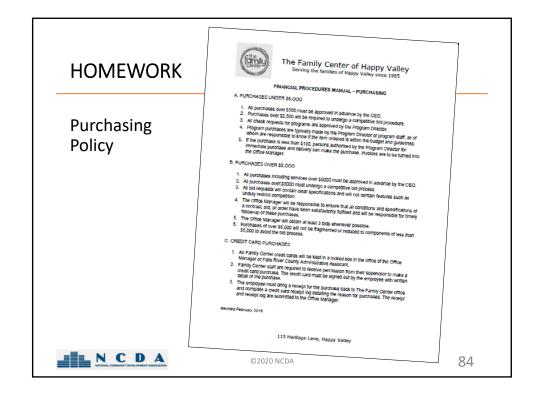


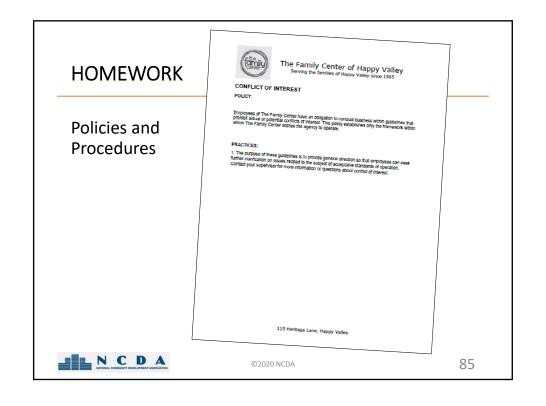


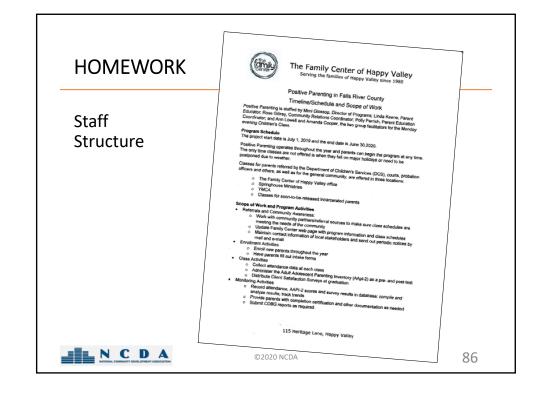


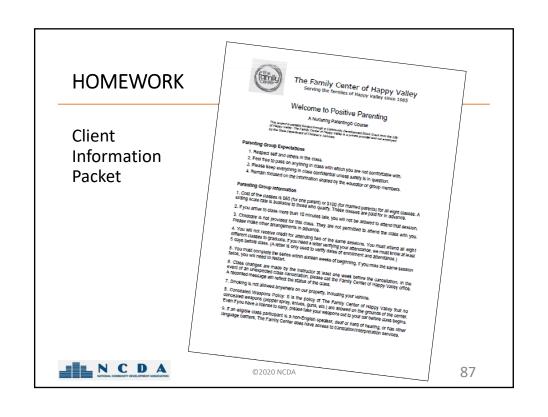


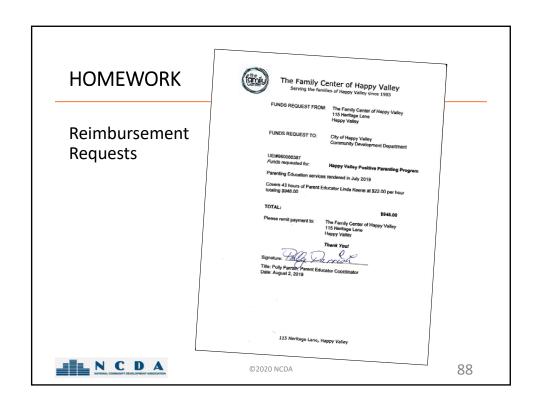


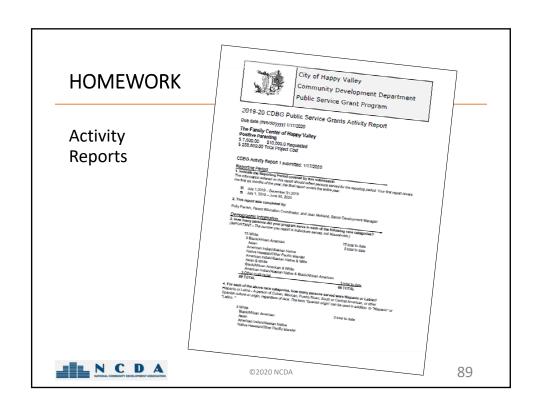


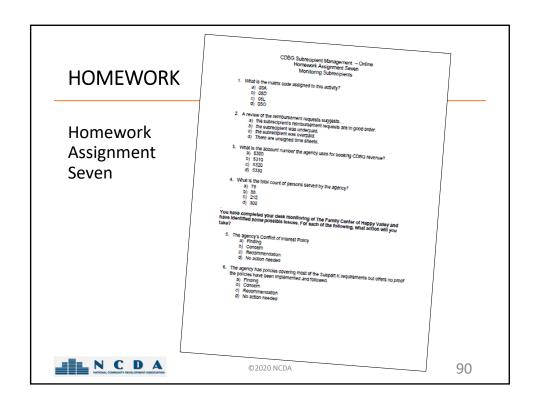












Session 8

For Session 8, you will need:

- Slides
- Annotated Bibliography



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MORE QUESTIONS?

If you have any questions between the end of today's session and our next session, send me an email:

johncallow@bellsouth.net



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