



Date: 8/10/2022

Department of Homelessness and Supportive Housing

NONPROFIT CONTRACT MONITORING STANDARD ASSESSMENT FORM	
Nonprofit Agency: Sequoia Living	Program Name: Parkview Terrace
Site Address: 871 Turk Street	
HSH Program Manager: Rakita O'Neal	Date Site Visit Conducted: 8/10/2022
HSH staff site participants and titles:	Agency staff site visit participants and titles:
Rakita O'Neal – Program Manager	Melissa Parker, Director of Social and Supportive Services
	Kim Wessels, Resident Services Supervisor
QUANTITY – PROGRAM UNITS OF SERVICE	
Review	Comments & Recommendations
Units of service <input type="checkbox"/> Has program met, or on target to meet contractual service level	
QUALITY – PROGRAM SPECIFIC	
Review	Comments & Recommendations
Participant files <ul style="list-style-type: none"> ● Does program maintain participant files that include: <ul style="list-style-type: none"> <input type="checkbox"/> Client intake or program application <input type="checkbox"/> Client appraisal/assessment information <input type="checkbox"/> Client Release of Information <input type="checkbox"/> Proof client received Grievance Policy <input type="checkbox"/> Eligibility documentation (as applicable) <input type="checkbox"/> Current and comprehensive case notes <input type="checkbox"/> Service Plan <input type="checkbox"/> Evidence of supervisor review <input type="checkbox"/> Are case notes securely stored <input type="checkbox"/> Are participant files easily accessible and clearly organized according to a sample file? 	File are in order, organized and easy to follow
Review	Comments & Recommendations



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<p>Staff Development and Training Activities</p> <ul style="list-style-type: none"> <input type="checkbox"/> Contractor ensures that staff receive varied training opportunities appropriate to job descriptions <input type="checkbox"/> Specific examples of trainings offered to/attended by staff in the past year were documented. 	
<p>Program Policies and Procedures</p> <p>Written policies/procedures are in place:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Eligibility <input type="checkbox"/> House Rules <input type="checkbox"/> Reasonable Accommodation <input type="checkbox"/> Discharge/Denial of Service <input type="checkbox"/> Grievance/Complaint Policy <input type="checkbox"/> Coordination between Property Management and Supportive Services <input type="checkbox"/> Data Security Policy <input type="checkbox"/> Harm Reduction Policy <input type="checkbox"/> Outreach and Engagement <input type="checkbox"/> Quality Assurance Plan <input type="checkbox"/> Any current MOUs (obtain copy) <input type="checkbox"/> Emergency Response Plan for Site 	
<p>Customer Satisfaction</p> <ul style="list-style-type: none"> <input type="checkbox"/> Does program have method for customers to evaluate services received (e.g. surveys) <input type="checkbox"/> At least 30% of clients served completed the survey during the previous program year <input type="checkbox"/> Clients understand whom to contact for relevant types of assistance and indicate program is responsive to their needs. 	
<p>Programmatic and Physical Accessibility/Cultural Competence</p> <ul style="list-style-type: none"> <input type="checkbox"/> Facility, program and materials are accessible to persons with disabilities. <input type="checkbox"/> Notice of Rights for People with Disabilities is publicly displayed. <input type="checkbox"/> Forms related to reasonable accommodations are available to clients. <input type="checkbox"/> Written materials are translated into applicable languages. <input type="checkbox"/> Service delivery and activities offered respect the backgrounds and interests of clients served. 	
<p>Outreach Procedure/Materials</p> <ul style="list-style-type: none"> <input type="checkbox"/> Contractor has a written policy regarding how clients will be outreach to for engagement in services. <input type="checkbox"/> Contractor provided examples of flyers, newsletters and other examples of outreach materials. 	



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Staffing Pattern and Job Descriptions <input type="checkbox"/> Staffing levels/types are adequate to deliver contracted services.	
Program Specific Administration <input type="checkbox"/> Are monthly reports timely <input type="checkbox"/> Are monthly reports accurate <input type="checkbox"/> Is contractor responsive to agency requests	
Client Tracking System <input type="checkbox"/> Contractor has a system for tracking client data relevant to contract objectives <input type="checkbox"/> Group activities are documented with attendance logs <input type="checkbox"/> Review of ONE system client data <input type="checkbox"/> Contractor is meeting HSH Data Quality Standards for program enrollments and exits	

Notes:



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PROGRAM SERVICE AND OUTCOME OBJECTIVES				
Service Objectives	Goal	Actual	Achieved (Y/N)	Comments
1. Grantee shall actively outreach to at least 95 percent of tenants once every 30 days.	95%	100%	y	
2. Grantee shall offer assessment to 100 percent of tenants for primary medical care needs within 90 days of move-in.	100%	100%	y	
3. Grantee shall offer assessment to 100 percent of tenants for benefits within 30 days of move-in.	100%	100%	y	
4.				
Outcome Objectives	Goal	Actual	Achieved (Y/N)	Comments
1. 90% of tenants will maintain their housing for a minimum of 12 months	90%	100%	y	
2. At least 85% of tenant lease violations will be resolved without loss of housing	85%	100%	y	
3. At least 80% of tenants complete an annual tenant satisfaction survey	80%	100%	y	
4.				



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<p>Corrective Actions Taken <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Date of Previous Monitoring Report: ___/___/___no previous monitoring__</p> <p>The previous monitoring report noted the following needs for corrective action (improvement needed or unsatisfactory rating).</p>

Previous Findings	Corrective Actions Taken
1.	
2.	
3.	
4.	

FOLLOW UP	
<input type="checkbox"/> Technical assistance needed per department <input type="checkbox"/> Technical assistance requested by contractor <input type="checkbox"/> Timeline for recommended program adjustments <input type="checkbox"/> Recommended program adjustments completed	

GENERAL COMMENTS, RECOMMENDATIONS & FOLLOW-UP

CITY DEPARTMENT USE: DOCUMENT SHARING & SIGNATURE	
<p>Shared with Contracts staff? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Comments:</p>	
<p>HSH Program Monitor Signature: Rakita O'Neal</p>	<p>Date:</p>



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