

CSBG Monitoring Tool

SNOCO

Snohomish County Human Services Dept.

Fiscal Year: 2024

General Information

CAA Agency:SNOCO

CAA Name:Snohomish County Human Services Dept.

Service Area:Snohomish County

Date(s) of Visit:8/15/2024 12:00:00 AM

Date(s) of Draft Report:09/11/2024

Date(s) of Agency Response:

Date(s) of Final Rreport:

Lead Grant Manager/Monitor:JESSICA BROWN

Supporting Grant Manager/Monitor:REBECCA HANSON

	CSBG Grant Amounts	CSBG Grant Balance
FFY2023	585767	333294
FFY2024	591240	591240
SFY2024	24792	24792
Other	65867	65867

Date(s) of Last On-Site CSBG Monitor:07/27/2022

CAA Staff and/or Board Members Interviewed

Name	Title	Time with Agency
Jen King	CSBG Grant Manager	9 months
Tanya Burniak	Evaluation Team	5 years
Karen Matson	Division Manager	8 years
Mike Liddicoat	Division Manager, Admin Services	15 years

Board Governance

CSBG Act Reference - Public Law 105-285. Sections 676(b)(10) and 676B

IM #82

Grant terms and conditions

Organizational Standards Reference - Standard 5.1 – 5.9. Other standards where board involvement is identified: 1.3, 3.5, 4.1-4.2, 4.4, 6.1, 6.5, 7.1, 7.4, 7.5, 7.7, 8.2-8.4, 8.6-8.7, 8.9-8.11, and 9.3.

- Board of Directors - composition, training, effectiveness, knowledge of roles & responsibilities, attendance, by-laws

Compliance	Answer
How many Board members are specified in the Bylaws? Private: minimum 9 members ; Public: minimum 6 members	12
How many Board members are on the Board currently?	8
If Tri-Partite balance is out of compliance, provide comments as to efforts by the agency to fill board vacancies.	See notes below
The Board meets the requirements of representation from:	
a) At least one-third low-income representatives	Yes
b) One-third local elected officials (or their representatives)	No
c) Remaining membership from private-sector community members	Yes
Does the Organization have a written procedure in the board bylaws for low-income individuals to petition the board to ensure they are adequately represented?	Yes
A written democratic selection process exists for low-income Board representation (in Board Bylaws or in Board Procedures/ Policies)	Yes
The agency and board follows the established democratic selection process to appoint low-income representatives.	Yes
Do the low-income representatives on the Board reside in the area(s) served?	Yes
During the past 24 months, did any single Board vacancy remain open beyond 90 days? (Best Practice Recommendation)	Yes
Does the CAA have documentation showing effort to fill vacant positions extending beyond 90 days during the past 2 years?	Yes
If the organization had a vacancy in excess of 90 days, explain the reason for the extended amount of time.	See comments below regarding elected official members
Supplemental Board Member Attendance worksheet completed and reviewed, as attached.	Yes
a) Worksheet accurately reflects meeting minutes reviewed	Yes
b) Absences are accurately reflected in board minutes	Yes
c) Elected/Public Official members have appointed alternates	No
Did any Board meetings have business conducted when there was not a quorum present?	No
Does the Board bylaws or policy address excused/unexcused absences?	Yes
Were there Board members that exceeded the maximum excused/unexcused absences in the past 24 months that were not addressed according to applicable bylaws or policy?	Yes
If yes, please explain why board bylaws/policies were not followed?	See notes below

Board Governance

Comments:

The board bylaws specify 12-14 members may serve on the advisory body. The agency currently has 8 board members - 1 elected official (tribal), 4 low income representatives, and 3 community members. One member was an elected official but they were not re-elected so they now serve as a community designee.

The agency is intentional about recruiting board members with a variety of perspectives and experiences. They are looking to target communities and populations that are aligned with the work done across the department. Recruiting elected officials has been challenging post-pandemic, particularly as it is an election year.

While the bylaws have an attendance policy for its advisory board members, the County's elected officials have the final say on whether an advisory board member is removed due to attendance concerns. Typically the County Council only removes an individual if there is a legal issue.

The following chart lists related Organizational Standards and the compliance status for each over the past 2 years. Standards are indicated by MET or NOT MET status, with comments as applicable.

#	OrgStandard	FFY2022	FFY2023	Comment
1.3	The department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the tripartite board/advisory body, which may be met through broader local government processes.	Not Met	Not Met	See comments in Evaluation section.
3.5	The tripartite board/advisory body formally accepts the completed community assessment.	Met	Not Met	
4.1	The tripartite board/advisory body has reviewed the department's mission statement within the past 5 years and assured that: <ol style="list-style-type: none"> 1. The mission addresses poverty; and 2. The CSBG programs and services are in alignment with the mission. 	Met	Met	
4.2	The department's Community Action plan is outcome-based, anti-poverty focused, and ties directly to the community assessment.	Met	Met	
4.4	The tripartite board/advisory body receives an annual update on the success of specific strategies included in the Community Action plan.	Not Met	Met	
5.1	The department's tripartite board/advisory body is structured in compliance with the CSBG Act, by either: <ol style="list-style-type: none"> 1. Selecting the board members as follows: <ul style="list-style-type: none"> ◦ At least one third are democratically-selected representatives of the low-income community; ◦ One-third are local elected officials (or their representatives); and ◦ The remaining members are from major groups and interests in the community; or 2. Selecting the board through another mechanism specified by the State to assure decision-making and participation by low-income individuals in the development, planning, implementation, and evaluation of programs. 	Met	Met	

Board Governance

5.2	<p>The department's tripartite board/advisory body either has:</p> <ol style="list-style-type: none"> 1. Written procedures that document a democratic selection process for low-income board members adequate to assure that they are representative of the low-income community, or 2. Another mechanism specified by the State to assure decision-making and participation by low-income individuals in the development, planning, implementation, and evaluation of programs. <p>Please note under IM 82 for Public Entities the law also requires that a minimum of 1/3 of tripartite board membership be comprised of representatives of low-income individuals and families who reside in areas served.</p>	Met	Met	
5.4	The department documents that each tripartite board/advisory body member has received a copy of the governing documents, within the past 2 years.	Met	Met	
5.5	The department's tripartite board/advisory body meets in accordance with the frequency and quorum requirements and fills board vacancies as set out in its governing documents.	Met	Met	
5.6	Each tripartite board/advisory body member has signed a conflict of interest policy, or comparable local government document, within the past 2 years.	Met	Met	
5.7	The department has a process to provide a structured orientation for tripartite board/advisory body members within 6 months of being seated.	Met	Met	
5.8	Tripartite board/advisory body members have been provided with training on their duties and responsibilities within the past 2 years.	Met	Met	
5.9	The department's tripartite board/advisory body receives programmatic reports at each regular board/advisory meeting.	Met	Met	
6.1	The department has a strategic plan, or comparable planning document, in place that has been reviewed and accepted by the tripartite board/advisory body within the past 5 years. If the department does not have a plan, the tripartite board/advisory body will develop the plan.	Not Met	Met	
6.5	The tripartite board/advisory body has received an update(s) on progress meeting the goals of the strategic plan/comparable planning document within the past 12 months.	Met	Met	
7.4	The department follows local government procedures for performance appraisal of the department head.	Met	Met	
7.5	The compensation of the department head is made available according to local government procedure.	Met	Met	
7.7	The department provides a copy of any existing local government whistle-blower policy to members of the tripartite board/advisory body at the time of orientation.	Met	Met	
8.2	The department follows local government procedures in addressing any audit findings related to CSBG funding.	Met	Met	
8.3	The department's tripartite board/advisory body is notified of the availability of the local government audit.	Met	Not Met	

Board Governance

8.4	The department's tripartite board/advisory body is notified of any findings related to CSBG funding.	Met	Met	
8.7	The tripartite board/advisory body receives financial reports at each regular meeting, for those program(s) the body advises, as allowed by local government procedure.	Met	Met	
8.9	The tripartite board/advisory body has input as allowed by local governmental procedure into the CSBG budget process.	Met	Met	
9.3	The department has presented to the tripartite board/advisory body for review or action, at least within the past 12 months, an analysis of the agency's outcomes and any operational or strategic program adjustments and improvements identified as necessary.	Not Met	Met	

Planning

CSBG Act Reference – Public Law 105-285. Sections 676(b)(11), 676B(a)(1), and 676B(b)(2).

IM #82

Organizational Standards Reference – Standard 6.1 – 6.5. Other associated standards: 1.2, 3.1 – 3.5, 4.1 – 4.4

- Agency Mission, Vision, Values
- Community Assessment and Strategic Planning

Compliance	Answer
The CAA has a mission statement that has been reviewed by the Board within the past 5 years. The CAA's programs and services are in alignment with the mission.	Yes
The CAA effectively uses ROMA Next Generation practices to: a) identify broad goals and results it hopes to achieve through its work among low-income individuals and families, and within the community being served; b) mobilize/coordinate programs and activities to achieve those goals and results; and c) establish and maintain procedures for gathering and presenting information on goals and results for agency and Board use.	Yes
The department conducted or was engaged in a community assessment and issued a report within the past 3 years.	Yes
The department has a strategic plan, or comparable planning document, in place that has been reviewed and accepted by the board/advisory body within the past five years.	Yes
Are reports submitted per the Reporting Schedule detailed in CSBG grant language?	Yes

Comments:

The mission statement was revised, reviewed, and approved in 2021. The agency's latest community needs assessment was completed in 2023.

Tanya and Jen both are ROMA implementers for the agency.

The agency uses logic models and ROMA concepts for planning and process with solutions approached through an equity lens. The advisory board helps the agency identify areas of focus and impact.

The following chart lists related Organizational Standards and the compliance status for each over the past 2 years. Standards are indicated by MET or NOT MET status, with comments as applicable.

#	OrgStandard	FFY2022	FFY2023	Comment
1.2	The department analyzes information collected directly from low-income individuals as part of the community assessment.	Met	Met	
3.1	The department conducted or was engaged in a community assessment and issued a report within the past 3 years, if no other report exists.	Met	Met	
3.2	As part of the community assessment, the department collects and includes current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).	Met	Met	
3.3	The department collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the community assessment.	Met	Met	
3.4	The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.	Met	Met	
3.5	The tripartite board/advisory body formally accepts the completed community assessment.	Met	Not Met	

Planning

4.1	The tripartite board/advisory body has reviewed the department's mission statement within the past 5 years and assured that: 1. The mission addresses poverty; and 2. The CSBG programs and services are in alignment with the mission.	Met	Met	
4.2	The department's Community Action plan is outcome-based, anti-poverty focused, and ties directly to the community assessment.	Met	Met	
4.3	The department's Community Action plan and strategic plan document the continuous use of the full Result Oriented Management and Accountability (ROMA) cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation). In addition, the department documents having used the services of a ROMA-certified trainer (or equivalent) to assist in implementation.	Met	Met	
4.4	The tripartite board/advisory body receives an annual update on the success of specific strategies included in the Community Action plan.	Not Met	Met	
6.1	The department has a strategic plan, or comparable planning document, in place that has been reviewed and accepted by the tripartite board/advisory body within the past 5 years. If the department does not have a plan, the tripartite board/advisory body will develop the plan.	Not Met	Met	
6.2	The approved strategic plan, or comparable planning document, addresses reduction of poverty, revitalization of low-income communities, and/or empowerment of people with low incomes to become more self-sufficient.	Not Met	Met	
6.3	The approved strategic plan, or comparable planning document, contains family, agency, and/or community goals.	Not Met	Met	
6.4	Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process, or comparable planning process.	Not Met	Met	
6.5	The tripartite board/advisory body has received an update(s) on progress meeting the goals of the strategic plan/comparable planning document within the past 12 months.	Met	Met	

Comments:

State Monitor Comments	
Agency Comments	

Evaluation

CSBG Act Reference – Public Law 105-285, Section 678E and Section 676(b)(12).

Grant terms and conditions

Organizational Standards Reference – Standards 9.1 – 9.4. Other associated standards: 1.3, 4.3, 4.4, 6.5, 7.9, and 8.7.

- ROMA Implementation (Board and staff) on an agency-wide basis as a framework for sound management
- Agency outcomes and performance measures
- Reporting to funders and to the Board of Directors
- Government Performance and Results Act (GPRA) implementation

Compliance	Answer
The agency/department sets targets, analyzes outcomes and makes operational or strategic program adjustments and improvements identified as necessary.	Yes
The department effectively tracks and reports on final results of goals/targets/outcomes achieved at the end of the reporting period in their Community Action Plan.	Yes
At the end of the federal fiscal year, the department submits an annual, agency-wide report which provides data on how the agency met its targets and goals established in the Community Action Plan at the beginning of the federal fiscal year.	Yes
The CAA submits its Community Action Plan in a timely manner with few or no Modifications Requested	Yes
The department submits its Annual Report in a timely manner with few or no Modifications Requested.	Yes
The department submits its Organizational Standards Self-Assessment in a timely manner with a State Review Rating of at least 90% compliance.	Yes
If no, explain steps/plans in place to improve compliance rating.	N/A
Does the department have a Nationally Certified ROMA Trainer (NCRT) and/or Implementer (NCRI) on staff?	Yes
If the department does NOT have an NCRI or NCRT on staff, what method is utilized NCRI/NCRT's from another organization to assist with planning and performance management of services and programs?	N/A
If the department does NOT have an NCRI or NCRT on staff, what steps/plans are in place to obtain ROMA certification for staff members?	N/A
Describe how your agency client database is effectively used to enter data and ensure accurate reporting.	See notes below.
How does the agency/department collect customer/client satisfaction data? How are the data results used to inform program and service improvements/changes?	See notes below.

Comments:

The agency uses multiple databases for clients and program data. Consolidating this information is not feasible for the county at this time.

Client satisfaction information is collected by program rather than an overall client feedback survey. The agency's Early Head Start program has spent the last year working on finding a better way to collect client input including being more thoughtful about how the agency collects the data.

The agency's ECEAP program sends out surveys at the state level; however, the survey was only offered in three languages so Snohomish County created its own survey to send out to ECEAP families that was more representative and inclusive of the population served.

The following chart lists related Organizational Standards and the compliance status for each over the past 2 years. Standards are indicated by MET or NOT MET status, with comments as applicable.

#	OrgStandard	FFY2022	FFY2023	Comment
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Evaluation

1.3	The department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the tripartite board/advisory body, which may be met through broader local government processes.	Not Met	Not Met	
4.3	The department's Community Action plan and strategic plan document the continuous use of the full Result Oriented Management and Accountability (ROMA) cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation). In addition, the department documents having used the services of a ROMA-certified trainer (or equivalent) to assist in implementation.	Met	Met	
4.4	The tripartite board/advisory body receives an annual update on the success of specific strategies included in the Community Action plan.	Not Met	Met	
6.5	The tripartite board/advisory body has received an update(s) on progress meeting the goals of the strategic plan/comparable planning document within the past 12 months.	Met	Met	
7.9	The department conducts or makes available staff development/training (including ROMA) on an ongoing basis.	Met	Met	
8.7	The tripartite board/advisory body receives financial reports at each regular meeting, for those program(s) the body advises, as allowed by local government procedure.	Met	Met	
9.1	The department has a system or systems in place to track and report client demographics and services customers receive.	Met	Met	
9.2	The department has a system or systems in place to track family, agency, and/or community outcomes.	Met	Met	
9.3	The department has presented to the tripartite board/advisory body for review or action, at least within the past 12 months, an analysis of the agency's outcomes and any operational or strategic program adjustments and improvements identified as necessary.	Not Met	Met	
9.4	The department submits its annual CSBG Information Survey data report and it reflects client demographics and CSBG-funded outcomes.	Met	Met	

Partnerships

CSBG Act Reference – Public Law 105-285. Sections 672(2)(c), 676(b)(5),(6)(9) and 676G(b)

Grant terms and conditions

Organizational Standards Reference – Standard 2.1-2.3.

•Coordination/collaboration/linkages with relevant partners

•Subgrantees/delegates

Compliance	Answer
There are formal and informal agreements with other organizations serving low-income residents of the community(ies).	Yes
The department is involved in community-building and/or community organizing activities.	Yes
The department coordinates and establishes linkages between:	
a) employment and training activities that provide services through statewide and local workforce investment systems under the Workforce Investment Act of 1998.	Yes
b) coordinates with area service providers and has established partnerships to identify gaps in services, funding coordination with other public and private resources, and how coordinated services will result in multi-program impact on the client's progress towards self-sufficiency.	Yes
c) use of funds to support innovative community and neighborhood based initiatives related to the purpose of the CSBG, including fatherhood initiatives and other initiatives with the goal of strengthening families and encouraging effective parenting.	Yes
The department subcontracts part or all of its CSBG funds.	No
a) Subcontracts have been submitted to Commerce as required in Org Info.	N/A
b) Proof of insurance is on file with the department for all Subcontracts.	N/A
c) The department has evidence that they monitor subcontract activities. [OMB A-110, Sec. 51(a)]	N/A
The department is registered and displays WA 2-1-1 information in public areas for customer access.	Yes
Is the department's website current and relative to programs/services/activities/events/contact information, etc?	Yes
Does the department partner with local law enforcement and/or court assistance programs?	Yes

Comments:

The agency has formal and informal partnerships with a variety of organizations including community resource centers, ECEAP contractors (pre-schools), and is currently working to identify BIPOC organizations and building relationships with those entities.

Department staff are involved in a variety of community coalitions and groups.

The agency currently subcontracts out all employment related work to other agencies.

The agency has partnerships with law enforcement and court programs through social workers embedded in the behavioral health program as well as the county's CASA program.

The following chart lists related Organizational Standards and the compliance status for each over the past 2 years. Standards are indicated by MET or NOT MET status, with comments as applicable.

#	OrgStandard	FFY2022	FFY2023	Comment
2.1	The department has documented or demonstrated partnerships across the community, for specifically identified purposes; partnerships include other anti-poverty organizations in the area.	Met	Met	

Partnerships

2.2	The department utilizes information gathered from key sectors of the community in assessing needs and resources, during the community assessment process or other times. These sectors would include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.	Met	Met	
2.3	The department communicates its activities and its results to the community.	Met	Met	

Administrative Systems And Procedures

CSBG Act Reference – Public Law 105-285. Sections Sec 678D and 678F

Grant terms and conditions

Organizational Standards Reference – Standards 2.4, 7.1-7.9.

- HR & personnel policies
- Records retention
- Technology implementation and planning
- Equipment and purchasing
- Conflict resolution and grievance procedures
- CSBG Assurances and Prohibitions
- Review pending and past litigation

Compliance	Answer
Hours of operation:	8-5; M-F
Does the CAA have a 24-hour phone message appropriately addressing after hours service?	Yes
Are all client service locations, services provided, and hours of operation accessible to persons with disabilities (to the extent feasible)?	Yes
Has the agency/department taken appropriate steps to address language barriers with the clientele in their service area?	Yes
How has the agency been using the State Supplemental CSBG funds that are meant to prioritize racial equity and undoing inequity from historic under investment in Black, Indigenous, and people of color and rural communities?	
The department serves the entire county/city. [Public Entities]	Yes
Does the agency/department take appropriate steps to ensure privacy and confidentiality of client information, such as secure files, confidentiality policies, private consultation space, etc.?	Yes
How many staff does the agency/department employ?	300
How many individuals served as volunteers during the past year? *Check against Annual Report	0
Are regular employee evaluations performed?	Yes
If yes, how often are employee reviews performed?	Annually
Are periodic salary surveys conducted?	Yes
Does agency/department have policies that support professional development?	Yes
Is there a process for employee grievances/complaints?	Yes
Are there any pending or recent (within the past 3 years) lawsuits?	No
If there is a pending lawsuit, does it impact any CSBG supported programs?	No
Is the CAA part of any coordinated disaster response for the community?	Yes
Review monitoring reports from at least two other funding sources.	Yes
a) Were findings issued?	Yes
b) If so, have findings been adequately addressed?	Yes
Were client files (for programs funded with CSBG) reviewed during monitoring?	Yes

Administrative Systems And Procedures

If yes, list below the programs and non-descriptive client detail file review below for each CSBG funded program (minimum of 3 files should be review from each program)	
If No or N/A, provide comment as to why file review was not performed.	
Was there evidence the CAA re-verifies eligibility for each person and/or family served as required by program guidelines?	Yes
Do client files contain information regarding types of assistance and dates of services provided?	Yes
Does the department refer clients to other programs in the community when services required are beyond the agency's scope? Are those referrals documented?	Yes
Is there evidence that applicants are informed of program specific grievance procedures if services are denied?	Yes

Client File Review for Program(s) Supported with CSBG Funds

ID designation	Program/Service	Eligibility	Comments
53423	Housing Voucher	Yes	SSI
94185	Housing Voucher	Yes	no income
37500	Housing Voucher	Yes	employed
85246	Housing Voucher	Yes	no income
63155	Housing Voucher	Yes	no income
90449	Housing Voucher	Yes	TANF
93926	Housing Voucher	Yes	SSI
39594	Housing Voucher	Yes	SSDI
49332	Housing Voucher	Yes	SSDI/SSI
54308	Housing Voucher	Yes	Employment/SSI
67082	Housing Voucher	Yes	Child Support

Personnel Review

ID designation	Job Description	Personnel Policies received	Time sheets signed by supervisor	Performance Evaluation
CH	Yes	Yes	Yes	No
KM	Yes	Yes	Yes	Yes
MJBV	Yes	Yes	Yes	Yes

Comments:

The agency's Eviction Rent Assistance Program (ERAP) monitoring had findings; however, those findings were addressed by the agency and the matter was closed with the funding source (see attached documentation).

The agency addresses language barriers through contracts for interpretation services as well as Cognito forms that are translated online in multiple languages.

State CSBG supplemental funds help address inequities both internally and externally. The agency has trainings offered to both internal staff and community partners.

Administrative Systems And Procedures

The following chart lists related Organizational Standards and the compliance status for each over the past 2 years. Standards are indicated by MET or NOT MET status, with comments as applicable.

#	OrgStandard	FFY2022	FFY2023	Comment
2.4	The department documents the number of volunteers and hours mobilized in support of its activities.	Met	Met	
7.2	The department follows local governmental policies in making available the employee handbook (or personnel policies in cases without a handbook) to all staff and in notifying staff of any changes.	Met	Met	
7.3	The department has written job descriptions for all positions. Updates may be outside of the purview of the department.	Met	Met	
7.4	The department follows local government procedures for performance appraisal of the department head.	Met	Met	
7.5	The compensation of the department head is made available according to local government procedure.	Met	Met	
7.6	The department follows local governmental policies for regular written evaluation of employees by their supervisors.	Met	Met	
7.7	The department provides a copy of any existing local government whistle-blower policy to members of the tripartite board/advisory body at the time of orientation.	Met	Met	
7.8	The department follows local governmental policies for new employee orientation.	Met	Met	
7.9	The department conducts or makes available staff development/training (including ROMA) on an ongoing basis.	Met	Met	

Fiscal Procedures

CSBG Act Reference – Public Law 105-285, Section 678D and Section 678F.

IM #82

Grant terms and conditions

Organizational Standards Reference – Standards 8.1-8.13.

•Audit and results of previous/other monitoring/fiscal issues

Compliance	Answer
Have CSBG funds been used for the purchase or improvement of land, or the purchase, construction, or permanent improvement (other than low-cost residential weatherization or other energy-related home repairs) of any building or other facility? NOTE: These are NOT allowable expenses.	No
Have CSBG funds are used for partisan or nonpartisan political activities, transportation of voters to polling sites, and/or other related voter registration activities? NOTE: These are NOT allowable activities.	No
Did the monitor verify if the agency has policies/procedures in place regarding disallowed use of CSBG and/or federal funds?	Yes
The CAA's Liability Insurance coverage is current, meets the minimum amount stipulated in the State/Federal CSBG Grants, and is available to the Department of Commerce as required by contract terms and conditions.	Yes
During the past three years, the CAA's submitted its Annual Audits to Commerce as federally required (no later than nine (9) months after the end of the Grantee's fiscal year).	Yes
CSBG State and Federal Administrative costs calculate at or below the targeted 16% threshold.	Yes
If no, please provide explanation for use of Admin dollars in excess of 16%	
The agency/department submits expenditures in line with its State/Federal budget.	Yes
The agency/department stays below the targeted 16% in administrative costs. *Check against IS report and/or closeout reports.	Yes
Does the CAA have verification that a pro rata share of clients received services in any part by CSBG is equivalent to, or greater than, the percentage of CSBG funds supporting the program? For example, if CSBG funds 10% of a CAA's Rental Assistance Program, then the CAA must be able to show evidence that at least 10% of the clients receiving services in the Rental Assistance Program are income eligible of the Federal Poverty Level.	Yes
If yes, please provide an explanation as to how this was verified.	See notes below.
Monitor verified a minimum of three invoices for EACH CSBG funded grant as submitted during the past three years.	Yes
If not, provide an explanation as to why all required invoices were not reviewed.	
Which federal poverty level was used for eligibility requirements?	200%
The CAA identifies any "Reportable Expenses" as determined by Commerce "Diverse Spend" requirements and attaches applicable documentation with Federal and State CSBG Invoices.	Yes
Has the agency had any "Non-expendable property purchased with CSBG funds (defined as having a useful life of more than one year and an acquisition cost of \$5,000 or more per unit) shall be used by the Grantee to support CSBG related programs or projects. This can be found in the WA State Policies and Procedures under Policy 406.	No

Grant	Month	Comments
SFY2024	October 2022 - \$29,097.14	staff salaries
FFY2023	January 2024 - \$38,405.23	staff salaries
FFY2024	September 2023 - \$158,222.05	Housing vouchers (Ending Homelessness); staff salaries; consulting
Other	June 2023 - \$67,130.08	staff salaries

Fiscal Procedures

Comments:

The majority of the agency's CSBG funds go to funding staff salaries. Agency staff charge their time directly to federal or state CSBG grants and the agency's fiscal department uses time for any cost allocation charges.

The monitor reviewed client files for the only programming that was funded through CSBG funds - housing vouchers for the agency's FFY2023 CSBG federal funds.

The following chart lists related Organizational Standards and the compliance status for each over the past 2 years. Standards are indicated by MET or NOT MET status, with comments as applicable.

#	OrgStandard	FFY2022	FFY2023	Comment
8.1	The department's annual audit is completed through the local governmental process in accordance with Title 2 of the Code of Federal Regulations, Uniform Administrative Requirements, Cost Principles, and Audit Requirement (if applicable) and/or State audit threshold requirements. This may be included in the municipal entity's full audit.	Met	Met	
8.2	The department follows local government procedures in addressing any audit findings related to CSBG funding.	Met	Met	
8.3	The department's tripartite board/advisory body is notified of the availability of the local government audit.	Met	Not Met	
8.4	The department's tripartite board/advisory body is notified of any findings related to CSBG funding.	Met	Met	
8.7	The tripartite board/advisory body receives financial reports at each regular meeting, for those program(s) the body advises, as allowed by local government procedure.	Met	Met	
8.9	The tripartite board/advisory body has input as allowed by local governmental procedure into the CSBG budget process.	Met	Met	
8.13	The department follows local governmental policies for document retention and destruction.	Met	Met	

Monitoring Summary

Monitoring Findings that require a corrective action plan: No

Discrepancies that require a corrective action plan: No

Recommendations: Yes

The agency's advisory board was out of balance with the CSBG tripartite requirement, with the elected official sector. Additionally, the current advisory board member roster did not meet the agency's minimum member requirements as outlined in their advisory board bylaws. The agency is working to correct the bylaws to meet the state's minimum number of six members.

Advisory board member attendance is not always consistent, particularly related to the agency bylaws. Staff are limited in addressing board member attendance as that is handled through the County Executive and County Council. Updating the attendance policy to ensure it reflects the ability of agency staff to address any attendance concerns should be considered.

While the agency does collect client surveys in some of its programs, there is not an agency wide process to solicit client feedback. The agency is currently working on the best way to collect this information through its direct service programs in a systematic manner.

Strengths or exemplary actions: Yes

It is evident that equity is part of every aspect that the agency does from board recruitment, selecting service providers and how those agencies incorporate equity into their practices, and how the agency approaches its own reporting such as the Community Needs Assessment. The agency is a model for not only other public community action agencies, but all of its CAA peers in the state.

It is evident that ROMA principles are used throughout the agency's work from its needs assessment, logic model thinking for planning and processes, and making data reports more engaging and visually stimulating to present the needs expressed by the community and raise deliberate action toward the collective impact of programs and services.

The agency was well organized and prepared and had detailed documentation to show evidence or support of items requested during the monitoring process.

Additional comments, as applicable: Yes

Thank you for your time and effort in providing all the documents requested for our monitoring visit on 8/15/24. It was a pleasure getting to know your staff and agency during our visit. Please note you will have 14 days to respond to this monitoring report. If you have no further comments or concerns, we will issue a final report. Thank you!

Process Improvement Feedback

CAA staff and Board members are encouraged to provide feedback based on their experience during the on-site CSBG Monitor process. The goal of the State CSBG Office is to make the overall monitoring process efficient and effective for your agency/department and Governing/Advisory Board while evaluating systems and programs to ensure federal and state compliance. Should you have any questions or concerns, please contact Karen Dunn, CSBG Program Manager (contact information provided below).

Supporting Documentation

File Name	Description	Header	Date Uploaded	Effective Date	Notes
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