

Office of Housing
1600 East Columbus Avenue
Springfield, MA 01103
Phone (413) 787-6500
Fax (413) 787-6515



THE CITY OF SPRINGFIELD, MASSACHUSETTS

[Date]

[Program Executive Director]

[Program name]

[Program address]

RE: *Monitoring – Contract #*
Date of Monitoring Visit:

Dear [Program Executive Director],

This letter provides you with the results of the City's recent monitoring of the above-referenced contract. The following City of Springfield staff conducted the monitoring: [Senior Program Manager], and [HMIS Coordinator]. Your agency was represented by [Program Staff].

The purpose of the review is to determine whether your agency is complying with program requirements while servicing the intended beneficiaries and in compliance with applicable regulations. Our monitoring included the review of program files, program progress, beneficiaries, leasing, supportive services, HMIS data entry, management and current HMIS technical assistance. The City's fiscal staff are conducting a separate monitoring visit to determine if your agency is complying with all fiscal requirements.

The program review resulted in [number] findings, and [number] concerns. A finding is a violation of law or regulation for which corrective action is required. A concern cites a practice or procedure that may lead to a finding if not corrected. A conclusion means there were no findings or concerns in the area monitored.

Finding 1:

Required corrective action:

Finding 2:

Required corrective action:

Concern 1:

Recommended action:

Concern 2:

Recommended action:

Conclusion 1:

Conclusion 2:

Conclusion 3:

Next Steps

For cited findings, you must provide a response within 30 days. The response should describe actions taken to correct findings, or, if more time is required, a plan and timeline for correction. Please provide appropriate documentation of actions taken—for example, changes in policies and procedures should be documented by submission of the new written policy or procedure. For cited concerns, please implement recommendations as soon as possible. Implementation of recommendations will be verified at the next annual monitoring visit.

Once you provide verification that findings have been resolved, the City will send a letter notifying you that the finding is closed. Resolution of the cited findings will conclude this year's monitoring. Thank you and your staff for the cooperation given to the City throughout the monitoring process. Please feel free to contact me directly with any questions or comments.

Sincerely,

[Name]
Senior Program Manager