

# City of Greensboro

**Date:** April 16, 2009  
**To:** Dan Curry, Acting Director of Housing & Community Development  
**From:** Internal Audit Division  
**Subject:** Youth Focus, Inc.

The Internal Audit Division has performed our yearly monitoring visit of Youth Focus, Inc. which received an Emergency Shelter Operations Services Grant in the amount of \$32,700 from the City of Greensboro during the 2007 to 2008 grant year.

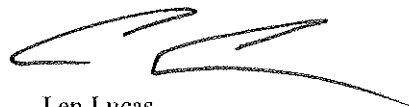
This grant was used to provide necessary services to support the "Act Together Crisis Care" program. This program is a residential shelter and provides an array of supportive services for homeless youth and is located at 1601 Huffine Mill Road, Greensboro, NC. Funds could be used for operational costs such as staff salaries including fringe benefits; maintenance and security salaries; maintenance; insurance and utilities. Approximated 250 homeless youth were projected to be assisted.

We examined selected financial transactions and program documentation maintained by the agency for compliance with the contract and for assurance that program goals were achieved. Based on our review, it appears that the funds have been spent according to the terms of the contract with no exceptions noted.

We would like to thank Mr. Chuck Hodieme, Executive Director; Ms. Julie Pool, Business Manager and the staff of Youth Focus, Inc. for their courtesy and cooperation shown to us during this visit. If there are any questions or comments concerning the details of this visit, we can be reached at 373-2821.



Mickey Kerans  
Internal Auditor



Len Lucas  
Internal Audit Director

Cc: Andy Scott, Interim Assistant City Manager for Economic Development  
Chuck Hodieme, Executive Director of Youth Focus, Inc.



**Date:** March 19, 2009  
**To:** Chuck Hodierno, CEO, Youth Focus  
**From:** Michael Blair, City of Greensboro HCD  
**RE:** *FY07/08 Programmatic Evaluation*

On February 6, 2009 HCD and Internal Audit (IA) staff conducted an on-site monitoring visit of Youth Focus - Act Together. Youth Focus is a sub-recipient of the City of Greensboro Department of Housing and Community Development and is carrying out the activity of shelter operations. This was to include shelter and services (case management, referrals and placement) for minors in need.

The purpose of the monitoring visit is to determine whether the sub-recipient has implemented and administered HCD-funded activities according to applicable program and contractual requirements. The period under review, along with current conditions, was from July 1, 2007 to June 30, 2008. In the course of the review HCD and IA staff met with Mr. Chuck Hodierno, CEO, Ms. Julie Poole, Business Manager and Ms. Kristin Felts, Program Manager at Act Together.

#### **Funding and Number Served**

The funding for FY07/08 was \$32,700 which was expended in its entirety; FY06/07 funding was \$35,000. The FY08/09 grant year is currently underway and 95% spent out (March 9, 2009). The program served 237 youth in FY07/08. This is 95% of the estimated number served in the agreement.

#### **CDBG Eligibility (file review) and Consolidated Plan Relationship**

Program participant files reviewed all contained signed homelessness verification and community development household certification forms. The program relationship to 2005-2009 Consolidated Plan is Priority 2B-A.

#### **Board and Board Minutes**

The board meets ten times annually (Four (4) is the HCD minimum number of annual board meetings with a quorum) and had/has 20 members, 12 women and 8 men, from a wide range of professional backgrounds. Minutes are maintained and are very understandable including the minutes where the external annual audit was reviewed and accepted by the board. Act Together was presented with a "Model Program Award" from the Southeastern Network of Youth and Family Services.

#### **Grievance Policy**

The agency grievance policy appears to be very effective and includes a three level (up to the CEO) complaint process. The complaints are in writing and each level is signed once completed. There haven't been any recent client complaints at Act Together.

#### **CHIN**

Act Together does not utilize CHIN. It was explained to HCD staff that CHIN did not "fit" the clientele and services offered. The agency utilizes other databases.

## Conditions

The facility was inspected by the NC Department of Environmental and Natural Resources/Division of environmental Health on 9.23.08 and was given an "A". The Kitchen scored a very good 97.5. HCD and Internal Audit staff conducted an informal walk through of the facility which was very clean and in overall good condition.

## Act Together Measures 2007-2008:

	FY04/05	FY06/07	FY07/08
Total Clients Served (250 in scope):	275	225	237
Client Days:	2,943	2,303	2,490
Average Occupancy:	67.2%	53%	57%
Average Daily Census:	8.06	6.31	6.8
Average Length of Stay:	10 days	10.2 days	10.5 days
Repeat Visits:	15%	8%	16%
Number of youth re-admitted:	41	19	38

*A follow-up is sent to 100% of the participants (parents and/or guardians) and had a 25% response rate in FY06/07 and 25% in FY07/08.*

As a result of this review HCD staff is making zero (0) findings, zero (0) concerns and one (1) observation, regarding the use of HCD funding.

A *finding* is defined by HCD as a program element that does not comply with a local, federal, or contractual, rule or regulation whereas a *concern* is either a potential finding or program weakness that should be improved to avoid future problems. An *observation* can be either a positive comment about the agency or a suggestion that may improve a service or element of operations.

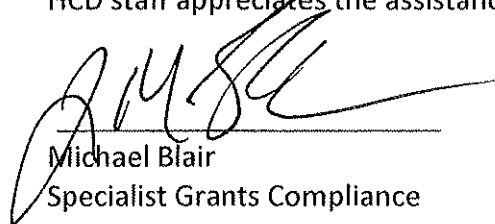
### Observation 1 – Utilization of Assets

The reported occupancy in FY07/08 was 57% which is acceptable however it remains significantly lower than it was in FY04/05. It is noted that the current utilization percentage is back into the 60's at 62%.

The observation in this review, in our view, does not reflect negatively on Youth Focus staff and their work ensuring the continued success of the referenced programs. The intent of the observation expressed in this case is to heighten agency awareness.

It is HCD staff opinion that Youth Focus - Act Together Crisis Care is an eligible and effective use of city Homelessness Prevention funding. The program appears to be an excellent alternative for minors who may have become homeless or facing some other family crisis. Performance records were understandable and there are no disqualifying financial concerns for future City funding.

HCD staff appreciates the assistance provided during the monitoring visit by Youth Focus staff.

  
Michael Blair  
Specialist Grants Compliance

  
Dan Curry  
Acting Director HCD