



OFFICE OF INTERNAL AUDIT

Correspondence Subject: Audit Response-OETH Grant Infrastructure Review dated April 25, 2014 and Audit Response-OETH Grant Infrastructure Review for Jefferson/Springdale Place/Odyssey Villas @ Vineyard Court dated May 13, 2014

Correspondence Dated: August 1, 2014

Document has been scanned and emailed ✓
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 Sent Correspondence to Dept. & Office Staff ✓
 Entered into Correspondence Tracking ✓

DELIVERED TO:	SIGNATURE	DATE	COMMENTS
Chairman John Eaves District 1 At-Large	<i>[Signature]</i>	8/1/14	
Commissioner "Robb" L. Pitts District 2 At-Large	<i>[Signature]</i>	8/1/14	
Commissioner Liz Hausmann District 3 Hardcopy & Scan/Email Commissioner Hausmann, Edward Leidelmeijer, Denise Fraser & Linda W. Johnson			hardcopy left @ front desk on 10th floor emailed copy on 8/1/14 @ 4:57pm
Commissioner Tom Lowe District 4			11 11 PM
Commissioner Emma I. Darnell District 5 (2 copies)	<i>[Signature]</i>	8/1/14	
Commissioner Joan Garner District 6	<i>[Signature]</i>	8/1/14	
Commissioner William "Bill" Edwards Scan/Email to Deloris Baskin and Bridget Harris Hardcopy to Carol Brown	8/1	<i>[Signature]</i>	emailed 8/1/14 @ 4:59pm
Dwight Ferrell-County Manager	<i>[Signature]</i>	8-1-14	

Delivered By: *[Signature]* Date: 8/1/14

Bailey, Brigitte

From: Bailey, Brigitte
Sent: Friday, August 01, 2014 5:00 PM
To: Baskin, Deloris
Cc: Harris, Bridget; Brown, Carol
Subject: FW: Audit Responses -OETH
Attachments: OETH Audit Responses 4_25 and 5_13 2014.pdf; Attachment D - OETH Systems Operations.pdf

Good afternoon. Attached are the audit responses for the OETH audits conducted on 4/25/14 and 5/13/14 respectively. Attachment D is affiliated with the audit response tied to OETH Grant Infrastructure Review for Jefferson Place/Springdale Place and Odyssey Villas @ Vineyard Court. Due to the size of the file, we had to place the attachment on a disk.

Thank you.

Brigitte Bailey, MPA
Office of Internal Audit
Fulton County Government
141 Pryor Street, 8th Floor
Atlanta, GA 30303
404-612-7018 (phone)
404-335-5834 (efax)

Please consider the environment before printing this e-mail.

Bailey, Brigitte

From: Bailey, Brigitte
Sent: Friday, August 01, 2014 4:57 PM
To: Hausmann, Liz
Cc: Leidelmeijer, Edward; Fraser, Denise; Johnson, Linda W.
Subject: FW: Audit Responses -OETH
Attachments: OETH Audit Responses 4_25 and 5_13 2014.pdf; Attachment D - OETH Systems Operations.pdf

Good afternoon. Attached are the audit responses for the OETH audits conducted on 4/25/14 and 5/13/14 respectively. Attachment D is affiliated with the audit response tied to the OETH Grant Infrastructure Review for Jefferson Place/Springdale Place and Odyssey Villas @ Vineyard Court. Due to the size of the file, we had to place the attachment on a disk.

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Atlanta, GA 30303
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404-335-5834 (efax)

Please consider the environment before printing this e-mail.

Bailey, Brigitte

From: Bailey, Brigitte
Sent: Friday, August 01, 2014 4:59 PM
To: Coulborn, Jonathan
Subject: Audit Responses -OETH
Attachments: OETH Audit Responses 4_25 and 5_13 2014.pdf; Attachment D - OETH Systems Operations.pdf

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Fulton County Government
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Atlanta, GA 30303
404-612-7018 (phone)
404-335-5834 (efax)

Please consider the environment before printing this e-mail.

-----Original Message-----

From: Bailey, Brigitte
Sent: Friday, August 01, 2014 4:57 PM
To: Hausmann, Liz
Cc: Leidemeijer, Edward; Fraser, Denise; Johnson, Linda W.
Subject: FW: Audit Responses -OETH

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Thank you.

Brigitte Bailey, MPA
Office of Internal Audit
Fulton County Government
141 Pryor Street, 8th Floor
Atlanta, GA 30303
404-612-7018 (phone)
404-335-5834 (efax)



INTEROFFICE MEMORANDUM

TO: Fulton County Board of Commissioners
FROM: *Anthony Micks*, Director, Office of Internal Audit
DATE: August 1, 2014
RE: Audit Response- Office of Emergency and Transitional Housing (OETH) Grant Infrastructure Reviews

The Office of Internal Audit completed the Office of Emergency and Transitional Housing (OETH) Grant Infrastructure Review dated April 25, 2014 and the OETH Grant Infrastructure Review for Jefferson/Springdale Place/Odyssey Villas @ Vineyard Court dated May 13, 2014, which were distributed to you May 14, 2014. Attached are the corresponding audit responses received from OETH in relation to the finding(s) referenced in their audits.

If you have any questions or need additional information, please contact me at extension 21019. Thank you.

Attachments: Audit Response-OETH Grant Infrastructure Review dated April 25, 2014
Audit Response-OETH Grant Infrastructure Review for Jefferson/
Springdale Place/Odyssey Villas @ Vineyard Court dated May 13, 2014


Cc: Dwight Ferrell, County Manager



INTER-OFFICE MEMORANDUM
Housing and Human Services Department

TO: Anthony Nicks, Director
Office of the Internal Auditor

THROUGH: Dwight A. Ferrell, County Manager
Office of the County Manager

FROM: Michael Rowicki, Deputy Director
Housing and Human Services Department 

DATE: July 31, 2014

RE: Draft Internal Audit Responses on OETH - Grant
Infrastructure Review

This memorandum is being written to provide draft responses to the Internal Audit reports on the Office of Emergency and Transitional Housing Program. The draft responses provided are that of the Program and not of the Administrative Support Department of Housing and Human Services.

OETH - Grant Infrastructure Review

Response to Finding # 1

The Office of Emergency and Transitional Housing received an electronic copy of the invoice, signed the invoice and returned to HHS finance unit for processing the invoice. This process was completed within 1-2 business days. Under the new lease arrangement, effective July 1, 2014, the new vendor/landlord submits the invoice to both the OETH and HHS finance unit on or before the 15 of the month and payment is due on or before the 10th of the following month.

Response to Finding # 2

The original invoice submitted by the vendor for the month of January 2014 reflected payment for a unit(s) that had been vacated the month before. Upon review and discussion, it was decided that the 30 day notice of the vacated units) had not been sufficiently provided to the landlord. As such, additional invoice was requested and paid.

Response to Finding #3

We accept the recommendation contained within the report and will make the necessary request to the Budget Commission to restore this amount to our general fund budget. The GF will be reimbursed the amount once the grant has been received from HUD.

Response to Finding #4

OETH accepts the recommendation.

Should you have any questions, please contact Michael Rowicki at (404) 612-7187.


cc: Mike Rowicki, Deputy Director, Housing and Human Services Department
Leonard Westmoreland, Division Manager, Office of Emergency and Transitional
Housing.



INTER-OFFICE MEMORANDUM
Housing and Human Services Department

TO: Anthony Nicks, Director
Office of the Internal Auditor

THROUGH: Dwight A. Ferrell, County Manager
Office of the County Manager

FROM: Michael Rowicki, Deputy Director
Housing and Human Services Department 

DATE: July 31, 2014

RE: Draft Internal Audit Responses on OETH - Grant
Infrastructure Review

This memorandum is being written to provide draft responses to the Internal Audit reports on the Office of Emergency and Transitional Housing Program. The draft responses provided are that of the Program and not of the Administrative Support Department of Housing and Human Services.

Office of Emergency & Transitional Housing Review
Jefferson/Springdale/Odyssey Villas

Response to Finding # 1

The Office of Emergency and Transitional Housing receives the invoice from U.S. Foods at the time delivery. We verify the invoice against the delivery by checking all items off at the point of delivery. We sign the invoice(s) and attach a transmittal sheet. The transmittal and signed invoice(s) are delivered via OETH courier to HHS Finance within 2-3 business days. **Please see attachment A – U.S. Food, Inc. Transmittal Form.** OETH accepts the recommendation to authorize payment of invoices electronically utilizing the email system.

Response to Finding # 2 – HHS Administrative Support/Finance needs to provide.

Response to Finding #3

Springdale Place is no longer in operation. We accept the recommendation with respect to routine analysis of food cost as well as review of inventory per ANFP standards of criteria and assessment as they relate to the remaining food service operations at Jefferson Place. The location utilized, as other OETH service site does, bar-coded participant ID cards to track and record service delivery to consumers. While the basic system capabilities were operational at Springdale Place, Food Service personnel were trained to have each participant in the food service line scan their card at each meal. **Please see attachment B – Bar Code Training Log** (Highlighted names were Springdale Place Facility Manager and Food Services staff)

Response to Finding #4

OETH accepts the recommendation. OETH has attempted to recruit Cooks for the vacant Cook positions 13 times through the recruitment process, beginning in May of 2013. **Please see attachment C – Emails - Freeze Lift & Status of Request.** Two Cooks were hired in January of 2014.

Response to Finding #5

The source documents for all HUD program reporting is the Pathways Community Network database. All staff was trained on the system and use it to record client activity, services plans, compliance resources provided, etc. In June of 2010, OETH begin its redesign from a shelter operator to a more full service Assessment Center operation based upon our experience and the demands/needs of our consumers. This addition was implemented in addition to our Pathway responsibilities, not in lieu of them. As we expanded our services delivery system, we sought to begin developing our own databases using Microsoft Access. **Please see Attachment D - OETH Systems Operations.** The OETH Systems Operation Manual is a combination of Jefferson Place Intercommunication System User Manual and the Pathways User Guide. We successfully developed and implemented databases to track consumer files, consumer demographics, and process tracking (the extent to which our processes were being adhered to by both staff and consumers). Monthly data reports were used as an internal management tool between the OETH Division Manager and OETH manager/supervisors. This tool management tool was used in weekly touch base conversations between the OETH management team members. We understood that the programs that were being developed in Access would require a more powerful and robust environment beyond Access. As such, we reached out through the HSD Department to the IT Department and requested such assistance. **Please see attachment E – Assessment of City works for Housing & Human Services & Ready for Upgrade.** This process has been negatively impacted due to the sustained critical staff vacancies in both the OETH/HSD and IT departments.

Response to Finding #6 - HHS Administrative Support/Finance needs to provide.

Response to Finding #7

Effective July 11, 2005, the policy has been to enter the consumer's electronic record in Pathways HMIS and record consumer activity at a minimum weekly and place a hardcopy in the consumer's physical file. **Please see attachment F – OETH Policies & Procedures – Case Management.**

Should you have any questions, please contact Michael Rowicki at (404) 612-7187.

cc: Mike Rowicki, Deputy Director, Housing and Human Services Department
Leonard Westmoreland, Division Manager, Office of Emergency and Transitional Housing.

INTER OFFICE MEMORANDUM

To: Shamika Milner
Human Services

From: Sherra Sanders
Human Services Department
Ext 24962

Date: June 26, 2014

Subject: US Foods invoices 0800425, 0800426, 0800427, and 0800428 for
Springdale Place

Please find attached the following packets submitted for approval and processing:

Packet Type	Budget #	Name	VN #	Expense Amount	Action Required
Invoice # 0800425	PO # 13SC89001A-CC	US Foods	N/A	\$1,051.42	Finance Processing
Invoice # 0800426	PO # 13SC89001A-CC	US Foods	N/A	\$ 155.52	Finance Processing
Invoice # 0800427	PO # 13SC89001A-CC	US Foods	N/A	\$ 93.28	Finance Processing
Invoice # 0800428	PO # 13SC89001A-CC	US Foods	N/A	\$ 110.66	Finance Processing

Received By: _____ Date: _____ Time: _____

ID Barcode Scanning Rollout Training
Tuesday, April 27, 2010
Jefferson Place Computer Lab

Session 1: 9:30AM – 10:30AM

- | | | |
|---------------------|--------------------|------------------------|
| 1. Anthony Hines | 10. Jason Griffin | 19. Ricky Alexander |
| 2. Barbara Jennings | 11. Jobe Rowe | 20. Rodney Shuemake |
| 3. Bernard Griffin | 12. John Jones | 21. Ron Hall |
| 4. Betty Rhines | 13. Leon Cox | 22. Ron Robinson |
| 5. Christina Travis | 14. Marvin Davis | 23. Royal Clark |
| 6. Ernest Sample | 15. Maurice Speaks | 24. Sonia Hines |
| 7. Gerald Harper | 16. Nick Edwards | 25. Terence Ison |
| 8. Gerry Richardson | 17. Paul Reese | 26. Shenelle Armstrong |
| 9. Grady Johnson | 18. Ralph Holmes | |

Session 2: 10:30AM – 11:30AM

- | | | |
|---------------------|--------------------------|------------------------|
| 1. Andre Danzy | 10. Jacqueline Mills | 19. Renee Howze |
| 2. Ann Isaac | 11. Jeannie Wilson | 20. Rosetta Silva |
| 3. Beverly Heyward | 12. Joe Velardita | 21. Terrence Evans |
| 4. Daphne Johnson | 13. Leonard Westmoreland | 22. Tildon Wright |
| 5. David Bryant | 14. Lewis Robinson | 23. Tommie Jones |
| 6. Ed Williams | 15. Linda Callaway | 24. Valecia Cherry |
| 7. Gerry Richardson | 16. Livia Brown | 25. Wayne Woods |
| 8. Gwendolyn Hunter | 17. Mark Taylor | 26. Willie Christian |
| 9. Jackson, Barbara | 18. Paul Woodson | 27. Shenelle Armstrong |

Live Demo: Noon – JP Cafeteria

- | | | |
|-------------------------|-------------------|------------------------|
| 1. Leonard Westmoreland | 6. Livia Brown | 11. Ron Robinson |
| 2. Gerry Richardson | 7. Ann Isaac | 12. Ron Hall |
| 3. Barbara Jennings | 8. Rosetta Silva | 13. Nick Edwards |
| 4. Andre Danzy | 9. Linda Callaway | 14. Barbara Jackson |
| 5. Tommie Jones | 10. Leon Cox | 15. Shenelle Armstrong |

Isaac, Ann

From: Isaac, Ann
Sent: Friday, June 21, 2013 4:44 PM
To: Easley, Gerry
Cc: Rowicki, Mike; Westmoreland, Leonard
Subject: Freeze Lift Form - Administrative Assistant III
Attachments: DOC00361edf85320130521155356-403.pdf; Administrative Assistant III Freeze Lift Form 2013 2.21.13.docm

Importance: High

Tracking:	Recipient	Read
	Easley, Gerry	Read: 6/21/2013 4:52 PM
	Rowicki, Mike	Read: 6/21/2013 8:18 PM
	Westmoreland, Leonard	Deleted: 7/1/2013 11:09 PM

Gerry,

Please note the status of the positions below. We are still awaiting a number of signed freeze lift forms to be signed and status of positions (highlighted in yellow).

Position Title	Position Number	Signed Freeze Lift	Vacant
Human Services Specialist	21229	YES	Kevin Tho
Human Services Specialist	21229	NO	Rodney Sh
Human Services Specialist	37892	YES	Margaret
Information and Community Specialist	15124	YES	VACANT
Human Services Specialist	13984	YES	VACANT
Human Services Specialist	23000	NO	VACANT

Human Services Specialist	32694	NO	Sarah Hov
Human Services Specialist	32747	NO	VACANT
Administrative Asst III	24554	NO - Awaiting signed freeze lift form.	Ann Isaac

Position Title	Position Number	Signed Freeze Lift	Vacated b
Human Services Specialist	37892	NO - Request to Retitle position as Cook. /Awaiting approval for retitle.	Lamare Ar
Head Cook	7588	YES-	Betty Rhir

From: Isaac, Ann
Sent: Tuesday, June 04, 2013 3:22 PM
To: Easley, Gerry
Cc: Rowicki, Mike; Westmoreland, Leonard
Subject: FW: Freeze Lift Form - Administrative Assistant III
Importance: High

Mr. Easley,

Please see the updates to date highlighted in the table below:

Position Title	Position Number	Signed Freeze Lift	Vacated
Human Services Specialist	21229	YES	Kevin Tho
Human Services Specialist	21229	NO	Rodney St
Human Services Specialist	37892	YES	Margaret
Information and Community Specialist	15124	YES	VACANT

Human Services Specialist	13984	YES	VACANT
Human Services Specialist	23000	NO	VACANT
Human Services Specialist	32694	NO	Sarah Hov
Human Services Specialist	32747	NO	VACANT
Administrative Asst III	24554	Awaiting signed freeze lift form.	Ann Isaac

Position Title	Position Number	Signed Freeze Lift	Vacated by
Human Services Specialist	37892	NO - Request to Retitle position as Cook. /Awaiting approval for retitle.	Lamare Ar
Head Cook	7588	YES-	Betty Rhir

From: Isaac, Ann
Sent: Wednesday, May 22, 2013 10:54 AM
To: Easley, Gerry
Cc: Rowicki, Mike; Westmoreland, Leonard; Rhodes, Angela; Milner, Shamika; Porcher, Deborah
Subject: Freeze Lift Form - Administrative Assistant III

Mr. Easley,

Please note below the status of each of the positions where Freeze Lift Forms have been submitted. I did note your email where you resigned the freeze lift forms (Attached PDF document). In addition I am submitting the freeze lift form for the Administrative Assistant III recently vacated.

Thank you

Position Title	Position Number	Signed Freeze Lift	Vacated by
Human Services Specialist	21229	NO	Kevin Tho
Human Services Specialist	21229	NO	Rodney Sh
Human Services Specialist	37892	NO	Margaret
Information and Community Specialist	15124	YES	VACANT
Human Services Specialist	13984	NO	VACANT
Human Services Specialist	23000	NO	VACANT
Human Services Specialist	32694	NO	Sarah Hov
Human Services Specialist	32747	NO	VACANT
Administrative Asst III	24554	Resubmitting for signature	Ann Isaac

Position Title	Position Number	Signed Freeze Lift	Vacated by
Human Services Specialist	37892	NO - Request to Retitle position as Cook. /Awaiting approval for retitle.	Lamare Ac
Head Cook	7588	YES- Awaiting recruitment process to begin	Betty Rhir

Ann Isaac

Ann Isaac

Housing and Human Services
 Office of Emergency and Transitional Housing
 Phone (404) 613-0413 Fax (404) 224-1011

Isaac, Ann

From: Isaac, Ann
Sent: Thursday, September 26, 2013 3:55 PM
To: Easley, Gerry
Cc: Rowicki, Mike; Westmoreland, Leonard
Subject: Status of Freeze Lift Waivers and vacant positions with OETH
Attachments: DOC00361edf85320130521155356-403.pdf; Administrative Assistant III Freeze Lift Form 2013 2.21.13.docm

Importance: High

Tracking:

Recipient	Read
Easley, Gerry	Read: 9/26/2013 3:56 PM
Rowicki, Mike	
Westmoreland, Leonard	Read: 9/26/2013 4:10 PM

Gerry,

Please note the status of the vacant positions. We are still awaiting a number of freeze lift forms to be signed highlighted in green and status highlighted in yellow.

Position Title	Position Number	Signed Freeze Lift	Vacated by
Human Services Specialist	21229	YES	Kevin Tho
Human Services Specialist	21229	NO	Rodney St
Human Services Specialist	37892	YES	Margaret
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Human Services Specialist	13984	YES	VACANT
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Administrative Asst III	24554		Ann Isaac

Position Title	Position Number	Signed Freeze Lift	Vacated by
----------------	-----------------	--------------------	------------

Human Services Specialist	37892	NO - Request to Retitle position as Cook /Awaiting approval for retitle	Lamare Ac
Head Cook	7588	YES	Betty Rhir

From: Isaac, Ann
Sent: Tuesday, July 30, 2013 11:25 AM
To: Easley, Gerry
Cc: Westmoreland, Leonard
Subject: Freeeze Lift Form - Administrative Assistant III
Importance: High

Gerry,

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		retitle	
Head Cook	7588	YES	Betty Rhir

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Cc: Rowicki, Mike; Westmoreland, Leonard
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Administrative Asst III	24554	Awaiting signed freeze lift form.	Ann Isaac

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Head Cook	7588	YES-	Betty Rhir

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Cc: Rowicki, Mike; Westmoreland, Leonard; Rhodes, Angela; Milner, Shamika; Porcher, Deborah
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Human Services Specialist	13984	NO	VACANT

Human Services Specialist	23000	NO	VACANT
Human Services Specialist	32694	NO	Sarah Hov
Human Services Specialist	32747	NO	VACANT
Administrative Asst III	24554	Resubmitting for signature	Ann Isaac

Position Title	Position Number	Signed Freeze Lift	Vacated b
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Head Cook	7588	YES- Awaiting recruitment process to begin	Betty Rhir

Ann Isaac

Ann Isaac

Housing and Human Services
Office of Emergency and Transitional Housing
Phone (404) 613-0413 Fax (404) 224-1011

Isaac, Ann

From: Isaac, Ann
Sent: Friday, January 24, 2014 12:51 PM
To: Isaac, Ann
Subject: FW: Freeze Lift Forms for Part Time Positions
Attachments: Revised Freeze Lift Request Form - Laundry Room Attendant - 32770.docm; Revised Freeze Lift Request Form - Cook - 2 Positions - 40861.docm; Revised Freeze Lift Request Form - Custodian -40862.docm; Revised Freeze Lift Request Form - Custodian -40863.docm; Revised Freeze Lift Request Form - Human Services Shelter Manager - 21251.docm; Revised Freeze Lift Request Form - Human Services Shelter Manager - 21344.docm; Revised Freeze Lift Request Form - Human Services Specialist - 2 Positions - 37892.docm; Revised Freeze Lift Request Form - Human Services Specialist - 2 Positions- 21229.docm; Revised Freeze Lift Request Form - Human Services Specialist - 32722.docm; Revised Freeze Lift Request Form - Human Services Specialist - 32723.docm; Revised Freeze Lift Request Form - Human Services Specialist - 32724.docm; Revised Freeze Lift Request Form - Human Services Specialist - 32845.docm; Revised Freeze Lift Request Form - Human Services Specialist - 37892.docm; Revised Freeze Lift Request Form - Human Services Specialist - Facility Operator- 22786.docm; Revised Freeze Lift Request Form - Human Services Specialist (Cook)- 37892.docm

From: Isaac, Ann
Sent: Wednesday, December 11, 2013 1:33 PM
To: Rowicki, Mike
Cc: Westmoreland, Leonard; Porcher, Deborah
Subject: Freeze Lift Forms for Part Time Positions

Mike,

Please find attached the freeze lift forms for the part-time positions needed.

Thanks

Ann Isaac

Ann Isaac

Housing and Human Services
Office of Emergency and Transitional Housing
Phone (404) 613-0413 Fax (404) 224-1011

Isaac, Ann

From: Isaac, Ann
Sent: Friday, January 24, 2014 10:53 AM
To: Rowicki, Mike
Cc: Westmoreland, Leonard; Porcher, Deborah
Subject: FW: Vacant Positions within OETH
Attachments: FW: Freeze Lift Requests; Revised Freeze Lift Request Form - Human Services Specialist - Vacated by Casondra Kendricks and Anthony Frye.docm; Revised Freeze Lift Request Form - Human Services Specialist - Facilitydocm; FW: HMI2 - Grant Ended December 10; FW: Freeze Lift Request Form

Tracking:	Recipient	Read
	Rowicki, Mike	Read: 1/24/2014 11:10 AM
	Westmoreland, Leonard	Read: 1/24/2014 11:00 AM
	Porcher, Deborah	Read: 1/24/2014 1:13 PM

Good morning Mr. Rowicki,

Please provide a status update as to when we can expect to get the signed freeze waivers to begin recruiting for the vacant positions.

Thank you

Ann

From: Westmoreland, Leonard
Sent: Wednesday, January 22, 2014 4:49 PM
To: Rowicki, Mike
Cc: Isaac, Ann
Subject: FW: Vacant Positions within OETH

From: Isaac, Ann
Sent: Wednesday, January 22, 2014 4:37 PM
To: Westmoreland, Leonard
Subject: Vacant Positions within OETH

Wes,

To date the following positions are vacant:

Title	Position No.
1. Cook	40861 Vacated by Angel Patterson
2. Human Services Specialist (cook)	7588 Vacated by Betty Rhines
3. Human Services Specialist (Cook)	37892 (Retitle as Cook)
4. Human Services Specialist Casondra Kendrick	37892 (2 positions) Vacated by Anthony Frye and
5. Human Services Specialist	21229 Vacated by Myshia Lessier

6. Human Services Specialist	13984
7. HR Specialist	15124 (Possible transfer for Ms. Lisa Terrell)
8. Human Services Specialist	22786 Vacated by Paul Reese
9. Building Maint. Mgr.	23000
10. Human Services Specialist	32694
11. Shelter Supervisor II	32747
12. Administrative Asst. III	24554 (Grant Funded and Permanent Position)
13. Human Services Program Coordinator	13499 Vacated by Constance West (Permanent Position)

Of the 13 positions, 1 position (32747) was not placed back into the proposed budget for 2014. Please note the attached requests submitted to fill vacant positions needed. In addition, I am submitting freeze lift forms for recently vacated positions.

Thank you

Ann Isaac

Ann Isaac

Housing and Human Services
Office of Emergency and Transitional Housing
Phone (404) 613-0413 Fax (404) 224-1011

Westmoreland, Leonard

Subject: FW: Assessment of City Works for Housing & Human Service
Location: IT Applications Conference Room - Large

Start: Thu 2/14/2013 9:30 AM
End: Thu 2/14/2013 10:30 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Stroud, Regina

-----Original Appointment-----

From: Stroud, Regina
Sent: Tuesday, February 12, 2013 10:20 AM
To: Stroud, Regina; Battle, Lasheka; Westmoreland, Leonard; Soneyin, Gbolade; Terrell, Katrina
Cc: Devereaux, Morris; Kim, Shin
Subject: Assessment of City Works for Housing & Human Service
When: Thursday, February 14, 2013 9:30 AM-10:30 AM (UTC-05:00) Eastern Time (US & Canada).
Where: IT Applications Conference Room - Large

Please forward as necessary to others that may need to attend this meeting.

Isaac, Ann

From: Okestra Soneyin, Gbolade
Sent: Thursday, May 15, 2014 1:03 PM
To: Isaac, Ann
Subject: FW: Ready To Upgrade

Thank You



Gbolade Okestra Soneyin

System Analyst III
Fulton County Department of Information Technology
Criminal Justice Information System Division
404.612.3211 (Main)
404.931.9115 (Cell)
404.335.5247 (Fax)
Gbolade.Soneyin@fultoncountyga.gov

Please consider the environment before printing this email.

From: Soneyin, Gbolade
Sent: Wednesday, September 18, 2013 9:33 AM
To: Harris, Mike
Subject: RE: Ready To Upgrade

No problem, thanks.

Thank You

Gbolade Okestra Soneyin

Database Specialist
Fulton County Department of Housing & Human Services
1135 Jefferson Street NW, Suite S-107
Atlanta, GA 30318-8009
404.613.0418 (Office)
404.335.5247 (Fax)
Gbolade.Soneyin@fultoncountyga.gov

Please consider the environment before printing this email.

From: Harris, Mike
Sent: Wednesday, September 18, 2013 9:32 AM
To: Soneyin, Gbolade
Subject: RE: Ready To Upgrade

okay I should be in by noon.

----- Original message -----


From: "Soneyin, Gbolade" <Gbolade.Soneyin@fultoncountyga.gov>
Date: 09/18/2013 9:22 AM (GMT-05:00)
To: "Harris, Mike" <Mike.Harris@fultoncountyga.gov>
Subject: RE: Ready To Upgrade

Everything is alright. I just needed to complete the upgrade, and I also need to pick your brain on who to talk to about creating a website for our new CoC, now that Fulton County is stand alone.

Thank You

Gbolade Okestra Soneyin

Database Specialist
Fulton County Department of Housing & Human Services
1135 Jefferson Street NW, Suite S-107
Atlanta, GA 30318-8009
404.613.0418 (Office)
404.335.5247 (Fax)
Gbolade.Soneyin@fultoncountyga.gov

 Please consider the environment before printing this email.

From: Harris, Mike
Sent: Wednesday, September 18, 2013 9:17 AM
To: Soneyin, Gbolade
Subject: RE: Ready To Upgrade

will do when I get to work I have a follow up appointment this morning at 10. is everything okay?

Sent from my Galaxy S®III

----- Original message -----

From: "Soneyin, Gbolade" <Gbolade.Soneyin@fultoncountyga.gov>
Date: 09/18/2013 9:15 AM (GMT-05:00)
To: "Harris, Mike" <Mike.Harris@fultoncountyga.gov>
Subject: RE: Ready To Upgrade

Morning,

Can you please give me a call at your convenience?

Thank You

Gbolade Okestra Soneyin

Database Specialist
Fulton County Department of Housing & Human Services
1135 Jefferson Street NW, Suite S-107

Atlanta, GA 30318-8009

404.613.0418 (Office)

404.335.5247 (Fax)

Gbolade.Soneyin@fultoncountyga.gov

 Please consider the environment before printing this email.

From: Harris, Mike

Sent: Tuesday, September 17, 2013 3:05 PM

To: Soneyin, Gbolade

Subject: RE: Ready To Upgrade

I'm out sick today. Is tomorrow okay?

Sent from my Galaxy SIII

----- Original message -----

From: "Soneyin, Gbolade" <Gbolade.Soneyin@fultoncountyga.gov>

Date: 09/17/2013 3:01 PM (GMT-05:00)

To: "Harris, Mike" <Mike.Harris@fultoncountyga.gov>

Subject: Ready To Upgrade

Hi,

I am ready to upgrade the updated database, please give me a call at your convenience.

Thank You

Gbolade Okestra Soneyin

Database Specialist

Fulton County Department of Housing & Human Services


1135 Jefferson Street NW, Suite S-107

Atlanta, GA 30318-8009

404.613.0418 (Office)

404.335.5247 (Fax)

Gbolade.Soneyin@fultoncountyga.gov

 Please consider the environment before printing this email.

POLICIES AND PROCEDURES MANUAL

SUBJECT: Case Management

DATE: July 11, 2005

NUMBER: IV - 107

Standard: Case Management is defined as persons who work devotedly to the needs of individual consumers or cases.

This policy is in accordance with the Human Services Department's policies and procedures and shall be adhered to by all responsible staff.

Statement of Policy:

It shall be the policy of Jefferson Place to provide case management services to all consumers. These services are designed to assist residents in obtaining the necessary services, resources and skills required for successful transition into independent living. Case notes reflecting Consumer activity shall be entered into the Consumer's electronic record (Pathways HMIS) at a minimum weekly and placed in the consumer's physical file.

Applicability: This policy shall apply to all registered consumers.

Responsibility: All Case Managers shall be responsible for administering this policy.

Procedures

1. The Case Manager and the consumer shall jointly identify the community and/or social services needs through the Individual Service Plan (ISP). The Case Manager shall be responsible for planning and coordination of services for consumer care. The consumer shall be encouraged to maintain these services on his behalf with case management support.
2. The following are the major areas of services which need to be addressed in the ISP:
 - **Housing** - The Case Manager, in conjunction with the consumer, shall develop goals in supporting the consumer in securing affordable housing and the kind of housing which meets the consumer's needs.
 - **Employment/Income** - Assistance will be provided to the consumer in pursuing the skills necessary for securing and maintaining employment. The Case Manager shall assess consumer's eligibility for mainstream entitlements and make appropriate referrals.
 - **Transportation** - Transportation services shall be available to the consumer by means of MARTA cards and the JPTH vehicles.
 - **Substance Abuse** - The Case Manager shall work in conjunction with JPTH in-house Substance Abuse Coordinator and monitor substance abuse treatment and 12-Step meeting attendance.


- **Vocational and Career Training** - The Case Manager shall collaborate continuously with the JPTH in-house Vocational Coordinator for the delivery of vocational services which include on-site educational upgrades, job readiness skills and referrals for vocational training.
- **Financial Counseling** - Financial management and budget counseling shall be provided by Consumer Credit Counseling Services and monitored by Case Managers.
- **Medical** – If medication is prescribed by a physician, the Case Manager, in conjunction with the Facility Nurse, shall make every effort to assist consumer in adhering to prescription guidelines.
- **Mental Health** – Jefferson Place Client Services Team will assess mental health illness and make referrals on a case-by-case basis.
- **Recreational and Leisure** – JPTH program shall provide opportunities for consumers to participate in educational enrichment and recreational activities to enhance consumers' social development and growth



INTER-OFFICE MEMORANDUM
Housing and Human Services Department

TO: Anthony Nicks, Director
Office of the Internal Auditor

THROUGH: Dwight A. Ferrell, County Manager
Office of the County Manager

FROM: Michael Rowicki, Deputy Director 
Housing and Human Services Department

DATE: July 31, 2014

RE: Draft Internal Audit Responses on OETH - Grant
Infrastructure Review

This memorandum is being written to provide draft responses to the Internal Audit reports on the Office of Emergency and Transitional Housing Program. The draft responses provided are that of the Program and not of the Administrative Support Department of Housing and Human Services.

OETH - Grant Infrastructure Review

Response to Finding # 1

The Office of Emergency and Transitional Housing received an electronic copy of the invoice, signed the invoice and returned to HHS finance unit for processing the invoice. This process was completed within 1-2 business days. Under the new lease arrangement, effective July 1, 2014, the new vendor/landlord submits the invoice to both the OETH and HHS finance unit on or before the 15 of the month and payment is due on or before the 10th of the following month.

Response to Finding # 2

The original invoice submitted by the vendor for the month of January 2014 reflected payment for a unit(s) that had been vacated the month before. Upon review and discussion, it was decided that the 30 day notice of the vacated units) had not been sufficiently provided to the landlord. As such, additional invoice was requested and paid.

Response to Finding #3

We accept the recommendation contained within the report and will make the necessary request to the Budget Commission to restore this amount to our general fund budget. The GF will be reimbursed the amount once the grant has been received from HUD.

Response to Finding #4

OETH accepts the recommendation.

Should you have any questions, please contact Michael Rowicki at (404) 612-7187.

cc: Mike Rowicki, Deputy Director, Housing and Human Services Department
Leonard Westmoreland, Division Manager, Office of Emergency and Transitional
Housing.

Bailey, Brigitte

From: Williams, Shameiki
Sent: Tuesday, July 22, 2014 1:56 PM
To: Hill, Jeff
Cc: Bailey, Brigitte; Nicks, Anthony; Alston, Trina
Subject: FW: Emailing: Grant Infrastructure Review - Response, OETH Audit Review Response - See Attachments A-F 71814

Attachments: Attachment A - Transmittal for US Foods.pdf; Attachment B - ID Barcode Scanning Rollout Training.pdf; Attachment C - Freeze Lift Requests for Cooks.pdf; Attachment D - OETH Systems Operations.pdf; Attachment E - Assessment of City Works and Ready for Upgrade.pdf; Attachment F -OETH Policies and Procedures Case Management.pdf; Grant Infrastructure Review - Response.docx; OETH Audit Review Response - See Attachments A-F 71814.docx

Audit response.

-----Original Message-----

From: Westmoreland, Leonard
Sent: Tuesday, July 22, 2014 1:52 PM
To: Williams, Shameiki
Cc: Rowicki, Mike; Isaac, Ann
Subject: FW: Emailing: Grant Infrastructure Review - Response, OETH Audit Review Response - See Attachments A-F 71814

Hi Ms. Williams:

Attached, please find the Office of Emergency & Transitional Housing's response to both the Grant Infrastructure Review and the OETH Audit Review.

Thank you.

Wes

Office of Emergency & Transitional Housing Review Jefferson/Springdale/Odyssey Villas

Response to Finding # 1

The Office of Emergency and Transitional Housing receives the invoice from U.S. Foods at the time delivery. We verify the invoice against the delivery by checking all items off at the point of delivery. We sign the invoice(s) and attach a transmittal sheet. The transmittal and signed invoice(s) are delivered via OETH courier to HHS Finance within 2-3 business days. **Please see attachment A – U.S. Food, Inc. Transmittal Form.** OETH accepts the recommendation to authorize payment of invoices electronically utilizing the email system.

Response to Finding # 2 – HHS Finance

Response to Finding #3

Springdale Place is no longer in operation. We accept the recommendation with respect to routine analysis of food cost as well as review of inventory per ANFP standards of criteria and assessment as they relate to the remaining food service operations at Jefferson Place. The location utilized, as other OETH service site does, bar-coded participant ID cards to track and record service delivery to consumers. While the basic system capabilities were operational at Springdale Place, Food Service personnel were trained to have each participant in the food service line scan their card at each meal. **Please see attachment B – Bar Code Training Log** (Highlighted names were Springdale Place Facility Manager and Food Services staff)

Response to Finding #4

OETH accepts the recommendation. OETH has attempted to recruit Cooks for the vacant Cook positions 13 times through the recruitment process, beginning in May of 2013. **Please see attachment C – Emails - Freeze Lift & Status of Request.** Two Cooks were hired in January of 2014.

Response to Finding #5

The source documents for all HUD program reporting is the Pathways Community Network database. All staff was trained on the system and use it to record client activity, services plans, compliance resources provided, etc. In June of 2010, OETH begin its redesign from a shelter operator to a more full service Assessment Center operation based upon our experience and the demands/needs of our consumers. This addition was implemented in addition to our Pathway responsibilities, not in lieu of them. As we expanded our services delivery system, we sought to begin developing our own databases using Microsoft Access. **Please see Attachment D - OETH Systems Operations.** The OETH Systems Operation Manual is a combination of Jefferson Place Intercommunication System User Manual and the Pathways User Guide. We

successfully developed and implemented databases to track consumer files, consumer demographics, and process tracking (the extent to which our processes were being adhered to by both staff and consumers). Monthly data reports were used as an internal management tool between the OETH Division Manager and OETH manager/supervisors. This tool management tool was used in weekly touch base conversations between the OETH management team members. We understood that the programs that were being developed in Access would require a more powerful and robust environment beyond Access. As such, we reached out through the HSD Department to the IT Department and requested such assistance. **Please see attachment E – Assessment of City works for Housing & Human Services & Ready for Upgrade.** This process has been negatively impacted due to the sustained critical staff vacancies in both the OETH/HSD and IT departments.

Response to Finding #6 - HHS Finance

Response to Finding #7

Effective July 11, 2005, the policy has been to enter the consumer's electronic record in Pathways HMIS and record consumer activity at a minimum weekly and place a hardcopy in the consumer's physical file. **Please see attachment F – OETH Policies & Procedures – Case Management.**

OETH - Grant Infrastructure Review

Response to Finding # 1

The Office of Emergency and Transitional Housing received an electronic copy of the invoice, signed the invoice and returned to HHS finance unit for processing the invoice. This process was completed within 1-2 business days. Under the new lease arrangement, effective July 1, 2014, the new vendor/landlord submits the invoice to both the OETH and HHS finance unit on or before the 15 of the month and payment is due on or before the 10th of the following month.

Response to Finding # 2

The original invoice submitted by the vendor for the month of January 2014 reflected payment for a unit(s) that had been vacated the month before. Upon review and discussion, it was decided that the 30 day notice of the vacated units) had not been sufficiently provided to the landlord. As such, additional invoice was requested and paid.

Response to Finding #3

We accept the recommendation contained within the report and will make the necessary request to the Budget Commission to restore this amount to our general fund budget. The GF will be reimbursed the amount once the grant has been received from HUD.

Response to Finding #4

OETH accepts the recommendation.