



San Francisco Department of Public Health

Grant Colfax, MD

Director of Health

City and County of San Francisco
London N. Breed
Mayor

8/2/2024

Anne Quaintance
Executive Director

Conard House Inc
1385 Mission St. Suite 200, San Francisco, CA 94103

Subject: Final Status Letter for Conard House Inc for FY23-24

List of Contracts Reviewed:

Department / Program	Contract Name / Description
Human Services Agency	DAS Money Management FY23-27
Human Services Agency	SF Connected - Tech Training FY21-24
Department of Homelessness and Supportive Housing	El Dorado/Midori
Department of Homelessness and Supportive Housing	Aranda Hotel
Department of Homelessness and Supportive Housing	Allen Hotel GF & CoC
Department of Public Health	MH-Adult: Outpatient Services (#1000010463)
Department of Public Health	MH-Adult: Rep Payee Services (#1000010463)
Department of Homelessness and Supportive Housing	McAllister Hotel
Department of Public Health	MH-Adult: Supportive Housing (Non Oupatient) (#1000010463)
Department of Homelessness and Supportive Housing	El Dorado/Midori
Department of Homelessness and Supportive Housing	Aranda Hotel
Department of Homelessness and Supportive Housing	Allen Hotel GF & CoC
Department of Homelessness and Supportive Housing	McAllister Hotel

Dear Anne Quaintance:

Thank you for your timely response to The City and County of San Francisco monitoring report letter. In your agency letter, you described actions your organization has adopted and implemented to address the concerns raised in the monitoring report letter. Below is a summary of the findings listed in the monitoring report letter, corrective action taken/planned, and the status of each finding as of the close of this monitoring season.

Category	Standard	Action Taken / Planned	Status
5.a Audited Financial Statements	Completed and complete: all sections and statements included; opinion and other audit letters are signed	Conard House is stating that FY 23 audit is near completion. According to the agency, The FY22 audit was delayed due to two acquisitions which then delayed the start of the FY 23 audit. Conard House is expecting no delays for the FY 24 audit.	Not Yet in Conformance. Monitors will check this item in next year's monitoring to ensure compliance.
5.e Audited Financial Statements	Audit completed within nine months of the close of the contractor's fiscal year	Conard house is stating the FY 23 audit is near completion. According to the agency, The FY22 audit was delayed due to two acquisitions which then delayed the start of the FY 23 audit. Conard House is expecting no delays for the FY 24 audit.	Not Yet in Conformance. Monitors will check this item in next year's monitoring to ensure compliance.
5.l Audited Financial Statements	Total change in cash is positive over the sum of 2 consecutive years or agency has a reasonable explanation and/or plan to reverse cash outflow.	Conard House hired a new Director of Finance who is currently addressing cash flow systems and other items to ensure compliance.	Not Yet in Conformance. Monitors will check this item in next year's monitoring to ensure compliance.
5.m Audited Financial Statements	In current audit, agency has at least 30 days of operating cash	Conard House hired a new Director of Finance who is currently addressing increasing operational reserves and reviewing indirect costs and rates.	Not Yet in Conformance. Monitors will check this item in next year's monitoring to ensure compliance.
7.a Fiscal Policies and Procedures	Upon turnover of executive director and/or fiscal manager, policies and procedures are reviewed within one year of the change, and updated if necessary	Conard House has submitted updated fiscal policies and procedures.	In conformance Department of Public Health received the missing policies.
7.b Fiscal Policies and Procedures	Policies are current (updated within the past two calendar years or to reflect monitoring/audit recommendations) [Recommended Practice]	Conard House has submitted updated fiscal policies and procedures updated in 2024.	In conformance Department of Public Health received the updated policies.
10.c Public Access	These two meetings are announced to the general public at least 30 days in advance through the SF Public Library and the Clerk of the Board of Supervisors	Conard house has submitted the announcements made to the public library and the bureau of supervisors	In conformance Department of Public Health received the two public access meeting notices.

Standard marked in conformance are resolved. Standards that are not yet in conformance will be reviewed in next year's monitoring.

Standards will be reviewed in next year's monitoring cycle. Per the City's corrective action policy, certain findings repeated in two consecutive years may result in your organization being placed on Elevated Concern status. General nonresponsiveness, including failure to implement or to show reasonable progress toward implementation of an approved plan by the established deadline, may also result in being placed on Elevated Concern status.

Nonprofits remain on Elevated Concern status until they have implemented an approved corrective action plan to the satisfaction of funding City department(s). Nonprofits on Elevated Concern status are usually required to participate in City-monitored technical assistance to address outstanding fiscal and compliance findings. Elevated Concern will not result in defunding, though if a nonprofit is continually unresponsive to technical assistance and remains out of compliance with monitoring requirements, the status may be heightened to Red Flag, for which de-funding is an option. Certain findings repeated in three consecutive years may also result in your organization being placed on Red Flag status.

For more information on Elevated Concern status, as well as the standard monitoring and corrective action process, please review the attached Corrective Action Policy.

Please contact me via email at mohamed.rahali@sfdph.org should you have any questions.

Sincerely,

Mohamed Ezzaoui Rahali

cc:

Wasim Samara, Department of Public Health.

Katie Derrig, Department of Homelessness and Supportive Housing.

Carlos Ramos, Department of Homelessness and Supportive Housing.

Gary Hong, Human Services Agency.

Krystal Rogers, Human Services Agency.