

FY05-06 Standard Monitoring Feedback Survey Summary of Contractor Results*

Number of Contractors Surveyed: 66

Number of Completed Surveys Received: 50

Response Rate: 76%

Respondent Breakdown by Assigned Lead Department: DCYF (26%), DPH (36%), HSA (36%)

Profile of Respondents

More than 40% of respondents learned about the new standardized contract monitoring process through the last year's City workshop, while most others (35%) were informed by City department staff.

Preparation

Among the respondents who received a site visit, 93% consider that they had enough time to prepare.

Standard Monitoring Form

More than 95% of respondents state the content of the form was "reasonable" in terms of items reviewed.

Site Visit Experience

- 4 out of 5 site visits were a day long maximum; 50% were ½-day long.
- More than 70% of respondents were very satisfied or somewhat satisfied with the City's performance in 6 out of 7 areas related to the monitoring process. However, only 67% of respondents reported satisfaction with the coordination of the site visit with multiple City staff.

Coordination of Fiscal and Program Monitoring

- 70% of respondents reported that experiencing the Fiscal and Compliance review and the Program review on the same day is not too overwhelming.
- Over 40% consider that these reviews should take place either on the same day (42%) or within 2-3 weeks (44%).

Important Success Factors

93% of respondents consider "Clarity of definition of the elements to be monitored" as the most important factor along with 3 other factors, agreed on by over 80% of respondents:

- Advance notice of site visit (at least 10 days)
- Reasonable deadline for agency response to findings (30 days)
- Coordinated visits among multiple departments

Training / Resources

Respondents rated Compliance Guidelines (Sunshine Ordinance, HIPAA, ADA) as the most needed topic (64.4%). Other topics included but were not limited to: City Contracts-FAQ (53.3%), Fiscal Guidelines (46.7%), Cultural Competency Guidelines (35.6%) and Subcontractor Oversight (31.1%).

Making the Process Easier

The following were the most frequent comments and suggestions provided by respondents:

- Improve communication and coordination among City departments to save time and increase efficiency and flow of the process.
- Expand the process to other departments (such as Mayor's Office).
- Make sure that times and schedules are respected (notice prior to site visit).
- Ask regularly for contractors' input.

** NOTE: Some calculations were derived by removing "N/A" responses from the raw data and/or clustering responses by level of agreement or satisfaction.*












Nonprofit Contractor Survey on City of San Francisco's Citywide Fiscal and Compliance Monitoring (FY07-08)





1. Is this year the first year you received one consolidated ("citywide") fiscal and compliance monitoring (either a site visit or self-assessment) by multiple City departments, or had you received such a monitoring last fiscal year?

		Response Percent	Response Count
First year to receive a citywide monitoring		29.6%	16
Received citywide monitoring last fiscal year		61.1%	33
Not sure		9.3%	5
		answered question	54
		skipped question	0

2. Which City department served as the lead contact for your citywide fiscal and compliance monitoring this year?

		Response Percent	Response Count
Dept. of Children, Youth & Their Families (DCYF)		24.1%	13
Health/ AIDS (DPH HHS and HPS)		0.0%	0
Health/ Housing & Urban Health (DPH HUH)		1.9%	1
Health/ Comm. & Behav. Health (DPH CBHS)		16.7%	9
Human Services Agency (HSA, DAAS)		29.6%	16
Mayor's Office of Community Development (MOCD)		13.0%	7
Mayor's Office of Housing (MOH)		0.0%	0
Mayor's Office of Criminal Justice (MOCJ)		1.9%	1
Children and Families Commission (CFC)		1.9%	1
Department on the Status of Women (DOSW)		1.9%	1
Juvenile Probation (JUV)		1.9%	1
Sheriff		1.9%	1
Not sure		5.6%	3
		answered question	54
		skipped question	0




3. What type of citywide fiscal and compliance monitoring did you experience this fiscal year - site visit or self-assessment?

		Response Percent	Response Count
Site Visit (Monitoring team came to your site)		74.1%	40
Self Assessment (You completed the standard form)		25.9%	14
		answered question	54
		skipped question	0

4. Please provide feedback on your site visit monitoring experience this fiscal year. Select 1 to indicate that you "Strongly Agree," 2 to indicate that you "Agree," 3 to indicate that you "Disagree," or 4 to indicate that you "Strongly Disagree" with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
City staff provided a clear explanation of the citywide fiscal & compliance monitoring process.	57.5% (23)	37.5% (15)	5.0% (2)	0.0% (0)	1.48	40
I received reasonably advanced notice of my site visit (at least 20 days) and a copy of the monitoring form to help me prepare for it.	85.0% (34)	12.5% (5)	0.0% (0)	2.5% (1)	1.20	40
City staff appeared well coordinated and the site visit went smoothly.	57.5% (23)	40.0% (16)	0.0% (0)	2.5% (1)	1.48	40
City staff checked in with me/my staff at the end of the site visit.	75.0% (30)	25.0% (10)	0.0% (0)	0.0% (0)	1.25	40
I received a timely, written report of the City's findings (within about 6 weeks of the site visit).	68.4% (26)	26.3% (10)	0.0% (0)	5.3% (2)	1.42	38
I was given a clear deadline to respond to any monitoring findings.	71.8% (28)	25.6% (10)	0.0% (0)	2.6% (1)	1.33	39
City staff was accessible and responsive when I needed clarification about the monitoring process.	56.4% (22)	38.5% (15)	2.6% (1)	2.6% (1)	1.51	39
answered question						40
skipped question						14

5. About how long did it take City staff to complete the citywide fiscal and compliance site visit monitoring at your office?

		Response Percent	Response Count
Half day		65.0%	26
One full day		22.5%	9
More than one day		12.5%	5
answered question			40
skipped question			14

6. (Optional) Please provide any additional feedback on your site visit experience.

	Response Count
	16
answered question	16
skipped question	38

7. Please provide feedback on your self assessment monitoring experience this fiscal year. Select 1 to indicate that you "Strongly Agree," 2 to indicate that you "Agree," 3 to indicate that you "Disagree," or 4 to indicate that you "Strongly Disagree" with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
City staff provided a clear explanation of the citywide fiscal & compliance monitoring process.	64.3% (9)	35.7% (5)	0.0% (0)	0.0% (0)	1.36	14
I was given sufficient time to complete my self assessment (6 weeks).	71.4% (10)	28.6% (4)	0.0% (0)	0.0% (0)	1.29	14
I received timely feedback on my self assessment (written reponse letter sent from the City within about 6 weeks of submitting the self-assesment form to the City).	53.8% (7)	23.1% (3)	23.1% (3)	0.0% (0)	1.69	13
I was given a clear deadline for corrective action.	54.5% (6)	27.3% (3)	18.2% (2)	0.0% (0)	1.64	11
City staff was accessible and responsive when I needed clarification about the monitoring process.	76.9% (10)	23.1% (3)	0.0% (0)	0.0% (0)	1.23	13
answered question						14
skipped question						40

8. (Optional) Please provide any additional feedback on your self assessment experience.

	Response Count
	4
answered question	4
skipped question	50

9. RESOURCES Please rate the value of the following resources in helping you with this year's and compliance monitoring. Please select 1 for "Very Helpful," 2 for "Somewhat Helpful," 3 for and 4 for "Did Not Use."

	Very helpful	Somewhat helpful	Not helpful	Did not use
Training on citywide monitoring guidelines/ training materials (October 2007)	34.0% (18)	49.1% (26)	1.9% (1)	15.1% (8)
Controller's website for nonprofits	15.7% (8)	35.3% (18)	2.0% (1)	47.1% (24)
Controller's "Finance Guide for Nonprofits" http://www.sfgov.org/site/uploadedfiles/controller/reports/Finance_Guide_110104.pdf	25.0% (13)	38.5% (20)	3.8% (2)	32.7% (17)
My contract officer or other City staff	74.1% (40)	22.2% (12)	3.7% (2)	0.0% (0)
Controller's training on cost allocation (May 2008)	26.9% (14)	34.6% (18)	7.7% (4)	30.8% (16)
				answers
				skipped



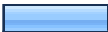





10. OVERALL OPINION AND ATTITUDES Please rate your level of agreement with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
I have a clear understanding of the fiscal and compliance elements to be monitored in my City contracts/ grants through the citywide monitoring process.	52.8% (28)	43.4% (23)	3.8% (2)	0.0% (0)	1.51	53
The City's consolidated, citywide fiscal and compliance process saves me time compared to being separately monitored by individual City departments.	64.8% (35)	27.8% (15)	5.6% (3)	1.9% (1)	1.44	54
The City has offered quality training for me/ my staff related to the citywide fiscal and compliance monitoring process.	38.5% (20)	53.8% (28)	5.8% (3)	1.9% (1)	1.71	52
The City's fiscal and compliance monitoring requirements are generally reasonable and reflective of financial best practices and state, local, and federal laws and regulations.	46.2% (24)	50.0% (26)	0.0% (0)	3.8% (2)	1.62	52
				answered question		54
				skipped question		0







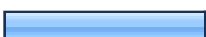



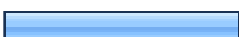

11. (Optional) Please provide any additional feedback on your overall opinions and attitudes as indicated above

	Response Count
	11
answered question	11
skipped question	43

12. FISCAL SUPPORT - AREAS OF INTEREST Please indicate which, if any, fiscal components on which you would like further training, technical assistance, or resource materials next year.

		Response Percent	Response Count
Agency-wide budget		23.1%	9
Cost allocation		56.4%	22
Audited financial statements		15.4%	6
Tax form 990		10.3%	4
Fiscal policies and procedures		41.0%	16
Financial reports		25.6%	10
Invoices		17.9%	7
Payroll and timesheets		17.9%	7
answered question			39
skipped question			15

13. ORGANIZATIONAL DEVELOPMENT SUPPORT - AREAS OF INTEREST Please select areas listed below, if any, in which training, technical assistance, or resource materials would help your organization to better carry out City contracts and grants.

		Response Percent	Response Count
Board development		40.0%	16
Board governance		15.0%	6
Staff supervision		15.0%	6
Staff development and evaluation		27.5%	11
Staff turnover		35.0%	14
Human resources policies and procedures		35.0%	14
Volunteer development/management		30.0%	12
Legal documentation		27.5%	11
File documentation		10.0%	4
Fund development		45.0%	18
Strategic planning		35.0%	14
Basic principles of program development (needs assessment, program planning, evaluation, partnerships, reporting)		22.5%	9
answered question			40
skipped question			14

14. OTHER TRAINING What, if any, other types of information resources or training would be helpful to you as they relate to your citywide fiscal and compliance monitoring experience with the City, the contracting process in general, or your ability to efficiently and effectively deliver your contracted/ granted services?

	Response Count
	7
answered question	7
skipped question	47

15. DELIVERY OF SUPPORT For the areas of interest indicated above, please describe your preferences for how such training and capacity support could be delivered, such as: classroom style trainings, practical workshops with group exercises and small group participation, web trainings and resources, written guidelines, one-on-one coaching, peer learning and sharing opportunities, etc.

	Response Count
	22
answered question	22
skipped question	32

16. ANY OTHER COMMENTS? What do you think could make citywide fiscal and compliance monitoring easier and more effective both for City staff and contractors? Please share any additional feedback not already mentioned that you believe would help the City to improve the process.

	Response Count
	10
answered question	10
skipped question	44





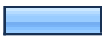




Nonprofit Contractor Survey on City of San Francisco's Citywide Fiscal and Compliance Monitoring (FY08-09)



1. Has your organization undergone a fiscal and compliance monitoring this fiscal year?

		Response Percent	Response Count
Site Visit		58.1%	25
Self Assessment		41.9%	18
Did not receive either site visit or self assessment this year		0.0%	0
		answered question	43
		skipped question	0




2. Which City department served as the lead contact for your citywide fiscal and compliance monitoring this year?

		Response Percent	Response Count
Dept. of Children, Youth & Their Families (DCYF)		16.3%	7
Health/ AIDS (DPH HHS and HPS)		14.0%	6
Health/ Housing & Urban Health (DPH HUH)		7.0%	3
Health/ Comm. & Behav. Health (DPH CBHS)		16.3%	7
Human Services Agency (HSA, DAAS)		14.0%	6
Mayor's Office of Community Investment (MOCI)		20.9%	9
Mayor's Office of Housing (MOH)		0.0%	0
Mayor's Office of Criminal Justice (MOCJ)		0.0%	0
Children and Families Commission (CFC)		2.3%	1
Department on the Status of Women (DOSW)		2.3%	1
Juvenile Probation (JUV)		7.0%	3
Sheriff		0.0%	0
Not sure		0.0%	0
answered question			43
skipped question			0

3. Please provide feedback on your site visit monitoring experience this fiscal year. Select 1 to indicate that you "Strongly Agree," 2 to indicate that you "Agree," 3 to indicate that you "Disagree," or 4 to indicate that you "Strongly Disagree" with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
City staff provided a clear explanation of the citywide fiscal & compliance monitoring process.	56.0% (14)	32.0% (8)	8.0% (2)	4.0% (1)	1.60	25
I received reasonably advanced notice of my site visit (at least 20 days) and a copy of the monitoring form to help me prepare for it.	72.0% (18)	24.0% (6)	4.0% (1)	0.0% (0)	1.32	25
City staff appeared well coordinated and the site visit went smoothly.	36.0% (9)	60.0% (15)	4.0% (1)	0.0% (0)	1.68	25
City staff checked in with me/my staff at the end of the site visit.	60.0% (15)	40.0% (10)	0.0% (0)	0.0% (0)	1.40	25
I received a timely, written report of the City's findings (within about 6 weeks of the site visit).	52.0% (13)	28.0% (7)	8.0% (2)	12.0% (3)	1.80	25
I was given a clear deadline to respond to any monitoring findings.	52.0% (13)	28.0% (7)	8.0% (2)	12.0% (3)	1.80	25
City staff was accessible and responsive when I needed clarification about the monitoring process.	48.0% (12)	44.0% (11)	4.0% (1)	4.0% (1)	1.64	25
answered question						25
skipped question						18

4. (Optional) About how long did it take City staff to complete the citywide fiscal and compliance site visit monitoring at your office?

		Response Percent	Response Count
Half day		66.7%	16
One full day		29.2%	7
More than one day		4.2%	1
		answered question	24
		skipped question	19

5. (Optional) Please provide any additional feedback on your site visit experience.

		Response Count
		8
		answered question
		8
		skipped question
		35

6. Please provide feedback on your self assessment monitoring experience this fiscal year. Select 1 to indicate that you "Strongly Agree," 2 to indicate that you "Agree," 3 to indicate that you "Disagree," or 4 to indicate that you "Strongly Disagree" with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
City staff provided a clear explanation of the citywide fiscal & compliance monitoring process.	64.3% (9)	21.4% (3)	7.1% (1)	7.1% (1)	1.57	14
I was given sufficient time to complete my self assessment (6 weeks).	64.3% (9)	35.7% (5)	0.0% (0)	0.0% (0)	1.36	14
I received timely feedback on my self assessment (written reponse letter sent from the City within about 6 weeks of submitting the self-assesment form to the City).	64.3% (9)	21.4% (3)	7.1% (1)	7.1% (1)	1.57	14
I was given a clear deadline for corrective action.	71.4% (10)	21.4% (3)	0.0% (0)	7.1% (1)	1.43	14
City staff was accessible and responsive when I needed clarification about the monitoring process.	78.6% (11)	21.4% (3)	0.0% (0)	0.0% (0)	1.21	14
answered question						14
skipped question						29

7. (Optional) Please provide any additional feedback on your self assessment experience.

	Response Count
	3
answered question	3
skipped question	40



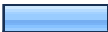





8. RESOURCES Please rate the value of the following resources in helping you with this year's and compliance monitoring. Please select 1 for "Very Helpful," 2 for "Somewhat Helpful," 3 for and 4 for "Did Not Use."

	Very helpful	Somewhat helpful	Not helpful	Did not use
Training on citywide monitoring guidelines/ training materials (January/February 2009)	36.8% (14)	13.2% (5)	10.5% (4)	39.5% (15)
Controller's Office Technical Workshops (April 2009: Cost Allocation, Budgets, Board Governance)	28.9% (11)	26.3% (10)	7.9% (3)	36.8% (14)
Controller's website for nonprofits	10.5% (4)	28.9% (11)	5.3% (2)	55.3% (21)
My contract officer or other City staff	57.9% (22)	34.2% (13)	5.3% (2)	2.6% (1)
Controller's "Finance Guide for Nonprofits" http://www.sfgov.org/site/uploadedfiles/controller/reports/Finance_Guide_110104.pdf	23.7% (9)	39.5% (15)	2.6% (1)	34.2% (13)
				answer
				skipped












9. OVERALL OPINION AND ATTITUDES Please rate your level of agreement with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
I have a clear understanding of the fiscal and compliance elements to be monitored in my City contracts/ grants through the citywide monitoring process.	50.0% (19)	44.7% (17)	2.6% (1)	2.6% (1)	1.58	38
The City's consolidated, citywide fiscal and compliance process saves me time compared to being separately monitored by individual City departments.	55.3% (21)	34.2% (13)	7.9% (3)	2.6% (1)	1.58	38
The City has offered quality training for me/ my staff related to the citywide fiscal and compliance monitoring process.	28.9% (11)	50.0% (19)	15.8% (6)	5.3% (2)	1.97	38
The City's fiscal and compliance monitoring requirements are generally reasonable and reflective of financial best practices and state, local, and federal laws and regulations.	42.1% (16)	42.1% (16)	10.5% (4)	5.3% (2)	1.79	38
answered question						38
skipped question						5

10. (Optional) FISCAL SUPPORT - AREAS OF INTEREST Please indicate which, if any, fiscal components on which you would like further training, technical assistance, or resource materials next year.

		Response Percent	Response Count
Agency-wide budget		42.3%	11
Cost allocation		57.7%	15
Audited financial statements		15.4%	4
Tax form 990		23.1%	6
Fiscal policies and procedures		57.7%	15
Financial reports		23.1%	6
Invoices		19.2%	5
Payroll and timesheets		30.8%	8
		answered question	26
		skipped question	17

11. (Optional) ORGANIZATIONAL DEVELOPMENT SUPPORT - AREAS OF INTEREST Please select areas listed below, if any, in which training, technical assistance, or resource materials would help your organization to better carry out City contracts and grants.

		Response Percent	Response Count
Board development		43.3%	13
Board governance		33.3%	10
Staff supervision		23.3%	7
Staff development and evaluation		33.3%	10
Staff turnover		16.7%	5
Human resources policies and procedures		56.7%	17
Volunteer development/management		33.3%	10
Legal documentation		26.7%	8
Fund development/Fundraising		43.3%	13
Strategic planning		33.3%	10
Basic principles of program development (needs assessment, program planning, evaluation, partnerships, reporting)		40.0%	12
		answered question	30
		skipped question	13

12. (Optional) OTHER TRAINING What, if any, other types of information resources or training would be helpful to you as they relate to your citywide fiscal and compliance monitoring experience with the City, the contracting process in general, or your ability to efficiently and effectively deliver your contracted/ granted services?

	Response Count
	2
answered question	2
skipped question	41

13. (Optional) ANY OTHER COMMENTS? What do you think could make citywide fiscal and compliance monitoring easier and more effective both for City staff and contractors? Please share any additional feedback not already mentioned that you believe would help the City to improve the process.

	Response Count
	7
answered question	7
skipped question	36










Nonprofit Contractor Survey on City of San Francisco's Citywide Fiscal and Compliance Monitoring, Fiscal Year 2009-2010



1. Has your organization undergone a fiscal and compliance monitoring this fiscal year?

		Response Percent	Response Count
Site Visit		50.7%	34
Self Assessment		43.3%	29
Did not receive either site visit or self assessment this year		6.0%	4
		answered question	67
		skipped question	0

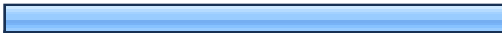


2. Which City department served as the lead contact for your citywide fiscal and compliance monitoring this year?

		Response Percent	Response Count
Department for Children, Youth and Their Families (DCYF)		28.4%	19
Department of Public Health (DPH)		22.4%	15
Human Services Agency (HSA, DAAS)		17.9%	12
Mayor's Office of Housing (MOH), formerly MOCI/MOCD		16.4%	11
Children and Families Commission (CFC)		4.5%	3
Department on the Status of Women (DOSW)		3.0%	2
Office of Economic and Workforce Development (OEWD)		3.0%	2
Sheriff (SHF)		1.5%	1
Not sure		3.0%	2
		answered question	67
		skipped question	0

3. Please provide feedback on your site visit monitoring experience this fiscal year. Select 1 to indicate that you "Strongly Agree," 2 to indicate that you "Agree," 3 to indicate that you "Disagree," or 4 to indicate that you "Strongly Disagree" with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
City staff provided a clear explanation of the citywide fiscal & compliance monitoring process.	46.9% (15)	43.8% (14)	6.3% (2)	3.1% (1)	1.66	32
I received reasonably advanced notice of my site visit (at least 20 days) and a copy of the monitoring form to help me prepare for it.	59.4% (19)	34.4% (11)	0.0% (0)	6.3% (2)	1.53	32
City staff appeared well coordinated and the site visit went smoothly.	43.8% (14)	46.9% (15)	6.3% (2)	3.1% (1)	1.69	32
City staff checked in with me/my staff at the end of the site visit.	68.8% (22)	28.1% (9)	0.0% (0)	3.1% (1)	1.38	32
I received a timely, written report of the City's findings (within about 6 weeks of the site visit).	59.4% (19)	25.0% (8)	9.4% (3)	6.3% (2)	1.63	32
I was given a clear deadline to respond to any monitoring findings.	65.6% (21)	28.1% (9)	0.0% (0)	6.3% (2)	1.47	32
City staff was accessible and responsive when I needed clarification about the monitoring process.	62.5% (20)	31.3% (10)	3.1% (1)	3.1% (1)	1.47	32
answered question						32
skipped question						35

4. (Optional) About how long did it take City staff to complete the citywide fiscal and compliance site visit monitoring at your office?

		Response Percent	Response Count
Half day		75.0%	24
One full day		21.9%	7
More than one day		3.1%	1
answered question			32
skipped question			35

5. (Optional) Please provide any additional feedback on your site visit experience.

	Response Count
	13
answered question	13
skipped question	54

6. Please provide feedback on your self assessment monitoring experience this fiscal year. Select 1 to indicate that you "Strongly Agree," 2 to indicate that you "Agree," 3 to indicate that you "Disagree," or 4 to indicate that you "Strongly Disagree" with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
City staff provided a clear explanation of the citywide fiscal & compliance monitoring process.	46.4% (13)	53.6% (15)	0.0% (0)	0.0% (0)	1.54	28
I was given sufficient time to complete my self assessment (6 weeks).	60.7% (17)	39.3% (11)	0.0% (0)	0.0% (0)	1.39	28
I received timely feedback on my self assessment (written response letter sent from the City within about 6 weeks of submitting the self-assessment form to the City).	53.6% (15)	35.7% (10)	10.7% (3)	0.0% (0)	1.57	28
I was given a clear deadline for corrective action.	46.4% (13)	46.4% (13)	7.1% (2)	0.0% (0)	1.61	28
City staff was accessible and responsive when I needed clarification about the monitoring process.	57.1% (16)	39.3% (11)	3.6% (1)	0.0% (0)	1.46	28
answered question						28
skipped question						39

7. (Optional) Please provide any additional feedback on your self assessment experience.

	Response Count
	10
answered question	10
skipped question	57







8. RESOURCES Please rate the value of the following resources in helping you with this year's compliance monitoring. Please select 1 for "Very Helpful," 2 for "Somewhat Helpful," 3 for "Not Use."

	Very helpful	Somewhat helpful	Not helpful
Online webinar training module (http://www.compasspoint.org/content/index.php?pid=292)	9.5% (6)	14.3% (9)	4
Training on citywide monitoring guidelines/ training materials (February 2010)	23.8% (15)	31.7% (20)	0
Controller's Office Technical Workshops (February/March 2010: Cost Allocation, Budgets, Board Governance)	25.4% (16)	22.2% (14)	3
Controller's website for nonprofits (http://www.sfcontroller.org/index.aspx?page=420)	7.9% (5)	23.8% (15)	1
My contract officer or other City staff	61.9% (39)	22.2% (14)	3
Controller's "Finance Guide for Nonprofits" (http://www.sfgov.org/site/uploadedfiles/controller/reports/Finance_Guide_110104.pdf)	17.5% (11)	31.7% (20)	1

9. OVERALL OPINION AND ATTITUDES Please rate your level of agreement with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
I have a clear understanding of the fiscal and compliance elements to be monitored in my City contracts/ grants through the citywide monitoring process.	42.9% (27)	50.8% (32)	4.8% (3)	1.6% (1)	1.65	63
The City's consolidated, citywide fiscal and compliance process saves me time compared to being separately monitored by individual City departments.	66.7% (42)	27.0% (17)	4.8% (3)	1.6% (1)	1.41	63
The City has offered quality training for me/ my staff related to the citywide fiscal and compliance monitoring process.	34.9% (22)	54.0% (34)	7.9% (5)	3.2% (2)	1.79	63
The City's fiscal and compliance monitoring requirements are generally reasonable and reflective of financial best practices and state, local, and federal laws and regulations.	34.9% (22)	58.7% (37)	4.8% (3)	1.6% (1)	1.73	63
answered question						63
skipped question						4

10. (Optional) ORGANIZATIONAL DEVELOPMENT SUPPORT - AREAS OF INTEREST Please select areas listed below, if any, in which training, technical assistance, or resource materials would help your organization to better carry out City contracts and grants.

		Response Percent	Response Count
Governance: role of board, executive director and staff		39.1%	18
Board: development, fundraising and leadership		58.7%	27
Executive Director succession planning and organizational leadership		39.1%	18
Using budgets and cost allocation plans to make programmatic and organizational decisions		56.5%	26
Staff supervision, development, evaluations and documentation		41.3%	19
Strategic planning in challenging times		58.7%	27
		answered question	46
		skipped question	21

11. (Optional) OTHER TRAINING What, if any, other types of information resources or training would be helpful to you as they relate to your citywide fiscal and compliance monitoring experience with the City, the contracting process in general, or your ability to efficiently and effectively deliver your contracted/ granted services?

	Response Count
	10
answered question	10
skipped question	57

12. (Optional) ANY OTHER COMMENTS? What do you think could make citywide fiscal and compliance monitoring easier and more effective both for City staff and contractors? Please share any additional feedback not already mentioned that you believe would help the City to improve the process.

**Response
Count**

23

answered question

23

skipped question

44









Nonprofit Contractor Survey on City of San Francisco's Citywide Fiscal and Compliance Monitoring, Fiscal Year 2010-2011



1. Has your organization undergone a fiscal and compliance monitoring this fiscal year?

		Response Percent	Response Count
Site Visit		66.2%	49
Self Assessment		27.0%	20
Did not receive either site visit or self assessment this year		6.8%	5
		answered question	74
		skipped question	0




2. Which City department served as the lead contact for your citywide fiscal and compliance monitoring this year?

		Response Percent	Response Count
Department for Children, Youth and Their Families (DCYF)		16.2%	12
Department of Public Health (DPH)		14.9%	11
Human Services Agency (HSA, DAAS)		36.5%	27
Mayor's Office of Housing (MOH), formerly MOCI/MOCD		6.8%	5
Children and Families Commission (CFC)		4.1%	3
Department on the Status of Women (DOSW)		1.4%	1
Office of Economic and Workforce Development (OEWD)		10.8%	8
Sheriff (SHF)		0.0%	0
Not sure		9.5%	7
answered question			74
skipped question			0

3. Please provide feedback on your site visit monitoring experience this fiscal year. Select 1 to indicate that you "Strongly Agree," 2 to indicate that you "Agree," 3 to indicate that you "Disagree," or 4 to indicate that you "Strongly Disagree" with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
City staff provided a clear explanation of the citywide fiscal & compliance monitoring process.	40.4% (19)	55.3% (26)	2.1% (1)	2.1% (1)	1.66	47
I received reasonably advanced notice of my site visit (at least 20 days) and a copy of the monitoring form to help me prepare for it.	61.7% (29)	36.2% (17)	2.1% (1)	0.0% (0)	1.40	47
City staff appeared well coordinated and the site visit went smoothly.	46.8% (22)	48.9% (23)	4.3% (2)	0.0% (0)	1.57	47
City staff checked in with me/my staff at the end of the site visit.	51.1% (24)	44.7% (21)	4.3% (2)	0.0% (0)	1.53	47
I received a timely, written report of the City's findings (within about 6 weeks of the site visit).	55.3% (26)	36.2% (17)	4.3% (2)	4.3% (2)	1.57	47
I was given a clear deadline to respond to any monitoring findings.	57.4% (27)	38.3% (18)	0.0% (0)	4.3% (2)	1.51	47
City staff was accessible and responsive when I needed clarification about the monitoring process.	48.9% (23)	44.7% (21)	0.0% (0)	6.4% (3)	1.64	47
answered question						47
skipped question						27

4. (Optional) About how long did it take City staff to complete the citywide fiscal and compliance site visit monitoring at your office?

		Response Percent	Response Count
Half day		82.6%	38
One full day		15.2%	7
More than one day		2.2%	1
answered question			46
skipped question			28

5. (Optional) Please provide any additional feedback on your site visit experience.

	Response Count
	16
answered question	16
skipped question	58

6. Please provide feedback on your self assessment monitoring experience this fiscal year. Select 1 to indicate that you "Strongly Agree," 2 to indicate that you "Agree," 3 to indicate that you "Disagree," or 4 to indicate that you "Strongly Disagree" with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
City staff provided a clear explanation of the citywide fiscal & compliance monitoring process.	65.0% (13)	30.0% (6)	5.0% (1)	0.0% (0)	1.40	20
I was given sufficient time to complete my self assessment (6 weeks).	75.0% (15)	15.0% (3)	10.0% (2)	0.0% (0)	1.35	20
I received timely feedback on my self assessment (written response letter sent from the City within about 6 weeks of submitting the self-assessment form to the City).	75.0% (15)	25.0% (5)	0.0% (0)	0.0% (0)	1.25	20
I was given a clear deadline for corrective action.	65.0% (13)	35.0% (7)	0.0% (0)	0.0% (0)	1.35	20
City staff was accessible and responsive when I needed clarification about the monitoring process.	65.0% (13)	30.0% (6)	5.0% (1)	0.0% (0)	1.40	20
answered question						20
skipped question						54

7. (Optional) Please provide any additional feedback on your self assessment experience.

	Response Count
	6
answered question	6
skipped question	68







8. RESOURCES Please rate the value of the following resources in helping you with this year's compliance monitoring. Please select 1 for "Very Helpful," 2 for "Somewhat Helpful," 3 for "Not Helpful," and 4 for "Not Use."

	Very helpful	Somewhat helpful	Not helpful	Not Use
Online webinar training module (http://www.compasspoint.org/content/index.php?pid=292)	8.3% (6)	22.2% (16)	22.2% (16)	47.3% (35)
Training on citywide monitoring guidelines/ training materials (February 2010)	29.2% (21)	40.3% (29)	16.7% (12)	13.8% (10)
Controller's Office Technical Workshops (February/March 2010: Cost Allocation, Budgets, Board Governance)	31.9% (23)	31.9% (23)	16.7% (12)	18.5% (14)
Controller's website for nonprofits (http://www.sfgov.org/controller/nonprofits)	18.1% (13)	26.4% (19)	26.4% (19)	28.9% (21)
My contract officer or other City staff	61.1% (44)	26.4% (19)	13.8% (10)	0% (0)
Controller's "Finance Guide for Nonprofits" (http://www.sfgov.org/site/uploadedfiles/controller/reports/Finance_Guide_110104.pdf)	19.4% (14)	34.7% (25)	26.4% (19)	19.5% (14)

9. OVERALL OPINION AND ATTITUDES Please rate your level of agreement with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
I have a clear understanding of the fiscal and compliance elements to be monitored in my City contracts/ grants through the citywide monitoring process.	45.8% (33)	51.4% (37)	1.4% (1)	1.4% (1)	1.58	72
The City's consolidated, citywide fiscal and compliance process saves me time compared to being separately monitored by individual City departments.	56.9% (41)	34.7% (25)	6.9% (5)	1.4% (1)	1.53	72
The City has offered quality training for me/ my staff related to the citywide fiscal and compliance monitoring process.	33.3% (24)	52.8% (38)	9.7% (7)	4.2% (3)	1.85	72
The City's fiscal and compliance monitoring requirements are generally reasonable and reflective of financial best practices and state, local, and federal laws and regulations.	40.3% (29)	52.8% (38)	4.2% (3)	2.8% (2)	1.69	72
answered question						72
skipped question						2

10. (Optional) ORGANIZATIONAL DEVELOPMENT SUPPORT - AREAS OF INTEREST Please select areas listed below, if any, in which training, technical assistance, or resource materials would help your organization to better carry out City contracts and grants.

		Response Percent	Response Count
Governance: role of board, executive director and staff		32.1%	17
Board: development, fundraising and leadership		47.2%	25
Executive Director succession planning and organizational leadership		34.0%	18
Using budgets and cost allocation plans to make programmatic and organizational decisions		73.6%	39
Staff supervision, development, evaluations and documentation		47.2%	25
Strategic planning in challenging times		56.6%	30
		answered question	53
		skipped question	21

11. (Optional) OTHER TRAINING What, if any, other types of information resources or training would be helpful to you as they relate to your citywide fiscal and compliance monitoring experience with the City, the contracting process in general, or your ability to efficiently and effectively deliver your contracted/ granted services?

	Response Count
	12
answered question	12
skipped question	62

12. (Optional) ANY OTHER COMMENTS? What do you think could make citywide fiscal and compliance monitoring easier and more effective both for City staff and contractors? Please share any additional feedback not already mentioned that you believe would help the City to improve the process.

**Response
Count**

20

answered question

20

skipped question

54









Nonprofit Contractor Survey on City of San Francisco's Citywide Fiscal and Compliance Monitoring, Fiscal Year 2011-2012



1. Has your organization undergone a fiscal and compliance monitoring this fiscal year?

		Response Percent	Response Count
Site Visit		61.5%	40
Self Assessment		29.2%	19
Did not receive either site visit or self assessment this year		9.2%	6
		answered question	65
		skipped question	0




2. Which City department served as the lead contact for your citywide fiscal and compliance monitoring this year?

		Response Percent	Response Count
Department for Children, Youth and Their Families (DCYF)		21.5%	14
Department of Public Health (DPH)		24.6%	16
Human Services Agency (HSA, DAAS)		35.4%	23
Mayor's Office of Housing (MOH)		3.1%	2
Children and Families Commission (CFC)		4.6%	3
Department on the Status of Women (DOSW)		3.1%	2
Office of Economic and Workforce Development (OEWD)		4.6%	3
Sheriff (SHF)		0.0%	0
San Francisco Redevelopment Agency (RDA)		0.0%	0
Not sure		3.1%	2
		answered question	65
		skipped question	0

3. Please provide feedback on your site visit monitoring experience this fiscal year. Select 1 to indicate that you "Strongly Agree," 2 to indicate that you "Agree," 3 to indicate that you "Disagree," or 4 to indicate that you "Strongly Disagree" with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
Did City staff provide a clear explanation of the citywide fiscal & compliance monitoring process?	48.6% (17)	45.7% (16)	5.7% (2)	0.0% (0)	1.57	35
Did you receive reasonably advanced notice of your site visit (at least 20 days) and a copy of the monitoring form to help prepare for it?	62.9% (22)	28.6% (10)	8.6% (3)	0.0% (0)	1.46	35
Did City staff appear well coordinated; thus allowing the site visit to go smoothly?	48.6% (17)	42.9% (15)	8.6% (3)	0.0% (0)	1.60	35
Did City staff check in with you and/or your staff at the end of the site visit?	57.1% (20)	37.1% (13)	5.7% (2)	0.0% (0)	1.49	35
Did you receive a timely, written report of the City's findings (within about 6 weeks of the site visit)?	54.3% (19)	37.1% (13)	5.7% (2)	2.9% (1)	1.57	35
Were you given a clear deadline to respond to any monitoring findings?	54.3% (19)	40.0% (14)	2.9% (1)	2.9% (1)	1.54	35
Were City staff accessible and responsive when you needed clarification about the monitoring process?	57.1% (20)	34.3% (12)	5.7% (2)	2.9% (1)	1.54	35
answered question						35
skipped question						30

4. (Optional) About how long did it take City staff to complete the citywide fiscal and compliance site visit monitoring at your office?

		Response Percent	Response Count
Half day		74.3%	26
One full day		17.1%	6
More than one day		8.6%	3
answered question			35
skipped question			30

5. (Optional) Please provide any additional feedback on your site visit experience.

	Response Count
	18
answered question	18
skipped question	47

6. Please provide feedback on your self assessment monitoring experience this fiscal year. Select 1 to indicate that you "Strongly Agree," 2 to indicate that you "Agree," 3 to indicate that you "Disagree," or 4 to indicate that you "Strongly Disagree" with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
Did City staff provide a clear explanation of the citywide fiscal & compliance monitoring process?	42.1% (8)	52.6% (10)	0.0% (0)	5.3% (1)	1.68	19
Were you given sufficient time to complete the self assessment (6 weeks)?	57.9% (11)	36.8% (7)	0.0% (0)	5.3% (1)	1.53	19
Did you receive timely feedback on you self assessment (written response letter sent from the City within about 6 weeks of submitting the self-assessment form to the City)?	57.9% (11)	36.8% (7)	0.0% (0)	5.3% (1)	1.53	19
Were you given a clear deadline for corrective action?	47.4% (9)	42.1% (8)	5.3% (1)	5.3% (1)	1.68	19
Were City staff accessible and responsive when you needed clarification about the monitoring process?	52.6% (10)	42.1% (8)	0.0% (0)	5.3% (1)	1.58	19
				answered question		19
				skipped question		46

7. (Optional) Please provide any additional feedback on your self assessment experience.

	Response Count
	4
	answered question
	4
	skipped question
	61






8. RESOURCES Please rate the value of the following resources in helping you with this year's citywide fiscal and compliance monitoring. Please select 1 for "Very Helpful," 2 for "Somewhat Helpful," 3 for "Not Helpful," and 4 for "Did Not Use."

	Very helpful	Somewhat helpful	Not helpful	Did not use	Rating Average	Rating Count
Online webinar training module (http://www.compasspoint.org/content/index.php?pid=292)	15.5% (9)	13.8% (8)	1.7% (1)	69.0% (40)	3.24	58
Controller's Office Technical Workshops (Cost Allocation, Budgets, Board Governance)	34.5% (20)	29.3% (17)	3.4% (2)	32.8% (19)	2.34	58
Controller's website for nonprofits (http://www.sfgov.org/controller/nonprofits)	19.0% (11)	24.1% (14)	1.7% (1)	55.2% (32)	2.93	58
My contract officer or other City staff	65.5% (38)	22.4% (13)	1.7% (1)	10.3% (6)	1.57	58
answered question						58
skipped question						7

9. OVERALL OPINION AND ATTITUDES Please rate your level of agreement with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Rating Average	Rating Count
Do you have a clear understanding of the fiscal and compliance elements to be monitored in your City contracts/grants through the citywide monitoring process?	43.9% (25)	45.6% (26)	8.8% (5)	1.8% (1)	1.68	57
Does the City's consolidated, citywide fiscal and compliance process save you time compared to being separately monitored by individual City departments?	54.4% (31)	36.8% (21)	5.3% (3)	3.5% (2)	1.58	57
Has the City offered quality training for you and/or your staff related to the citywide fiscal and compliance monitoring process?	38.6% (22)	47.4% (27)	10.5% (6)	3.5% (2)	1.79	57
Are the City's fiscal and compliance monitoring requirements generally reasonable and reflective of financial best practices and state, local, and federal laws and regulations?	31.6% (18)	49.1% (28)	15.8% (9)	3.5% (2)	1.91	57
answered question						57
skipped question						8

10. (Optional) ORGANIZATIONAL DEVELOPMENT SUPPORT - AREAS OF INTEREST Please select areas listed below, if any, in which training, technical assistance, or resource materials would help your organization to better carry out City contracts and grants.

		Response Percent	Response Count
Governance: role of board, executive director and staff		62.5%	25
Board: development, fundraising and leadership		57.5%	23
Using budgets and cost allocation plans to make programmatic and organizational decisions		80.0%	32
Staff supervision, development, evaluations and documentation		65.0%	26
Mergers & Acquisitions		25.0%	10
		answered question	40
		skipped question	25

11. (Optional) OTHER TRAINING What, if any, other types of information resources or training would be helpful to you as they relate to your citywide fiscal and compliance monitoring experience with the City, the contracting process in general, or your ability to efficiently and effectively deliver your contracted/granted services?

	Response Count
	11
answered question	11
skipped question	54

12. (Optional) ANY OTHER COMMENTS? What do you think could make citywide fiscal and compliance monitoring easier and more effective both for City staff and contractors? Please share any additional feedback not already mentioned that you believe would help the City to improve the process.

**Response
Count**

17




answered question

17







skipped question

48

1. Did your organization undergo a fiscal and compliance monitoring this year (FY12-13)?

		Response Percent	Response Count
Site Visit		44.2%	23
Self Assessment		51.9%	27
Did not receive either site visit or self assessment this year		3.8%	2
answered question			52
skipped question			0





2. Which City department served as the lead contact for your citywide fiscal and compliance monitoring this year?

		Response Percent	Response Count
Department for Children, Youth and Their Families (DCYF)		22.7%	5
Department of Public Health (DPH)		22.7%	5
Human Services Agency (HSA, DAAS)		27.3%	6
Mayor's Office of Housing (MOH)		18.2%	4
Children and Families Commission (CFC)		4.5%	1
Department on the Status of Women (DOSW)		0.0%	0
Office of Economic and Workforce Development (OEWD)		4.5%	1
Sheriff (SHF)		0.0%	0
San Francisco Redevelopment Agency (RDA)		0.0%	0
Not sure		0.0%	0
		answered question	22
		skipped question	30

3. Please provide feedback on your site visit monitoring experience.

	Yes, Strongly Agree	Agree	Disagree	No, Strongly Disagree	Not Sure	Rating Average	Rating Count
Did City staff provide a clear explanation of the citywide fiscal & compliance monitoring process?	68.2% (15)	31.8% (7)	0.0% (0)	0.0% (0)	0.0% (0)	1.32	22
Did you receive advanced notice of your site visit (at least 20 days) and a copy of the monitoring form to help you prepare for it?	90.9% (20)	9.1% (2)	0.0% (0)	0.0% (0)	0.0% (0)	1.09	22
Did City staff appear well coordinated; thus allowing the site visit to go smoothly?	68.2% (15)	27.3% (6)	0.0% (0)	4.5% (1)	0.0% (0)	1.41	22
Did City staff check in with you and/or your staff at the end of the site visit?	68.2% (15)	27.3% (6)	0.0% (0)	4.5% (1)	0.0% (0)	1.41	22
Did you receive a written response letter from the City within 6 weeks of your site visit?	72.7% (16)	18.2% (4)	0.0% (0)	4.5% (1)	4.5% (1)	1.33	22
Were you given a clear deadline to respond to any monitoring findings?	77.3% (17)	18.2% (4)	0.0% (0)	0.0% (0)	4.5% (1)	1.19	22
Were City staff accessible and responsive when you needed clarification about the monitoring process?	77.3% (17)	18.2% (4)	0.0% (0)	4.5% (1)	0.0% (0)	1.32	22
answered question							22
skipped question							30



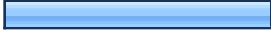




4. About how long did it take City staff to complete the citywide fiscal and compliance site visit monitoring at your office?

		Response Percent	Response Count
Half day		72.7%	16
One full day		18.2%	4
More than one day		4.5%	1
Not sure		4.5%	1
answered question			22
skipped question			30

5. Please provide any additional feedback on your site visit experience. (Optional)

	Response Count
	5
answered question	5
skipped question	47

6. Which City department served as the lead contact for your citywide fiscal and compliance monitoring this year?

		Response Percent	Response Count
Department for Children, Youth and Their Families (DCYF)		32.0%	8
Department of Public Health (DPH)		4.0%	1
Human Services Agency (HSA, DAAS)		40.0%	10
Mayor's Office of Housing (MOH)		4.0%	1
Children and Families Commission (CFC)		8.0%	2
Department on the Status of Women (DOSW)		8.0%	2
Office of Economic and Workforce Development (OEWD)		0.0%	0
Sheriff (SHF)		4.0%	1
San Francisco Redevelopment Agency (RDA)		0.0%	0
Not sure		0.0%	0
		answered question	25
		skipped question	27

7. Please provide feedback on your self assessment monitoring experience this year.

	Yes, Strongly Agree	Agree	Disagree	No, Strongly Disagree	Not Sure	Rating Average	Rating Count
Did City staff provide a clear explanation of the citywide fiscal & compliance monitoring process?	44.0% (11)	56.0% (14)	0.0% (0)	0.0% (0)	0.0% (0)	1.56	25
Were you given at least 6 weeks to complete the self assessment?	40.0% (10)	40.0% (10)	4.0% (1)	4.0% (1)	12.0% (3)	1.68	25
Did you receive a written response letter from the City within 6 weeks of submitting your self-assessment form)?	48.0% (12)	16.0% (4)	8.0% (2)	4.0% (1)	24.0% (6)	1.58	25
Were you given a clear deadline to respond to any monitoring findings?	56.0% (14)	36.0% (9)	0.0% (0)	0.0% (0)	8.0% (2)	1.39	25
Were City staff accessible and responsive when you needed clarification about the monitoring process?	52.0% (13)	48.0% (12)	0.0% (0)	0.0% (0)	0.0% (0)	1.48	25
					answered question		25
					skipped question		27






8. Please provide any additional feedback on your self assessment experience. (Optional)

	Response Count
	8
answered question	8
skipped question	44

9. Please rate the value of the following resources in helping you with this year's citywide fiscal and compliance monitoring.

	Very helpful	Somewhat helpful	Not helpful	Did not use	Rating Average	Rating Count
My contract officer or other City staff	64.6% (31)	18.8% (9)	2.1% (1)	14.6% (7)	1.67	48
Controller's Office Technical Workshops, conducted by CompassPoint (Monitoring 101, Cost Allocation, Budgets, Board Governance)	31.3% (15)	27.1% (13)	0.0% (0)	41.7% (20)	2.52	48
Controller's website for nonprofits (http://www.sfgov.org/controller/nonprofits)	18.8% (9)	20.8% (10)	2.1% (1)	58.3% (28)	3.00	48
Online webinar training module (http://www.compasspoint.org/content/index.php?pid=292)	10.4% (5)	8.3% (4)	2.1% (1)	79.2% (38)	3.50	48
answered question						48
skipped question						4

10. Please select areas listed below, if any, in which training, technical assistance, or resource materials would help your organization to better carry out City contracts and grants.

		Response Percent	Response Count
Governance: role of board, executive director and staff		37.5%	12
Board: development, fundraising and leadership		50.0%	16
Using budgets and cost allocation plans to make programmatic and organizational decisions		62.5%	20
Staff supervision, development, evaluations and documentation		34.4%	11
Mergers, fiscal sponsors, management support organizations		34.4%	11
	Other (please specify)		4
		answered question	32
		skipped question	20

11. Please provide your overall opinions and attitudes on the following:

	Yes, Strongly Agree	Agree	Disagree	No, Strongly Disagree	Rating Average	Rating Count
Do you have a clear understanding of the fiscal and compliance elements that are monitored in your City contracts/grants through the citywide monitoring process?	50.0% (24)	45.8% (22)	4.2% (2)	0.0% (0)	1.54	48
Does the City's consolidated monitoring process save you time compared to being separately monitored by individual City departments?	64.6% (31)	31.3% (15)	0.0% (0)	4.2% (2)	1.44	48
Has the City offered quality training for you and/or your staff related to the citywide fiscal and compliance monitoring process?	22.9% (11)	64.6% (31)	8.3% (4)	4.2% (2)	1.94	48
Are the City's fiscal and compliance monitoring requirements generally reasonable and reflective of financial best practices and state, local, and federal laws and regulations?	43.8% (21)	45.8% (22)	10.4% (5)	0.0% (0)	1.67	48
answered question						48
skipped question						4

12. What do you think could make citywide fiscal and compliance monitoring easier and more effective both for City staff and contractors? Please share any additional feedback not already mentioned that you believe would help the City to improve the process. (Optional)

	Response Count
	19
answered question	19
skipped question	33