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August 25, 2021

Ms. Sandra Lozano  
Luz Del Mundo – Light of the World Clinic, Inc.  
5333 N. Dixie Highway #201  
Oakland Park, Florida 33334

**Subject: FY 2020-2021 Community Development Block Grant (CDBG) Program- Compliance Monitoring Report**  
**Grantee Name: Light of the World Clinic, Inc. -Indigent Medical Services Program**

Dear Ms. Lozano:

Our office has conducted a review of the above-mentioned grant, pursuant to the regulations for the Community Development Block Grant (CDBG) Program (Section 570. et seq.). An on-site monitoring was conducted by me, Alex Goldstein, on August 4, 2021 during which time I reviewed client files and other required documents. This year Light of the World Clinic was able to serve 65 Pompano Beach residents during the first three quarter of FY 2020. You have not yet submitted your fourth quarter report, so the number of Pompano Beach residents served may increase once that report becomes available.

The purpose of a monitoring is to determine whether the subrecipient has implemented and administered CDBG-funded activities according to applicable Federal requirements. In this monitoring review, emphasis was placed on compliance with the National Objective with respect to Low/Moderate Area Benefit; program performance review; general management practices; financial management systems and practices; record-keeping/reporting practices; anti-discrimination compliance and activity-specific monitoring.

Verification of compliance consisted of my review of your Quarterly Reports before the monitoring, together with review of Light of the World Clinic's internal documentation. You provided access to five physical files with all sensitive information redacted. The files I reviewed were orderly and comprehensive. They included intake forms as well as income documentation. After my review of those files, it was determined that Light of the World Clinic includes all necessary documentation to support CDBG national objectives.

You informed me that there has been no change to the documents previously reviewed in your General Operating Procedures Manual, which contained, among other things, income eligibility guidelines, procurement policy, financial accounting procedures, and conflict of interest policy.

Your quarterly reports and supporting documentation indicate that services are being provided in accordance with the FY 2020-2021 CDBG Public Services Agreement between The City of Pompano Beach and Light of the World Clinic, Inc. ("CDBG Agreement").

Your files are retained on-site with restricted access for at least seven years in accordance with file retention requirements. You have converted from paper to an electronic medical filing system, which will not affect file retention or other file requirements set forth in the CDBG Agreement. During the monitoring visit you informed me that you will most likely be submitting your final reimbursement request after the end of the fiscal year (9/30/2021). As of today, Light of the World Clinic has \$7,500 left to expend in FY 2020-2021.

Our evaluation resulted in no findings or concerns. A *finding* is defined as a program element that does not comply with a Federal statute or regulation, whereas a *concern* is either a potential finding or a program weakness that should be improved to avoid future problems.

Thank you for your cooperation. We wish you continued success in the future.

Kind Regards,

A handwritten signature in blue ink, appearing to read 'Alex Goldstein', with a stylized 'A' at the end.

Alex Goldstein, MPA  
Program Compliance Manager

CC: Miriam Carrillo, Director



Exhibit "3"

## **PROGRAM PERFORMANCE REPORT FY 20/21**

**Agency Name:** Light of the World Clinic

**Agency Address:** 5333 N. Dixie Highway, Oakland Park FL

**Program Name:** HEALTH (Helping Everyone Achieve Life through Health)

**Contract Number:** 2021-01-01-01

**Contract Period:** October 1, 2020 – June 30, 2021

**Total Contract Amount:** \$130,180.50

**Participating Provider Staff:** Sandra L Barry

**Participating Funder Staff:** Elkin A

**Date of Monitoring Report:** 3/4/2021

**Date of Report:** 3/4/2021

The monitoring of programs is important in ensuring that services are delivered appropriately and with quality. Elements for review are designed to provide an assessment of the program and are used for continuous improvement. Monitoring information may be obtained through observation of activities, interviewing staff, children and parents, and reviewing documentation.

**SECTION I: AGENCY AND CONTRACTED SERVICES OVERVIEW**

**Program Summary:**


Luz Del Mundo (Clinic). Inc. (the Provider), shall provide the HEALTH (Helping Everyone Achieve Life Through Health) Indigent Healthcare & Prevention Outreach Program throughout the 2020-2021 year.

Through HEALTH, the Provider will provide for additional staff necessary to deliver continuum of medical treatment and preventative care services, health and wellness care coordination services to a minimum of 112 vulnerable uninsured individuals/families (Target Population) to produce access with positive health outcomes, improving level of individual and family functioning and linkages to beneficial healthcare service providers.

**Review of Comprehensive Program Evaluation:**

This report has been generated from an analysis of UWBC's file documentation on the Provider and of information gathered during the site visit which occurred on March 4, 2021. This evaluation report includes Demographic, Utilization and Outcome Reports through February 2021.

**Findings/Comments/Recommendations:**

<b>PREPARED BY:</b> Elkin Alfred	<b>DATE:</b> 3/4/2021
<b>APPROVED BY:</b>  Maria Hernandez, Chief Program Officer	<b>DATE:</b>
<b>APPROVED REPORT SENT TO PROVIDER:</b>	<b>DATE REPORT SENT:</b>
<b>ACTION REQUIRED BY PROVIDER:</b> NO	<b>ACTION REQUIRED DUE BY DATE:</b> N/A

**SECTION II: REVIEW OF AGENCY ADMINISTRATION**

Administrative Compliance	✓		
	Yes	No	N/A
<b>Identification:</b> Organization acknowledges UWBC as a funding partner in its facilities, as well as its written and electronic materials	✓		
<b>Client Risk Prevention &amp; Incident Reporting:</b> Organization has a policy on incident reporting that is in line with the incident definition and reporting expectations laid out in contract with UWBC. Policy includes information on how incident reporting is handled by the organization and is acknowledged by staff	✓		
<b>Client Confidentiality Policy:</b> Organization has a policy on client confidentiality that is in line with the expectations laid out in the contract with UWBC. Policy includes information on how data and confidentiality are handled by the organization and is acknowledged by staff	✓		
<b>Client Confidentiality Evidence:</b> Evidence that policies and procedures are being implemented is observed on a consistent basis (e.g., locked file cabinets or doors, password protected computers, restricted access to files, etc.)	✓		
<b>Background Screening/Licensing:</b> All employees, volunteers and subcontracted personnel have completed a background screening and are cleared prior to starting employment. Clearance letter should be placed in the personnel file.  An attestation of Affidavit of Good Moral Character, as applicable, is completed for each employee, volunteer, and subcontracted personnel who work in direct contract with children	✓		
<b>Insurance:</b> Organization has active insurance policies that are in accordance with the requirements included in the UWBC contract	✓		
<b>Subcontracts (if applicable):</b> Organization has executed subcontractor agreement(s) that align with the scope of services, if applicable			✓
<b>Comments:</b> UWBC was recognized as a funder in all parts of the clinic, on the agencies website and in promotional materials. Grievance procedures were reviewed.			

**SECTION III: REVIEW OF FINANCIAL ADMINISTRATION**

Fiscal Compliance (FINANCE DESK REVIEW)	✓		
	Yes	No	N/A
<b>Fiscal Viability:</b> Evidence that company is able to meet and sustain both its short and long-term organizational and programmatic obligations	✓		
<b>Financial Statement Findings and Concerns:</b> Organization submits their annual financial statement to include any management letter issued separately in accordance with the requirements included in UWBC contract	✓		
<b>Invoicing (Utilization &amp; Timeliness):</b> Organization submits monthly invoices in accordance with the requirements included in the UWBC contract	✓		
<b>Comments:</b> Desk review was completed and provider meets fiscal compliance obligations.			

**SECTION IV: STAFFING**

Staffing	✓		
	Yes	No	N/A
<b>Staff Hired:</b> All positions identified in the scope of services are filled with qualified staff	✓		
<b>Vacancies Support and Hiring Plan:</b> When one (1) or more vacancies are identified, there is a plan to fill the position(s) in a timely manner and to support affected services in the meantime.			✓
<b>Staff Qualifications:</b> Staff's education and prior experience requirements are aligned with the staffing table in the contracted scope of services. Proof of required experience, education and certifications/licensures are provided during the visit and is placed in the personnel file.	✓		
<b>Attendance at UWBC-Sponsored Trainings:</b> The appropriate staff meet training requirements set forth regarding UWBC-sponsored trainings	✓		
<b>Comments:</b> All positions are currently filled and the clinic experiences low turnover rates for staff and volunteers.			

**SECTION V: POPULATION FOCUS**

Population Focus (RESEARCH DESK REVIEW)	✓		
	Yes	No	N/A
<b>Programs are serving the intended populations:</b> The population being served is in line with the contracted scope of services (age, income, target problem area, etc.)	✓		
<b>Quality of participant demographic data entered in UWBC's SAMIS system:</b> Participants' demographic data entered in SAMIS matches the data available in the participants' registration form in the participants' physical files	✓		
<b>Comments:</b> Data entered into SAMIS is complete and in line with Scope of Work.			

**SECTION VI: SERVICE DELIVERY**

**PROGRAM OBSERVATION**

<b>Activity Observed:</b> N/A – Due to the nature of the program, services cannot be observed. Clinic tour was not completed this year due to Covid-19.	
<b>Location of Activity:</b> Light of the World Clinic – 5333 N. Dixie Hwy, Oakland Park, FL	
<b>Number of Clients Present:</b> N/A	<b>Number of Staff Present:</b> N/A

1. **Description of clients' participation in the observed activity** (please include descriptions of the following, as applicable: does the activity observed appear to be in keeping with Scope of Services in contract, activity is tailored to the appropriate age/grade/developmental level of participants, and participants served are in accordance with the target population as described in the scope of services).

N/A

2. **Description of staff activity and interaction with the clients** (please include narrative or descriptions of the following, as applicable: staff appears to model/promote appropriate interactions, participants appear to be engaged in the observed activity, staff responds to the participants' own cultural, language and/or special needs), sufficient materials and supplies used, if any, appear sufficient and/or in good condition).

N/A

3. Overall impression of the activity, the quality of services observed, and the rationale that supports this conclusion.

N/A

Service Delivery	✓		
	Yes	No	N/A
<b>Program Activity Observation:</b> Activity observed aligns with the overall program description in the contracted scope of services (including fidelity to evidence-based practices or curricula being implemented)			✓
<b>Facilities:</b> The facility is clean, well-maintained (both interior and exterior), and provides safe place for clients to receive services.  Facility is accessible to individuals with disabilities (i.e., accessible parking, wheelchair ramps to curb/buildings, elevator access to upper levels—if applicable; accessible restrooms, aisles/hallways/doors sufficiently wide for wheelchair passage; available alternative communications for persons with vision/hearing/language disabilities)			✓
<b>Comments:</b> Due to Covid-19, clinic tour was not completed			

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**SECTION VII: PARTICIPANT OUTCOMES**

Participant Outcomes (RESEARCH DESK REVIEW)	✓		
	Yes	No	N/A
<b>Screenings (Health Programs Only):</b> Completion of participants' screenings is in line with the contracted scope of services			✓
<b>Participant Testing:</b> Outcome measurement tools are administered as contracted and documented in the scope of services	✓		
<b>Outcome Achievement:</b> Contracted percentage of participants realize expected program benefits	✓		
<b>Quality of Participant Outcome Data Entered in UWBC's SAMIS System:</b> Participant outcome data entered in SAMIS matches the testing/outcome data available in each participant's physical file	✓		
<b>Comments:</b> Provider has meet the outcomes as of the time of this visit.			