

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Office of the Inspector General**

**Inspector General**



October 20, 2020

Laura Green Zeilinger  
Director  
Department of Human Services  
64 New York Ave, N.E.  
Washington, D.C. 20002

Dear Director Zeilinger:

The Office of the Inspector General (OIG) Inspections and Evaluations Unit (I&E) will soon start an evaluation of the Family Rehousing and Stabilization Program (FRSP) and the Rapid Rehousing Program (RRP). The objectives of this evaluation, which is part of the OIG's *Fiscal Year 2021 Audit and Inspection Plan*,<sup>1</sup> are to: (1) evaluate how the Department of Human Services (DHS) is managing the RRP and FRSP in accordance with D.C. Code and D.C. Municipal Regulations; and (2) determine the extent to which the programs meet the goal of providing enough stability so participants can transition to their own housing. The scope of this engagement will cover Fiscal Years 2018–2020.

We will conduct this evaluation in accordance with standards established by the Council of the Inspectors General on Integrity and Efficiency, paying particular attention to the quality of internal control.<sup>2</sup>

Please provide Edward Farley, Assistant Inspector General for Inspections and Evaluations, with the name and telephone number of the person who will serve as the primary point of contact at DHS during the inspection. You can reach Mr. Farley at 202-727-9249 or [edward.farley@dc.gov](mailto:edward.farley@dc.gov).

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<sup>1</sup> This document is accessible on the OIG website at <https://oig.dc.gov/>.

<sup>2</sup> "Internal control" is defined by the U.S. Government Accountability Office (GAO) as comprising "the plans, methods, policies, and procedures used to fulfill the mission, strategic plan, goals, and objectives of the entity" and is "not one event, but a series of actions that occur throughout an entity's operations." Furthermore, internal control is a process that provides "reasonable assurance that the objectives of an entity will be achieved," "serves as the first line of defense in safeguarding assets," and is an "integral part of the operational processes management uses to guide its operations." U.S. GOV'T ACCOUNTABILITY OFFICE, STANDARDS FOR INTERNAL CONTROL IN THE FEDERAL GOVERNMENT 5-6, GAO-I 4-704G (Sept. 2014).

In addition, Mr. Farley will need the following information no later than October 30, 2020, so the I&E team can prepare its project plan:

- All policies, procedures, and other job aids (e.g., desk guides) employees or DHS contractors use to administer and monitor the FRSP and RRP;
- Any audits or other assessments (conducted by DHS or an external entity) of the FRSP and/or RRP during the last three fiscal years;
- A current organizational chart for DHS;
- A list of all current employees whose primary responsibilities consist of administering or monitoring the FRSP or RRP, to include their titles and contact information and their position descriptions;
- A list of all vendors that DHS contracts with for help with administering, supporting, or monitoring the FRSP or RRP, to include the contract number, a brief description of the good/service provided, name of DHS's contract administrator, and location(s) where DHS employees file hard copy documentation pertaining to these contracts; and
- A brief description of any computer system/software DHS employees use to store FRSP and RRP program data and client information.

Thank you in advance for your cooperation, and I look forward to working with DHS in our joint efforts to improve the quality of services provided to the District.

Sincerely,



Daniel W. Lucas  
Inspector General

DWL/ef

cc: The Honorable Muriel Bowser, Mayor, District of Columbia, Attn: Betsy Cavendish  
Mr. Kevin Donahue, Interim City Administrator, District of Columbia  
The Honorable Phil Mendelson, Chairperson, Council of the District of Columbia  
The Honorable Brianne K. Nadeau, Chairperson, Committee on Human Services, Council of the District of Columbia  
The Honorable Brandon T. Todd, Chairperson, Committee on Government Operations, Council of the District of Columbia  
The Honorable Kathy Patterson, D.C. Auditor, Office of the D.C. Auditor, Attention: Cathy Patten