



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: July 14, 2026

DATE: June 25, 2026

TO: Board of County Commissioners

FROM: Katelyn Kleidosty, Internal Audit Manager
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THROUGH: Abbe Yacoben, Chief Finance Officer

SUBJECT: Recommendation to acknowledge receipt of the Continuum of Care (CoC) Structure and HMIS Governance Memorandum prepared by the Internal Audit Division. The memorandum was developed at the request of management and provides preliminary observations and recommendations regarding governance, organizational structure, segregation of duties, HMIS oversight, and operational accountability within the Continuum of Care framework. Finance. (All Commission Districts.) FOR POSSIBLE ACTION.

SUMMARY

At the request of Human Services Agency management, the Internal Audit Division conducted a review of the organizational structure and governance framework supporting Continuum of Care (CoC) operations and the Homeless Management Information System (HMIS).

The resulting memorandum provides preliminary observations and recommendations intended to strengthen governance, clarify authority and responsibilities, improve segregation of duties, formalize HMIS governance practices, and enhance integration between operational and fiscal oversight functions.

Washoe County Strategic Objective supported by this item:

Fiscal Sustainability

PREVIOUS ACTION

No previous action has been taken by the Board of County Commissioners on this item.

BACKGROUND

The Continuum of Care (CoC) is responsible for coordinating community efforts related to homelessness, housing programs, federal grant funding, and operation of the Homeless Management Information System (HMIS).

AGENDA ITEM # _____

At the request of management, the Internal Audit Division evaluated the existing governance and organizational structure supporting CoC and HMIS operations. The review was conducted in conjunction with ongoing audit work within Housing and Homeless Services.

The review concluded that Washoe County's current lead agency/backbone model is generally consistent with recognized national best practices for CoC and HMIS governance. However, opportunities were identified to strengthen governance and operational accountability. Areas identified for improvement included segregation of duties, concentration of responsibilities, operational resiliency, governance authority, HMIS ownership and administration, and documentation of roles and responsibilities. Recommendations provided by Internal Audit included:

- Establishing clearer segregation of governance, operational, fiscal, reporting, and technology responsibilities.
- Formalizing roles, responsibilities, and decision-making authority.
- Clarifying HMIS ownership and system administration responsibilities.
- Updating the formal HMIS governance framework.
- Strengthening integration between fiscal oversight and program operations.

Implementation of these recommendations is intended to strengthen internal controls, improve accountability, enhance data reliability, and support effective program management and oversight. The recommendations also support ongoing efforts to ensure compliance with federal requirements and industry best practices.

FISCAL IMPACT

No fiscal impact.

RECOMMENDATION

It is recommended that the Board of County Commissioners acknowledge receipt of the Continuum of Care (CoC) Structure and HMIS Governance Memorandum prepared by the Internal Audit Division. (All Commission Districts.)

POSSIBLE MOTION

Should the Board of County Commissioners wish to acknowledge the memorandum, a possible motion would be:

Move to acknowledge receipt of the Continuum of Care (CoC) Structure and HMIS Governance Memorandum prepared by the Internal Audit Division.

ATTACHMENT: HHS_CoC Structure Memo 3-30-2026