Continuum of Care Program
Monitoring Site Visit
Information Packet

Point of contact for Program Monitoring:
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**Note- Links to supplemental materials within this document require access to the internet.

CoC Program Monitoring Overview

The Continuum of Care (CoC) is required to monitor all programs receiving CoC funds for homeless projects. It is the goal of The Greater Kansas City Coalition to End Homelessness that this process informs system-level priorities and policies, while providing resources and support to programs in the interest of offering the highest quality service to program participants. The following is an overview of the process and documentation requirements you should expect during your program's annual program monitoring site visit.

At each visit, hard copies of the following should be made available to the GKCEH Program Specialist for review:

- **CURRENT YEAR APR:** An APR should be generated from Case Worthy for the grant year each program is currently operating in. The report parameters should be set for the current program year's start date to the last day of the month prior to the month of your site visit. (This could result in a partial APR).

- **PREVIOUS COMPLETED YEAR APR:** Last APR successfully *submitted* to HUD by Sage HMIS upload.

- **CLIENTS IN PROGRAM REPORT:** One report should be generated from Case Worthy for each CoC-funded program and printed for review during the site visit. The report should be generated for the 24 hours prior to the monitoring visit (i.e., the *day prior* to and the *day of* the visit). (Sample client detail or instructions)

- **CLIENT FILES**: Five individual client files will be selected at random from the above-mentioned Clients in Program report and reviewed by Program Specialist. (For further detail on client file requirements, please see the checklist on page 2).

- **AGENCY and/or PROGRAM FILES**: For ease, most of these documents can be kept together in a binder and filed by year of grant/fiscal year. Specifically, the following should be made available for review:

  - Basic privacy agreement used with clients (one given to clients, one in client files).
  - HMIS Mandatory Collection Notice (must be visible in intake/data entry area).
  - Copy of agency's most recent fiscal audit
  - Copy of Grant Agreement/Contract signed with HUD. Retain a copy in agency file for review **AND email a copy upon receipt to Program Specialist for reference** (mwatson@gkcceh.org).
  - Copy of all LOCCs drawdown reports in current year's program binder for review of relevant expenditures/billing for drawdowns.
  - Standard Operating Procedures. This should cover the specifics of the program and should include file documentation requirements, intake and program admission procedures, screening/eligibility criteria for participants, and requirements for staff working within the program.
  - Staff Code of Conduct. Where Code of Conduct is a section of the agency Policies and Procedures, please flag that section for review.
  - Documentation of site control such as deed/lease/purchase agreement.
  - Environmental Review (ER) documentation & Request for Release of Funds (RROF) as authorized by HUD.
  - Organizational Conflict of Interest policy or compliance document.
  - Documentation of both Cash and In-kind Match contributions (must indicate grant and fiscal year). *Match contributions do not apply to leasing dollars.*
  - Written policy addressing: 1) confidentiality of client records; 2) client intake and documentation of homeless status; 3) client record keeping; 4) program eligibility and services; 5) grievance policy; 6) standards of conduct for agency staff engaging in administration of CoC grant(s).

• **POST-VISIT SUMMARY REPORT:** After the monitoring visit is completed, you will receive a scored evaluation report within 30 days. Agencies may request a 30-day follow-up visit to rectify any negative findings in the summary report.

• Monitoring scores will be provided for to the Rank and Review Committee for consideration during the annual CoC funding competition. In addition, information provided during program monitoring may be used during project Rank & Review to provide context or clarification for Rank and Review panel members. This information could influence decision-making regarding funding and reallocation of funds by the Rank and Review Committee and/or the GKCCEH Board of Directors.

CoC Program Monitoring Agency Checklist

CoC Project Performance and Outcomes The CoC utilizes all relevant data sources and reporting to evaluate programs, set performance targets, and define community priorities and objectives. Individual project performance is reflected by quantitative data captured in Annual Performance Reports for each project as well as analysis of each individual project's impact on System Performance Measures. Per HUD guidelines, outcomes are reported for clients for whom an annual assessment is required at the time of reporting or who have exited the program prior to generating the report. Performance benchmarks by project component type can be found on pg. 6.

The following topics will be evaluated based on qualitative data provided by program staff at the time of the monitoring visit:

• Program is guided by Housing First principles

• Program participates in Coordinated Entry and takes from the By-Name-List all client referrals

• Program serves one of the prioritized populations: (Veterans, Chronically Homeless, Youth, Families)

• Program staff should be able to articulate what services are offered by the program and how they support performance outcomes at both the System and Project level, especially in the areas of Housing Retention and Income

• Program staff can describe how clients access and/or are connected to mainstream benefits as a supportive service within the program or through partnership with other agencies in the community

• Program demonstrates the lived experience of clients is valued and ways in which client voice is incorporated into programming and decision-making (examples)

• Program demonstrates topics such as diversity, equity, and inclusion, and cultural competency are incorporated into programming, staffing, education, and the culture of the agency as a whole (examples)

• Agency/ program demonstrates partnerships with other local service providers to help clients meet their needs

• Program demonstrates how barriers encountered by clients are identified and addressed.

• Program demonstrates clients are either receiving in-house or connected to quality case management, and staff can clearly articulate what case management entails. In addition, staff can describe the extent to which clients continue to receive case management upon program exit and what formal protocols are in-place to ensure clients' stability and well-being in the long-term. (Indicate length of time based on program type)

Data Entry and Record Keeping

The following should be present in each client case file at the time of monitoring site visit. *Items in blue are mandatory for Permanent Supportive Housing (PSH) projects only.*

• Documentation of homeless status

• Documentation of veteran status, if applicable

• Documentation of chronic homeless status

• Documentation of disability

• Case notes and/or documentation of regular contact w/ client (Indicate how often)

• Documentation of rent reasonableness

• Documentation of habitability standards

• Documentation of client budget

• Documentation of client sources of income, or zero income verification (attach form example)

• Documentation of client informed consent with client's signature

• Client Lease

• Up-to-date client record in HMIS

Data Quality Measures:

APR data pulled at 3,6,9 & 12-month intervals to track data quality and performance outcomes. Each APR should reflect a full year of program data. Example:

> APR #1- 03/31/18 – 03/30/19
> APR #2- 06/30/18 – 06/30/19
> APR #3- 09/30/18 – 9/30/19
> APR #4- 12/31/18 – 12/31/19

In addition, the following data quality measures should be reflected in reporting:

• APR shows no missing information, including HUD Universal data and any required assessments

• Records in Case Worthy match client files

• Exit from program is updated in Case Worthy within 24 hours

• Agency APR entered into SAGE within HUD- specified timeframe of (within 90 days of the end of the grant year).

Confidentiality and Privacy

• Agency has copy of Basic Privacy Agreement

• All users have received Case Worthy Training, including functionality and client confidentiality

• All users have unique login credentials

• HMIS Mandatory Collection Notice for Covered Homeless Organizations (CHOs) is posted in locations where intake and/or data entry takes place

• Agency has privacy statement to distribute to clients

• Agency has current (within 12 months of last service) signed HMIS Mandatory Collection Notice for CHOs

Fiscal Practices

Documentation should be made available of the following:

- Award Notification and Signed Grant Agreement in Agency File

- Total Budget Amount for grant year, including budget summary (broad) and budget detail (specific)

- Amount spent down to-date from LOCCs (list LOCCs amounts billed/received)

- Program is on track to draw down all funds within the grant year

- LOCCs downloads and billing in Agency Files Cash and in-kind match contribution in Agency Files (25% requirement, excluding leasing dollars). All documents must indicate grant and fiscal year. In-kind match requires MOU w/3rd party

Operating Practices

Documentation should be made available of the following:

- Standard Operating Procedures in an Agency File

- Site Control (deed, lease or purchase agreement) Document in Agency File

- Environmental Review (ER) and Request for Release of Funds (RROF) authorized by HUD in Agency File

- Documentation of compliance with Organizational Conflict of Interest (24 CFR part 578.95c)

Community Involvement

Agencies will also be evaluated on the following:

- Previous year's attendance percentage at CoC meetings (collected and calculated by GKCCEH staff)

- Current year's attendance percentage at CoC meetings (collected and calculated by GKCCEH staff)

- Participation in "**CoC-Led Collaborative Work**" (Defined as participation in at least two GKCCEH Board-approved committees and/or ad-hoc workgroups. (Include a list of committees with primary contacts). For programs with 2 or fewer staff, participation in one committee will be considered sufficient participation.

- Participation in Point-In-Time Count (Define. Volunteers, Hubs, HIC, etc...)

- Other areas of community involvement (Including any partnerships, activities, or collaborative work agency is engaged in outside of CoC-specific activities)