



RTFH
SAN DIEGO'S
REGIONAL LEADER
ON HOMELESSNESS

2024 Subrecipient Monitoring Tool

Contact Information

1. Name: *

2. Job Title:

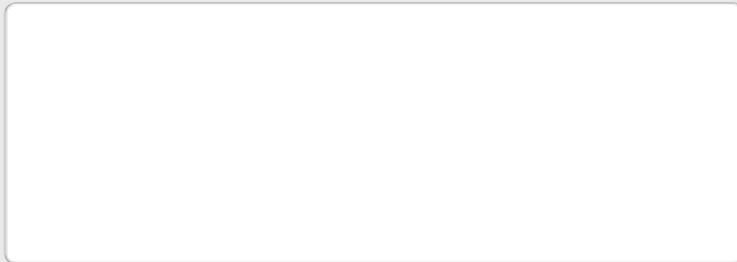
3. Email Address: *

4. Phone Number: *

5. Please select agency name (subrecipient)? *

Home Start Inc. (HSI)
North County Lifeline (NCLL)
San Diego LGBT Community Center (The Center)
San Diego Youth Services (SDYS)
SBCS
Urban Street Angels (USA)
YMCA of San Diego County
Brilliant Corners

6. List all YHDP awards: *



§ 578.7(a)(8) Coordinated Entry System

7. Does this project participate in the CoC Coordinated Entry System? *

- 100% of the time
- 90% - 99% of the time
- 80% - 89% of the time
- Less than 80% of the time
- N/A

8. Please select the tools this agency uses in the CES matching process: (select all that apply). *

- Reaching out to current providers that client is enrolled with
- Reaching out to the skilled assessor when we can't locate a client
- Reaching out to client's alternate contact
- Reaching out to the client via means other than phone and email
- Reaching out to the outreach team when we can't locate a client
- Regularly updating a client's need status in HMIS
- Assisting a client with obtaining documentation to ensure access to housing
- Uploading client documentation into HMIS
- Requesting a housing system navigator, when applicable
- N/A

9. What percentage of matches are declined by the participant or rejected by your program?

Please explain the most common reasons for match refusals. *

- 0% of the time
- 1% - 20% of the time
- 21% - 40% of the time
- More than 41% of the time
- N/A

Comments

10. Please rate how well the agency adheres to the standard of updating the referral status within 2 days after receiving the initial match.

- Very well (i.e., this always occurs)
- Average (i.e., this occurs regularly but not always)
- Low (i.e., this doesn't occur frequently)
- N/A

11. Please rate how well the agency adheres to the standard of updating the referral status once the referred participant is deemed eligible or ineligible for the program. *

- Very well (i.e., this always occurs)
- Average (i.e., this occurs regularly but not always)
- Low (i.e., this doesn't occur frequently)
- N/A

12.

Please answer "Yes" or "No" to the following question.

We are aware of how and when to request a transfer (Yes / No). *

- Yes
- No
- N/A

Comments

13. Does the agency use the Housing First Model? *

- Yes
- No
- N/A

Comments

14. Does the project ensure that participants are not screened out based on the following items: *

	Yes	No
a. Having too little or no income.	<input type="radio"/>	<input type="radio"/>
b. Active or history of substance abuse.	<input type="radio"/>	<input type="radio"/>
c. Having a criminal record with exceptions for state mandated restrictions.	<input type="radio"/>	<input type="radio"/>
d. History of domestic violence (e.g. lack of protective/restraining order, period of separation from abuser, or law enforcement involvement).	<input type="radio"/>	<input type="radio"/>

Comments

15. Are beds fully occupied? If not at capacity, what actions are being taken to improve this outcome? *

- Yes
- No
- N/A

Comments

16. Are units fully occupied? If not at capacity, what actions are being taken to improve this outcome? *

- Yes
- No
- N/A

Comments

§ 578.23(c)(iv) Required agreements.

17. Does the project have a designated staff person to ensure that children are enrolled in school and receive educational services, as appropriate?

*

- Yes
- No
- N/A

Comments

18. Are the project policies and practices consistent with the laws related to providing education services to individuals and families? *

- Yes
- No
- N/A

Comments

19. Is there a policy in place to ensure that families with children under the age of 18 are not denied admission or separated when entering housing? *

- Yes
- No
- N/A

Comments

§ 578.37 (1)(a) Program components and uses of assistance.

20. Does the agency have written standards and procedures for outreach, assessment, eligibility, prioritizing individuals, and reassessing participants?

*

- Yes
- No
- N/A

Comments

§ 578.73(c)(3)(i)(ii) Service Providers/Third-Party

21. Does the agency have an executed memorandum of understanding with service providers? *

Yes

No

N/A

Comments

§ 578.75(g)(1) Participation of homeless individuals.

22. Does the agency have a written policy identifying the involvement of homeless/ formerly homeless individuals on the board of directors or other equivalent policy making entity?

*

Yes

No

N/A

Comments

§ 578.91 Termination of assistance to program participants.

23. Does the agency have a written termination policy that includes:*

	Yes	No
a. Providing the program participant with a written copy of the program rules and the termination process before the participant begins to receive assistance.	<input type="radio"/>	<input type="radio"/>
b. Written notice to the program participant containing clear statement of the reasons for termination.	<input type="radio"/>	<input type="radio"/>
c. A review of the decision, in which the program participant is given the opportunity to present written or oral objections before another person (or a subordinate of that person) who made or approved the termination decision.	<input type="radio"/>	<input type="radio"/>
d. Prompt written notice of the final decision to the program participant.	<input type="radio"/>	<input type="radio"/>

Comments

§ 578.93 Fair Housing and Equal Opportunity.

24. Does the agency have written policies and procedures that provide: *

	Yes	No
a. Participant's information on rights and remedies available under fair housing & civil rights laws.	<input type="radio"/>	<input type="radio"/>
b. Non-discrimination and equal opportunity processes that apply to housing and employment.	<input type="radio"/>	<input type="radio"/>
c. Reasonable accommodations and reasonable modifications for persons with disabilities.	<input type="radio"/>	<input type="radio"/>
d. Meaningful access for Spanish-speaking and other limited English proficiency persons to access the agencies programs and services.	<input type="radio"/>	<input type="radio"/>
e. If the housing has in residence at least one family with a child under the age of 18, the housing may exclude registered sex offenders and persons with a criminal record that includes a violent crime from the project so long as the child resides in the housing.	<input type="radio"/>	<input type="radio"/>
f. Clearly outline instances when sex offenders or violent offenders may be excluded from housing.	<input type="radio"/>	<input type="radio"/>

Comments

25. Does the agency have a written conflict of interest policy that includes:

"No CoC board member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents".

*

Yes

No

N/A

Comments

§ 578.103(b) Confidentiality.

26. Are all records regarding the program participant centrally located and secure?*

Yes

No

N/A

Comments

27. Are all records containing protected identifying information of any individual or family who applies for and/or receives CoC assistance kept secure and confidential? *

- Yes
- No
- N/A

Comments

28. Is the address or location of any housing program participant not made public, except as provided under a preexisting privacy policy of the subrecipient and consistent with State and local laws regarding privacy and obligations of confidentiality?

*

- Yes
- No
- N/A

Comments

§ 578.103(c) Period of record retention.

29. Are the records pertaining to the program participant's qualification for the CoC Program being retained for **5 years** after the expenditure of all funds from the grant under which the program participant was served? *

- Yes
- No
- N/A

Comments

Data collection/quality and performance improvements

30. Does your agency have an internal process for onboarding new employees into HMIS (i.e., helping them understand who the ATA is, what project types they need to be trained on, how to sign up for trainings, etc.)? *

- Yes
- No
- N/A

Comments

31. Does your agency have a system for preserving institutional knowledge of your internal HMIS procedures? *

- Yes
- No
- N/A

Comments

32. What personnel primarily enters participant universal data elements in HMIS? (select all that apply) *

- Agency Technical Administrator (ATA)
- Program Managers
- Supervisors
- Case Managers / Frontline Staff
- Interns or Temporary Staff
- Other - Write In (Required)
- N/A

33. Once a participant is entered into HMIS and the universal data elements are completed, what personnel primarily maintains the record in HMIS (i.e., such as entering client level updates)? (select all that apply) *

- Agency Technical Administrator (ATA)
- Program Managers
- Supervisors
- Case Managers / Frontline Staff
- Interns or Temporary Staff
- Other - Write In (Required)
- N/A

34. How often does this agency review participant data and evaluate outcomes (select one)? *

- Monthly
- Quarterly
- Bi-annually
- Annually
- Other - Write In (Required)

- N/A

Policies and procedures

35. Please rate the agency on VAWA implementation. *

- Very good (i.e., agency understands VAWA requirements and has procedures and forms)
- Average (i.e., agency understands VAWA requirements but there is progress to be made)
- Low (i.e., agency has a high need for assistance related to VAWA requirements)
- N/A

Comments

36. The agency has the HMIS Notice of Privacy Practice posted on agency website. (Monitors will check to see that the agency's website has the most up to date versions of the NPP posted to the agency website).

*

- Yes
- No
- N/A

Comments

37. Please select and attach all evidence of Housing First Implementation for all of your CoC-funded projects. Note: The CoC is required to assess Housing First Implementation of all CoC-funded projects. *

- Program/Agency Housing First Implementation Policies and Procedures
- Program Intake Form/s
- Notices to clients (Participant Handbook, Rules and Expectations Agreement, etc)
- Sample/template of lease agreements (PSH programs only)
- Other - Write In (Required)

38. Please attach Housing First Implementation documentation/evidence to be assessed here

Browse...

Service Provision

37. How do agency staff connect participants to employment or workforce development opportunities? *

38. Please submit the menu and variety of services available to program participants. (Monitors will verify that the project makes a variety of services available to meet the range of possible service needs that the program's population may have)

*

Browse...

39. The agency is able to provide a list of all the HMIS users at the agency that have completed the HMIS training. (Monitors will run a report of current HMIS users at the agency and compare it with the list the agency provides)

*

Browse...

Additional Question

40. Does your agency currently have hired staff with lived experience?*

- Yes
- No

Thank You!

Thank you for taking our survey. Your response is very important to us.