



2022 Subrecipient Monitoring Tool

Introduction

The questions included in this tool cover questions as it pertains to subrecipients of RTFH.

Instructions

All monitoring tools are due on Day 1 of your cohorts monitoring start date via the Alchemer Survey Platform. The agency will receive a summary report with final results after the on-site visit has been completed. When uploading files, please only provide documentation that is specifically requested.

1	Name:	
2	Job Title:	
3	Email Address:	
4	Phone Number:	
5	Agency Name (Subrecipient):	
6	List of all Awards:	

§ 578.7(a)(8) Coordinated Entry System		Response
7	Does this project participate in the CoC Coordinated Entry System?	<input type="checkbox"/> 100% of the time <input type="checkbox"/> 90% - 99% of the time <input type="checkbox"/> 80% - 89% of the time <input type="checkbox"/> Less than 80% of the time
8	Please select the tools this agency uses in the CES matching process: (select all that apply).	<input type="checkbox"/> Reaching out to current providers that client is enrolled with <input type="checkbox"/> Reaching out to the skilled assessor when we can't locate a client <input type="checkbox"/> Reaching out to client's alternate contact <input type="checkbox"/> Reaching out to the client via means other than phone and email <input type="checkbox"/> Reaching out to the outreach team when we can't locate a client <input type="checkbox"/> Regularly updating a client's need status in HMIS <input type="checkbox"/> Assisting a client with obtaining documentation to ensure access to housing

		<input type="checkbox"/> Uploading client documentation into HMIS <input type="checkbox"/> Requesting a housing system navigator, when applicable <input type="checkbox"/> Having a housing locator on staff <input type="checkbox"/> Having case managers who are able to assist with obtaining documents <input type="checkbox"/> Having case managers who are able to assist with housing location <input type="checkbox"/> Other – Write In: <hr/>		
9	What percentage of matches are declined by the participant or rejected by your program? Please explain the most common reasons for match refusals.	<input type="checkbox"/> 0% of the time <input type="checkbox"/> 1% - 20% of the time <input type="checkbox"/> 21% - 40% of the time <input type="checkbox"/> More than 41% of the time		
10	Please rate how well the agency adheres to the standard of updating the referral status within 2 days after receiving the initial match.	<input type="checkbox"/> Very well (i.e., this always occurs) <input type="checkbox"/> Average (i.e., this occurs regularly but not always) <input type="checkbox"/> Low (i.e., this doesn't occur frequently)		
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.	<input type="checkbox"/> Very well (i.e., this always occurs) <input type="checkbox"/> Average (i.e., this occurs regularly but not always) <input type="checkbox"/> Low (i.e., this doesn't occur frequently)		
		Yes	No	Comments
12	Please answer Yes or No to the following question We are aware of how and when to request a transfer (Yes / No).			
Housing First - HUD CPD Notice(s) 14-02; CPD-16-11		Yes	No	Comments
13	Does the agency use the Housing First Model?			
14	Does the project ensure that participants are not screened out based on the following items:			
	a. Having too little or no income.			
	b. Active or history of substance abuse.			

	c.	Having a criminal record with exceptions for state mandated restrictions.			
	d.	History of domestic violence (e.g. lack of protective/restraining order, period of separation from abuser, or law enforcement involvement).			
578.51(h)(3) Serving Program Participants			Yes	No	Comments
15	Are beds fully occupied? If not at capacity, what actions are being taken to improve this outcome?				
16	Are units fully occupied? If not at capacity, what actions are being taken to improve this outcome?				
§ 578.23(c)(iv) Required agreements.			Yes	No	Comments
17	Does the project have a designated staff person to ensure that children are enrolled in school and receive educational services, as appropriate?				
18	Are the project policies and practices consistent with the laws related to providing education services to individuals and families?				
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?				
§ 578.37 (1)(a) Program components and uses of assistance.			Yes	No	Comments
20	Does the agency have written standards and procedures for outreach, assessment, eligibility, prioritizing individuals, and reassessing participants?				
§ 578.73(c)(3)(i)(ii) Service Providers/Third-Party			Yes	No	Comments
21	Does the agency have an executed memorandum of understanding with service providers?				
§ 578.75(g)(1) Participation of homeless individuals.			Yes	No	Comments
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?				

§ 578.91 Termination of assistance to program participants.		Yes	No	Comments
23	Does the agency have a written termination policy that includes:			
a.	Providing the program participant with a written copy of the program rules and the termination process before the participant begins to receive assistance.			
b.	Written notice to the program participant containing clear statement of the reasons for termination			
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.			
d.	Prompt written notice of the final decision to the program participant.			
§ 578.93 Fair Housing and Equal Opportunity.		Yes	No	Comments
24	Does the agency have written policies and procedures that provide:			
a.	Participant's information on rights and remedies available under fair housing & civil rights laws.			
b.	Non-discrimination and equal opportunity processes that apply to housing and employment.			
c.	Reasonable accommodations and reasonable modifications for persons with disabilities.			
d.	Meaningful access for Spanish-speaking and other limited English proficiency persons to access the agencies programs and services.			
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.			
f.	Clearly outline instances when sex offenders or violent offenders may be excluded from housing.			
§ 578.95 Conflicts of interest.		Yes	No	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.			

§ 578.103(b) Confidentiality.		Yes	No	Comments
26	Are all records regarding the program participant centrally located and secure?			
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?			
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?			
§ 578.103(c) Period of record retention.		Yes	No	Comments
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?			
Data collection/quality and performance improvements		Yes	No	Comments
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.)?			
31	Does your agency have a system for preserving institutional knowledge of your internal HMIS procedures?			
		Response		
32	What personnel primarily enters participant universal data elements in HMIS? (select all that apply)	<input type="checkbox"/> Agency Technical Administrator (ATA) <input type="checkbox"/> Program Managers <input type="checkbox"/> Supervisors <input type="checkbox"/> Case Managers / Frontline Staff <input type="checkbox"/> Interns or Temporary Staff <input type="checkbox"/> Other – Write In: _____ _____		
		Response		
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)	<input type="checkbox"/> Agency Technical Administrator (ATA) <input type="checkbox"/> Program Managers <input type="checkbox"/> Supervisors <input type="checkbox"/> Case Managers / Frontline Staff <input type="checkbox"/> Interns or Temporary Staff <input type="checkbox"/> Other – Write In: _____ _____		

		Response		
34	How often does this agency review participant data and evaluate outcomes (select one)?	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Bi-annually <input type="checkbox"/> Annually <input type="checkbox"/> Other – Write In: _____ 		
Policies and procedures		Response		
35	Please rate the agency on VAWA implementation.	<input type="checkbox"/> Very good (i.e., agency understands VAWA requirements and has procedures and forms) <input type="checkbox"/> Average (i.e., agency understands VAWA requirements but there is progress to be made) <input type="checkbox"/> Low (i.e., agency has a high need for assistance related to VAWA requirements) <input type="checkbox"/> N/A		
		Yes	No	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).			
Service Provision		Response		
37	How do agency staff connect participants to employment or workforce development opportunities?			
		Response		
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)	*Questions requires a file upload in Alchemer.		
		Yes	No	Comments
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) File Upload (In Alchemer)			*Questions requires a file upload in Alchemer if list is provided.