

Southern Nevada Continuum of Care (CoC) Monitoring Working Group (MWG)

PROGRAM MONITORING INSTRUCTIONS



Accompaniment to the Continuum of Care Project Performance
Program Eligibility Monitoring Tool

GENERAL INFORMATION

About the Monitoring Process

Once the local applications are received for the current year, the Evaluation Working Group (EWG) will conduct scoring and ranking for the current year's process. However, before this can occur, the Monitoring Working Group (MWG) must complete monitoring activities for the previous year, as results from the previous year's performance directly inform the current year's scoring and ranking process. The typical date range monitored is May 1st through April 30th.

Project Type – Full Monitoring Tool

A specialized full tool for every project type (Permanent Supportive Housing, Transitional Housing, Safe Haven, Rapid Rehousing, etc.) has been provided to each CoC Program Provider. The tool includes all components from each applicable HUD monitoring guideline exhibit (CPD Monitoring Handbook – 6509.2 REV-6 CHG-2), as well as questions to help ensure that all CoC-funded agencies/programs meet or exceed not only HUD mandated requirements, but also perform to our local standards. All agencies are strongly encouraged to conduct their own self-assessment utilizing the full tool, in order to ensure that they are in compliance and fully prepared for any official HUD monitoring.

Project Performance Program Eligibility Monitoring Tool

A condensed monitoring tool has been designed for use during monitoring. This tool is comprised of elements identified in the consolidated application, to include project performance. Performance measures include those associated with serving the hardest-to-serve populations, permanent housing, self-sufficiency, and HMIS participation and data quality. Other measures included cover participant eligibility, utilization rates, drawdown rates, and frequency of HUD funds recapturing.

Monitoring Checklist/Guidance

Performance Monitoring Report Results

(The Performance Monitoring tool measures multiple areas of performance, to include serving the hardest-to-serve, increasing housing measures, increasing self-sufficiency, and maintaining the highest levels of HMIS participation and data quality.)

<p>1. What is the total of points on the program's Performance Monitoring Report?</p> <p>(Refer to the Performance Monitoring Tool for the program.)</p>	<table border="1"> <thead> <tr> <th colspan="4">PERFORMANCE MONITORING</th> </tr> </thead> <tbody> <tr> <td>Agency/Agencies:</td> <td colspan="3">Agency Name</td> </tr> <tr> <td>Program / Programs</td> <td colspan="3">Program Name</td> </tr> <tr> <td>Program Type</td> <td colspan="3">Program Type</td> </tr> <tr> <td colspan="4">Date Range: 05/01/2015 - 04/30/2016</td> </tr> <tr> <th>Project Serves "Harder to Serve" Homeless Populations</th> <th>%</th> <th>Points Available</th> <th>Points Received</th> </tr> <tr> <td colspan="4">% of households served at entry reported:</td> </tr> <tr> <td>Mental Illness</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Alcohol Abuse</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Drug Abuse</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Chronic Health Condition</td> <td></td> <td></td> <td></td> </tr> <tr> <td>HIV</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Developmental Disabilities</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Physical Disabilities</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Domestic Violence</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Unaccompanied youth under 18</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Unaccompanied TAT 18-24 years</td> <td></td> <td></td> <td></td> </tr> <tr> <td>% of households meet any one of the above criteria, must meet 80% marker to receive 15 points</td> <td></td> <td>15</td> <td></td> </tr> <tr> <td>% of households meet any two of the above criteria, must meet 80% marker to receive 20 points</td> <td></td> <td>20</td> <td></td> </tr> <tr> <td>% of households meet any three or more of the above criteria, must meet 40% marker to receive 25 points</td> <td></td> <td>25</td> <td></td> </tr> <tr> <td colspan="3">Total Score "Harder to Serve Homeless Populations":</td> <td>0</td> </tr> <tr> <td colspan="4"><small>**Note: Agencies may receive a maximum of 25 points in this section. They can receive either 15, 20, OR 25 points based on which markers they achieve. If they have met 0 markers, they receive 0 points.</small></td> </tr> </tbody> </table>	PERFORMANCE MONITORING				Agency/Agencies:	Agency Name			Program / Programs	Program Name			Program Type	Program Type			Date Range: 05/01/2015 - 04/30/2016				Project Serves "Harder to Serve" Homeless Populations	%	Points Available	Points Received	% of households served at entry reported:				Mental Illness				Alcohol Abuse				Drug Abuse				Chronic Health Condition				HIV				Developmental Disabilities				Physical Disabilities				Domestic Violence				Unaccompanied youth under 18				Unaccompanied TAT 18-24 years				% of households meet any one of the above criteria, must meet 80% marker to receive 15 points		15		% of households meet any two of the above criteria, must meet 80% marker to receive 20 points		20		% of households meet any three or more of the above criteria, must meet 40% marker to receive 25 points		25		Total Score "Harder to Serve Homeless Populations":			0	<small>**Note: Agencies may receive a maximum of 25 points in this section. They can receive either 15, 20, OR 25 points based on which markers they achieve. If they have met 0 markers, they receive 0 points.</small>			
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Participant Eligibility

(The CoC program provider has been asked to provide a copy of their policies and procedures surrounding participant eligibility, to include not only how to ensure eligibility, but the documentation required for each client file. See Appendix A for guidance on the definitions and documentation.)

2. Do the records demonstrate that the recipient or subrecipient had written intake procedures in place to ensure that documentation of program participants' homeless status is maintained in accordance with the program requirements?

If these policies & procedures reflect that staff is required to determine eligibility requirements in accordance with HUD's homeless definition/chronic homeless definition, award 5 points. If not, award 0 points.

3. Does the recipient or subrecipient ensure that program participants' eligibility is adequately documented in terms of homeless status upon entry into the program?

If these policies and procedures reflect guidance on the documentation required to have on file in accordance with HUD guidelines, award 5 points. If not, award 0 points.

4. Were the reviewed case files complete regarding participant eligibility, to include being positive for program eligibility AND containing proper documentation?

(MWG members are to review 10 case files per program. For each case file reviewed, complete the case file review checklist.)

CASE FILE REVIEW CHECKLIST		
Name of Agency:		
Project Name:		
Project Type: <input type="checkbox"/> Permanent Supportive Housing <input type="checkbox"/> Rapid Rehousing <input type="checkbox"/> Transitional Housing <input type="checkbox"/> Safe Haven		
Staff Consulted and Phone#:		
Name of Reviewer(s):		Date of Review:
Client Last Name/HMIS #:		Coordinated intake Referral <input type="checkbox"/> Yes <input type="checkbox"/> No
N/A	YES	NO
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HOMELESS DETERMINATION & DOCUMENTATION REQUIREMENTS:		
Client Identification On File: Birth Cert. [] SS card [] Driver's Lic. [] Other []		
For program participants who qualified because their primary nighttime residence was a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings does a review of program participant files include one of the following:		
<ul style="list-style-type: none"> <input type="checkbox"/> a written referral by another housing or service provider; <input type="checkbox"/> a printed record from HMIS or a comparable database used by a victim service or legal service provider; <input type="checkbox"/> a written observation by an outreach worker of the conditions where the individual or family was living; or <input type="checkbox"/> a written certification by the individual or head of household seeking assistance. 		
[24 CFR 576.103(a)(3); 24 CFR 576.500(b)(1)]		
For program participants who qualified as homeless because they were exiting an institution where they resided for 90 days or less, and had resided in an emergency shelter or place not meant for human habitation immediately before entering that institution, does a review of program participant files have:		
<ul style="list-style-type: none"> <input type="checkbox"/> discharge paperwork or written/oral referral from a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the institution; <input type="checkbox"/> a written record of the intake worker's due diligence in attempting to obtain the information above and a written certification by the individual seeking assistance that stated he or she is exiting (or has just exited) the institution where he or she resided for 90 days or less? 		
AND		
<ul style="list-style-type: none"> <input type="checkbox"/> a written referral by another housing or service provider; <input type="checkbox"/> a printed record from HMIS or a comparable databased used by victim service providers or legal service providers; <input type="checkbox"/> a written observation by an outreach worker of the conditions where the individual or family was living; or <input type="checkbox"/> written certification by the individual or head of household seeking assistance 		
NOTE: Intake workers must document the content of oral statements. Where the intake worker is unable to contact an appropriate official, the intake worker must document his/her due diligence in attempting to obtain a statement from the institution.		
[24 CFR 576.103(a)(3); 24 CFR 576.500(b)(2)]		
Where the program participant qualified under paragraph (4) of the definition of homeless and was served		

For each case file reviewed, include whether or not the case file meets the listed requirements. Count the total of files that are "Yes". Based on that number, enter the appropriate score according to the scoring parameters provided into the score block for question #4.

N/A	YES	NO	Overall File Rating:
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Does this client file meet requirements of confirming participant eligibility AND contain the appropriate documentation?

Utilization Rates

(This measure reflects the average daily utilization rate – or bed occupancy rates – during the monitoring period/year. This equates to the total bed nights given during the year divided by the total number of beds available for the year.)

5. Does the program operate at full capacity, with low vacancy rate, and quickly fills vacancies?
Refer to the utilization report and based on the percentage, enter the appropriate score according to the scoring parameters provider into the score block for question #5.

Drawdown Rates

(This measure reflects the rate of unspent funds for the monitoring period/year.)

6. What was the unspent funds rate for the monitoring period?
Refer to the utilization report and based on the percentage, enter the appropriate score according to the scoring parameters provider into the score block for question #6. If drawdown rate report is not available from HUD at the time of monitoring, leave the answer blocks blank.



Frequency of HUD Funds Recaptured

(This measure reflects whether or not the program had any funds recaptured by HUD for the monitoring period/year. HUD can recapture any funds that remain unobligated after a second fiscal year, or can recapture funds if a recipient expends funds for activities outside of their contract, or fails to meet conditions precedent for activities.)

7. Have any funds been recaptured by HUD during the monitoring period?

Refer to the HUD recapture report and based on the percentage, enter the appropriate score according to the scoring parameters provider into the score block for question #7. If recaptured funds report is not available from HUD at the time of monitoring, leave the answer blocks blank.

TOTAL SCORE

8. What is the total of all points on this monitoring tool?

If all questions are able to be answered at the time of monitoring, enter the sum of all scores to determine the total score for this program. Include any additional comments, concerns, or observations in the Miscellaneous block.

Help Hope Home

www.HelpHopeHome.org

email: HelpHopeHome@ClarkCountyNV.gov



Final Definition of Chronically Homeless

(Amends 24 CFR 91.5 and 24 CFR 578.3)

Chronically homeless means:

(1) A **“homeless individual with a disability,”** as defined in the Act, who:

- Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
- Has been homeless (as described above) continuously for at least 12 months or on at least 4 separate occasions in the last 3 years where the combined occasions must total at least 12 months
 - Occasions separated by a break of at least seven nights
 - Stays in institution of fewer than 90 days do not constitute a break

(2) An individual who has been residing in an institutional care facility for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or

(3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraphs (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Summary of Major Changes:

- Four occasions must total 12 months
- Replaced “disabling condition” with “homeless individual with a disability”
- Occasion is defined by a break of at least seven nights not residing in an emergency shelter, safe haven, or residing in a place meant for human habitation (e.g., staying with a friend, in a hotel/motel paid for by program participant)
- Stays in institution of fewer than 90 days do not constitute as a break and count toward total time homeless

New Recordkeeping Requirements under CoC Program: *Documenting Chronically Homeless Status: Written Intake Procedures*

- Required for all PSH projects that dedicate or prioritize beds for chronically homeless individuals or families
- The recipient must maintain and follow written intake procedures that:
 - Require documentation at intake of the evidence relied on to verify status
 - Establish the following order of priority for obtaining evidence:
 - Third-party
 - Intake worker observation
 - Certification from the person seeking assistance

DOCUMENTING HOMELESS CHRONICITY

HOW TO DOCUMENT:	PRIMARY DOCUMENTATION	SECONDARY DOCUMENTATION
<p>An individual's time in a place not meant for human habitation, an emergency shelter, or a safe haven</p>	<p>Third party documentation</p>	<p>If third-party documentation cannot be obtained, ✓ A written record of intake workers due diligence to obtain, AND ✓ Intake worker's documentation of the living situation, AND ✓ Individual's self-certification of the living situation (For all clients, up to 3 months can be documented through self-certification (in limited circumstances, up to the full 12 months can be obtained through self-certification)</p> <p>Please note: Single encounter in a month is sufficient to consider household homeless for entire month unless evidence of a break</p>
<p>Breaks in Homelessness</p>	<p>Third party documentation</p>	<p>The self-report of the individual seeking assistance. 100% of the breaks can be documented by self-report</p>
<p>Institutional Stays</p>	<p>Discharge paperwork or written or oral referral from a social worker, case manager, or other appropriate official stating the beginning and end dates of the time residing in the institutional care facility</p>	<p>✓ A written record of intake workers due diligence to obtain AND ✓ the individual's self-certification that he or she is exiting an institutional care facility where resided less than 90 days</p>
<p>Disability</p>	<p>Must be third party AND include: ✓ Written verification from a professional licensed by the State to diagnose and treat the disability and certification that the disability is expected to be long-continuing or of indefinite duration and substantially impedes the individual's ability to live independently ✓ Written verification from SSA ✓ The receipt of a disability check ✓ Intake staff-recorded observation of a disability that is confirmed and accompanied by evidence above within 45 days</p>	<p>NONE ACCEPTED – MUST BE THIRD PARTY</p>



DOCUMENTING HOMELESS CHRONICITY		
HOW TO DOCUMENT:	12 MONTHS	LESS THAN 12 MONTHS
<p>A Homeless History: MUST BE <u>12 Months Cumulative</u></p>	<p>Review in HMIS to determine if there are 12 months of cumulative homelessness over the last 3 years.</p> <p><i>Ex. There is evidence of at least one night in shelter for 12 months over the last 18 months..... THIS IS ACCEPTABLE.</i></p>	<p>If there are not 12 months in HMIS but client reports that they have been homeless for the last 12 months in the last three years</p> <ul style="list-style-type: none"> ✓ Identify other third-party sources (i.e., outreach worker, other professional source) ✓ Identify any documented breaks in HMIS (i.e., stay in transitional housing). <p><i>Ex. There are 8 months documented in HMIS over the last year but intake worker can obtain discharge paperwork or a written certification from mental health professional for at least one other month of a stay in an institution and self-certification for up to 3 months. It is not necessary to ask about breaks</i></p> <p>If there are fewer than 3 breaks found in HMIS, with client to identify breaks between four occasions (current experience counts as one occasion).</p> <p>If at least 9 months of homelessness (cumulative or continuous) cannot be obtained by third-party documentation, up to the full 12 months can be documented via self-certification only:</p> <ul style="list-style-type: none"> ✓ Must thoroughly document attempts to obtain third-party documentation and ✓ Document why third-party documentation was not obtained ✓ Obtain a written certification from individual or head of household of the living situation of the undocumented time period <p>Limited to rare and extreme cases and no more than 25 percent of households served in an operating year</p>





Homeless Definition

CRITERIA FOR DEFINING HOMELESS	Category 1	Literally Homeless	<p>(1) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <ul style="list-style-type: none"> (i) Has a primary nighttime residence that is a public or private place not meant for human habitation; (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); <u>or</u> (iii) Is exiting an institution where (s)he has resided for 90 days or less <u>and</u> who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
	Category 2	Imminent Risk of Homelessness	<p>(2) Individual or family who will imminently lose their primary nighttime residence, provided that:</p> <ul style="list-style-type: none"> (i) Residence will be lost within 14 days of the date of application for homeless assistance; (ii) No subsequent residence has been identified; <u>and</u> (iii) The individual or family lacks the resources or support networks needed to obtain other permanent housing
	Category 3	Homeless under other Federal statutes	<p>(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:</p> <ul style="list-style-type: none"> (i) Are defined as homeless under the other listed federal statutes; (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application; (iii) Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; <u>and</u> (iv) Can be expected to continue in such status for an extended period of time due to special needs or barriers
	Category 4	Fleeing/ Attempting to Flee DV	<p>(4) Any individual or family who:</p> <ul style="list-style-type: none"> (i) Is fleeing, or is attempting to flee, domestic violence; (ii) Has no other residence; <u>and</u> (iii) Lacks the resources or support networks to obtain other permanent housing



Homeless Definition

RECORDKEEPING REQUIREMENTS	Category 1	Literally Homeless	<ul style="list-style-type: none"> • Written observation by the outreach worker; <u>or</u> • Written referral by another housing or service provider; <u>or</u> • Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter; • For individuals exiting an institution—one of the forms of evidence above <u>and</u>: <ul style="list-style-type: none"> ○ discharge paperwork <u>or</u> written/oral referral, <u>or</u> ○ written record of intake worker's due diligence to obtain above evidence <u>and</u> certification by individual that they exited institution
	Category 2	Imminent Risk of Homelessness	<ul style="list-style-type: none"> • A court order resulting from an eviction action notifying the individual or family that they must leave; <u>or</u> • For individual and families leaving a hotel or motel—evidence that they lack the financial resources to stay; <u>or</u> • A documented and verified oral statement; <u>and</u> • Certification that no subsequent residence has been identified; <u>and</u> • Self-certification or other written documentation that the individual lack the financial resources and support necessary to obtain permanent housing
	Category 3	Homeless under other Federal statutes	<ul style="list-style-type: none"> • Certification by the nonprofit or state or local government that the individual or head of household seeking assistance met the criteria of homelessness under another federal statute; <u>and</u> • Certification of no PH in last 60 days; <u>and</u> • Certification by the individual or head of household, and any available supporting documentation, that (s)he has moved two or more times in the past 60 days; <u>and</u> • Documentation of special needs <u>or</u> 2 or more barriers
	Category 4	Fleeing/ Attempting to Flee DV	<ul style="list-style-type: none"> • <i>For victim service providers:</i> <ul style="list-style-type: none"> ○ An oral statement by the individual or head of household seeking assistance which states: they are fleeing; they have no subsequent residence; and they lack resources. Statement must be documented by a self-certification or a certification by the intake worker. • <i>For non-victim service providers:</i> <ul style="list-style-type: none"> ○ Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by a self-certification or by the caseworker. Where the safety of the individual or family is not jeopardized, the oral statement must be verified; <u>and</u> ○ Certification by the individual or head of household that no subsequent residence has been identified; <u>and</u> ○ Self-certification, or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.

