2025 CoC Program Monitoring
MONITORING INSTRUCTION PACKET

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This packet contains detailed information and instructions for the 2025 CoC Program Monitoring. Please review the contents carefully, including the attachments. Grantees are responsible for completing the requested tasks within the specified timelines.

General Instructions
The 2025 CoC monitoring process is new for everyone involved. This initial round of monitoring will generate information that will help refine the process in 2026. The consulting team understands that providers may have questions along the way and we are committed to answering questions and solving any challenges in partnership with providers. **Please reach out to the consulting team at nv500monitoring@gmail.com with any questions at any time during the monitoring process.**

2025 CoC Program Monitoring
SECTION 1: MONITORING SCHEDULE

The 2025 CoC Program Monitoring will take place between May – September 2025. Key dates are listed below.

Date(s)	Activity
May 7	Monitoring Launch Meeting
May 12	Monitoring Instructions and Materials Sent to Grantees
	Grantees Assemble List of Current and Former Participants for Survey Outreach
	Participant and Staff Surveys Open
May 16	Attachment A: Site Visit Scheduling Form Due to Consulting Team
	Attachment B: Point of Contact Form Due to Consulting Team
	Attachment C: Staff Survey Contact List Due to Consulting Team
May 30	Grantees Complete CY24 HMIS Data Clean-up (if needed)
	Attachment D: HMIS ID Request Form Due to Consulting Team
June 2	CY24 APRs Pulled for Performance Analysis
June 12	Participant and Staff Surveys Close
	Attachment E: Compliance Document Request Form and requested documents due to Consulting Team
	Attachment F: Self-Assessment Checklist Due to Consulting Team
June 16 – July 11	Site Visits Conducted
August 15	Draft Monitoring Reports Issued to Grantees
August 26 – Sept 12	Grantees Meet with Consulting Team to Discuss Draft Reports
Sept 26	Final Monitoring Reports Issued to Grantees
October	Monitoring Presentation to Board

	2025 CoC Program Monitoring
	SECTION 2: CHECKLIST OF ACTION ITEMS FOR GRANTEES

Grantees are encouraged to use this timeline to confirm completion of all action steps required of CoC-funded programs. For additional information about each action, please refer to the documents referenced below. **You do not need to submit this form to the Consulting Team. It is for your reference and use only.**

	Grantee Action Items	**Date(s)**	**Form(s), Page(s) for Reference**
☐	Generate contact lists for participant survey (including HMIS lookup as needed)	Starting May 12	• Instruction Packet p5
☐	Begin distributing participant survey to current and former participants	Starting May 12	• Instruction Packet p5 • Attachment G: Participant Survey Outreach Materials
☐	Submit Site Visit Scheduling Form (if not submitted at Launch)	May 16	• Attachment A: Site Visit Scheduling Form
☐	Submit Point of Contact Form (if not submitted at Launch)	May 16	• Attachment B: Point of Contact Form
☐	Submit Staff Survey Contact List (with email addresses)	May 16	• Instruction Packet p6 • Attachment C: Staff Survey Contact List
☐	Review CY24 HMIS data and make any corrections (if needed)	May 30	• Instruction Packet p4
☐	Check-in with consulting team on survey, distribute paper surveys as needed	May 26	• Instruction Packet p5 • Paper surveys and envelopes (as needed)
☐	Submit list of HMIS IDs for program participants for Desk Audit	May 30	• Instruction Packet p7 • Attachment D: HMIS ID Request Form
☐	Submit Compliance Document Request Form and Documentation	June 12	• Instruction Packet p7 • Attachment E – Compliance Document Request Form
☐	Submit Self-Assessment Checklist	June 12	• Instruction Packet p7 • Attachment F – Self-Assessment Checklist
☐	Prepare for site visits: confirm schedule, ensure access to files	Before visit (dates vary)	• Instruction Packet p7 • Site Visit Instructions (to be sent in June)
☐	Support Consulting Team to conduct site visits	June 16 – July 11	• Instruction Packet p7 • Site Visit Instructions (to be sent in June)
☐	Draft Monitoring Reports received	August 15	
☐	Submit clarifying documentation to Consulting team (if needed)	August 29	

2025 CoC Program Monitoring
SECTION 3: GUIDANCE FOR PERFORMANCE MEASUREMENT

The FY 2025 monitoring process includes calculation of project performance across a set of objective performance metrics calculated using data from Annual Performance Reports (APRs). For 2025 monitoring, the period of performance is CY 2024 (January to December 2024). The measures to be assessed are detailed in the table starting on the next page.

<u>**Instructions**</u>
- In January 2024, the consulting team ran a preliminary set of results using this same set of measures and discussed the results with grantees. For 2025 monitoring, the consulting team will re-pull these APRs to ensure we have the most up-to-date data.
- Grantees should review CY 2024 HMIS data to ensure it is accurate and up to date. Please complete the data clean-up process by May 30, 2025.
- When cleaning data, grantees are encouraged to pay particular attention to the data elements that impact performance calculations (See <u>Attachment H: Performance Measures</u> for calculations).

Date	Activity
May 30	Grantees complete data cleaning
June 2	Consulting team runs CY24 program APRs
June and July	Consulting team may reach out to grantees for clarifying information re: APR data
August 15	Grantees receive results of performance measurement analysis in draft monitoring reports
September	Grantees can discuss results and provide context during in-person meetings with consulting team; reports finalized.

Overview

The 2025 monitoring process includes collecting input from current and former participants and direct services staff. This input will not be scored but will be provided to grantees with suggestions for improving quality of care.

The consulting team has designed brief online surveys for current and former participants and line staff that can be completed in 15 minutes or less using a phone, tablet, or computer. The consulting team is asking providers to help us distribute the surveys by reaching out to participants and providing contact information for staff.

Timeline and Key Activities

Date	Activity
May 12	Online survey opens for a 4-week period
May 12	Grantees generate lists of current and former participants; begin survey outreach
May 16	Grantees submit Attachment C: Staff Survey Contact Form
Around May 26	Check in with consulting team to adjust survey outreach as needed
June 12	Survey closes

Instructions for Participant Survey

Distributing the Survey to Current and Former Participants

- The survey for current and former participants is programmed in Survey Monkey and can be accessed with a link or a QR code. There is a unique link/code for each CoC-funded program. Links and QR codes are provided in Attachment G: Participant Survey Outreach Materials.
- The survey is intended for people aged 18 and over. If your program serves households with children, please only ask those over 18 to complete the survey.
- Please distribute the survey to **all current program participants** who are 18 or older. Start with an HMIS list of all current program participants and select the best option(s) for distribution. Options include:
  - Emailing the link using the template email in Attachment G: Participant Survey Outreach Materials.
  - Texting the link using the template text in Attachment G: Participant Survey Outreach Materials.
  - Posting flyers with the QR code around your project site. Flyers are available in Attachment G: Participant Survey Outreach Materials. *If your project site has participants who are not part of a CoC funded program, please do not post a flyer publicly.*
  - Hand delivering printed flyers during home visits. Flyers are available in Attachment G: Participant Survey Outreach Materials.
- Please distribute the survey to **all former participants who are 18 or older and have exited your program in the past 12 months** (June 1, 2024 to present). Start with an HMIS list of participants who exited during that period and identify anyone for whom you have current contact information. If you do not have current information, please check in HMIS to update the list. Please use email or text to reach out to former participants using the provided email and/or text templates.
- **Please begin outreach as soon as possible after May 12th**. The survey will remain open for four weeks, but it may take some time to get the word out and generate a strong level of response. You should plan to send a reminder or two after the first contact.
- **A Spanish version of the survey can be provided upon request.**

Communication with Participants
- The templates in Attachment G: Participant Survey Outreach Materials explain the purpose of the survey, and what participants can expect in terms of confidentiality. Please use the provided materials and do not write your own outreach language. If you have concerns about the language or would like to create customized outreach materials, please reach out to the consulting team for support.
- **Please do not offer to do the survey with participants** (i.e. by reading the questions and/or helping them to record their answers).
- If a participant does not have access to a phone or computer, they may complete the survey using a staff person's phone (e.g. a case manager during a home visit) or a shared workstation at the program site, but, again, **please allow participants to complete the survey on their own.**

Common Questions and Answers
Below are some common questions that participants might ask and suggested answers:

Question	Answer
Who is doing this survey?	The Southern Nevada Homelessness Continuum of Care (CoC), which is a group that oversees funding for certain homeless programs in Clark County. The CoC has hired a consulting firm to conduct the survey.
Why are they doing it?	The CoC wants to understand how well programs that receive funding are performing, and whether participants are having a positive experience in the programs.
Who will see my answers?	Only the consulting team will see the answers. Program staff will not see them. You should feel free to be as honest as possible in your responses.
Do I have to give my name?	No, you do not have to give your name.
How long will it take?	It depends but we estimate most people will finish it in between 10 and 15 minutes.
Is there any compensation?	After you complete the survey, you can enter a drawing for a $50 gift card. You must provide your name and a phone number or email address to enter, but this information will be separated from your survey answers.

Alternatives to the Online Survey
- The consulting team will check in with each provider after 10 – 14 days to see how things are going.
- If participants are having issues with the online survey or if you are having challenges with distributing the survey links/QR codes, the consulting team will arrange for a paper version that participants can mail back or place in a secure collection box.
- You can also contact the consulting team to trouble shoot any other issues.

Instructions for Staff Survey
- The consulting team will directly distribute the staff survey to current staff identified by providers.
- The staff survey is an online survey in Survey Monkey accessed by link.
- There is just one survey for all programs. Respondents are asked the name of the program they work for. They may decline to name the program if they wish.
- Staff are not asked to provide their names, and the survey collector does not gather their IP addresses. Their responses cannot be linked back to them by the consulting team.
- The staff survey is designed to gather information from any staff person whose role primarily involves contact with clients, including case managers, housing navigators, other services staff, staff involved in project operations, program managers and other roles. The survey is not intended for executive level staff.
- **Please send a list of all program staff who fit this category to the consulting team using Attachment C: Staff Survey Contact Form by May 16.** The list should include each person's name and email address. If you are unsure whether a particular position should be included, please reach out for more information.

The 2025 CoC Program Monitoring Process will include a review of various program documents, policies, and program files to assess compliance with CoC program regulations. The review will consist of:
- A remote **Desk Audit** of program forms, policies, and other documents
- An **In-Person File Review** of randomly selected participant files onsite at each provider's office(s)
- A **Self-Assessment Checklist** to identify areas where programs would like additional guidance or technical assistance.

In 2025, this information will be used only to advance program compliance and identify areas for improvement and technical assistance. In the future, information from the Desk Audit and In-Person File Review will be scored as part of the NOFO competition, but the Self-Assessment Checklist will not.

Timeline

Date	Activity
May 16	Submit Attachment A: Site Visit Scheduling Form
May 30	Submit Attachment D: HMIS ID Request Form
June 12	Submit Attachment E: Compliance Document Request Form (and attachments)
	Submit Attachment F: Self-Assessment Checklist
June 16 – July 11	Site Visits conducted
August 15	Draft Reports Issued

Desk Audit: For the Desk Audit, grantees must complete Attachment E: Compliance Document Request and attach the requested forms and documentation. Please review the form carefully and complete all required fields. This information is due to the compliance team by June 12 and will be reviewed remotely by the Consulting Team.

In-Person File Review: Between June 16 – July 11, the Consulting Team will conduct in-person site visits to review participant files. To prepare for the In-Person File Review, grantees must:
- Complete Attachment A: Site Visit Scheduling Form no later than May 16 to allow the Consulting Team to schedule the visit.
- Submit Attachment D: HMIS ID Request Form for random file selection by May 30.
- In early June, you will receive detailed instructions for how to prepare for the site visit, including a list of the participant files that the team will review, and any other arrangements needed for the visit.
- In advance of the scheduled visit, please assemble all requested materials ensure that there is a private, secure location in which they can be reviewed.

Self-Assessment Checklist: The Self-Assessment Checklist is a comprehensive list of CoC Program compliance topics, including several topics that may not be covered in the Desk Audit or In-Person File Review. It is intended to give providers the opportunity to highlight issue areas or compliance topics where they would like additional guidance, technical assistance, or support. Please complete Attachment F: Self-Assessment Checklist by June 12.

The following pages include all required forms as well as reference documents noted in the monitoring guidance.

Attachment A – Site Visit Scheduling Form
Attachment B – Point of Contact Form
Attachment C – Contact List for Staff Survey
Attachment D – HMIS ID Request Form (for Site Visits)
Attachment E – Compliance Document Request Form
Attachment F – Self-Assessment Checklist
Attachment G – Participant Survey Outreach Materials
    Note: Attachment G is attached separately as a Word document, as it is customized to each program.
Attachment H – Performance Measures