

Appendix G: Family Supportive Housing Monitoring Plan Overview

1. Monitoring Purpose:

- Promote the delivery of excellent housing and intensive case management to services to families experiencing homelessness who have complex needs and multiple systems involvement.
- Foster open and honest communication, collaboration, and a continuous improvement partnership between the Grantee and the Office of Economic Opportunity (OEO).
- Provide OEO staff with an opportunity better understand the grantee's work, program design and operations, and the needs of families with young children who have experienced multiple episodes of homelessness.
- Identify training and technical assistance needs within FSH.
- Verify compliance with applicable regulations and program requirements.

2. Monitoring Guiding Principles

In support of developing effective partnerships with Grantees, OEO has adopted the following guiding principles:

- Mutual Respect;
- Open Communication;
- Joint Problem Solving;
- Empowerment through Diversity;
- An Ethical Code of Conduct.

3. Monitoring Resources

The following resources will be utilized to during the monitoring process:

- Grant Agreement between the State of Vermont and the Grantee
- Family Supportive Housing Provider Manual
 - Family Savings Account Guidelines
 - Risk Pool Guidelines
 - Onboarding Guidelines
- Quarterly program and performance reports
- Financial reporting and cash request forms
- Documents and records submitted with the annual workplan
- Memoranda of Understanding
- Medicaid Policy

4. Types of Monitoring:

a. Desktop Monitoring

Desktop Monitoring is ongoing and verifies that program activities are being carried out as required by the grant agreement. This monitoring includes a review of:

- 1) FSH performance measures via quarterly report
- 2) Adherence to case load minimums / maximums (determined via quarterly report)
- 3) Annual workplan submissions, including, but not limited to
 - Training logs
 - Housing MOUs

- Annual Budget
 - Organizational Chart and FSH Job Descriptions
 - Certificate of Insurance
- 4) Cash requests and financial expenditure reports
 - 5) Medicaid enrollment & billing

b. Annual Site Visit

The annual visit is conversational and, in most cases, will not require examination of program records. Annual visits occur only in the years falling between triennial visits (discussed below).

The purposes of the annual visit are to:

- Foster open communication and mutual respect between OEO and Grantee
- Celebrate strengths and successes
- Provide an opportunity to discuss and analyze program performance data
- Set program goals for the coming year
- Problem solve around needs that arise between triennial visits
- Discuss training and technical assistance needs, if identified

c. Triennial Onsite Programmatic Monitoring

Triennial Programmatic Monitoring evaluates the Grantee’s service delivery, staff support and grant compliance and involves review of program records including, but not limited to, case files, written policies and procedures, program files, personnel files, and financial documentation. Onsite monitoring also may include survey and/or interview of staff, partners and participants.

Service Delivery and Staff Support Components

This component of triennial monitoring looks for evidence that the provider:

- Connects families with secure stable housing
- Uses trauma informed and strength-based practices
- Has effective relationships with community partners
- Implements required components of staff onboarding
- Maintains adequate staffing to serve families
- Can document service coordination and reported outcomes

Grant Compliance Components

This component of triennial monitoring looks for evidence that the provider complies with requirements of FSH grant agreement including, but not limited to:

- Record keeping and documentation practices
- Evaluation of the program participant’s eligibility, prioritization, and utilization of the Coordinated Entry process
- Compliance with applicable Medicaid rules
- Minimum and maximum case load and service requirements
- Evidence of HIPAA compliance
- Staff training and engagement in Community of Practice
- Written policies that ensure safety and privacy of staff and participants

- Memoranda of Understanding
- Quarterly Performance Reports

During the visit OEO staff will also:

- Interview staff, program participants and partners.
- Review a 360 Self-evaluation conducted by the Grantee, using an OEO prepared survey.

Financial Components

This component of triennial monitoring evaluates the adequacy of the grantee's financial management systems and verifies that staff have been adequately trained and have the necessary skills to properly manage FSH funding and Medicaid billing. During a typical FSH financial monitoring Agency of Human Service staff will review:

- Medicaid billing documentation
- General fund management
- Documentation of risk pool and incentive spending (savings and mini-goals)
- Time sheets
- Matching cash or in-kind contribution documentation
- Cash requests documentation
- Financial reports
- The accounting system
- Written financial policies and procedures
- Audits performed by external auditors

d. Monitoring Frequency

The frequency of monitoring outline in this plan is subject to change. Priority will be given to grantees based on one or more of the following criteria:

- Length of time since the last monitoring;
- Source of grant funding;
- Risk factors;
- Grant amount;
- Need as identified by OEO.

e. Monitoring Tools and Templates

Below is a list of tools and templates. OEO will provide pertinent tools to grantee in advance of in-person monitoring visits and at request of grantee. These tools include:

- Comprehensive Programmatic Monitoring Checklist
- AHS Financial Monitoring Tool
- 360 Survey Template
- Case File Review Tool
- Annual Visit Outline
- Onsite Programmatic Monitoring Tool
- Onsite Staff Interview Tool