

Section 3 - Reporting, Monitoring, and Recordkeeping

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FSH Quarterly Program Reporting:

In addition to billing and reporting required to process claims, local FSH Providers will submit quarterly FSH Performance Measurement Reports utilizing the Vermont Homeless Management Information System (HMIS) to the Office of Economic Opportunity. Providers will report on the “Family Supportive Housing Performance Measures”. Support for HMIS license and reporting will be provided by [Institute for Community Alliance](#).

Providers will also submit to OEO semi-annual narrative reports indicating the number of households and persons enrolled, the number stably housed, an accounting of Family Supportive Housing expenditures, and outlining any local FSH developments, lessons learned, and relevant program or participant success stories.

Providers will submit quarterly and semi-annual program reports by electronic mail to forrest.gardner@vermont.gov. Due dates for the reports are as follows:

QUARTER	REPORTING PERIOD	DUE DATE
1	July 1 to September 30	October 15
2*	October 1 to December 31	January 15
3	January 1 to March 31	April 15
4*	April 1 to June 30	July 15

*Semi-annual program report due

See [Appendix F](#) for FSH Performance Measures.

Monitoring Overview:

The information below is excerpted from the OEO Monitoring Plan Overview. For the full version, see [Appendix G](#).

OEO monitors FSH grantees regularly to promote the delivery of excellent housing and intensive case management to services; to foster open and honest communication, collaboration, and a continuous improvement partnership between the Grantee and the Office of Economic Opportunity (OEO); and to verify compliance with applicable regulations and program requirements. OEO monitoring consists of three types, described below.

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
- 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. The purposes of the annual visit are to foster open communication between OEO and Grantee, celebrate strengths and successes, discuss and analyze performance data; and problem solve around needs that arise between triennial visits.

See [Appendix H](#) for Annual Site Visit Tool.

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.

See [Appendix I](#) for tools used during triennial monitoring.

Recordkeeping and Documentation:

The FSH Providers must have written policies and procedures in place to ensure requirements as outlined in the FSH grant and this Provider Manual are met. FSH Providers recordkeeping requirements will provide sufficient documentation of eligibility and services provided.

See [Appendix D](#) for FSH Recordkeeping Requirements.