Albany County Coalition

on Homelessness:

MONITORING Process

***Operating the Continuum of Care***. The CoC interim rule provides that the Continuum of Care must abide by certain operational requirements. These requirements will ensure the effective management of the Continuum of Care process and ensure that the process is inclusive and fair.

* **Section 578.7(6)** requires the CoC to monitor project performance, evaluate outcomes (for both CoC and ESG funded programs) and take action against poor performers;
* **Section 578.7(7**) requires the CoC to evaluate ESG and CoC project outcomes and report to HUD. The Operations Committee, alongside the Systems Committee, will consider how project level performance contributes to system level performance.

The ACCH Operations Committee, in compliance with the above sections of the CoC Interim Rule, monitors programs in a variety of ways, outlined below.

## APR Reviews

* APRs are reviewed by CARES 60 days prior to submission deadline
* With a 30 day turnaround, the APR will be compared to HMIS for accuracy. CARES will review the APR’s content using a review form approved by the Operations Committee.
* Edits to be made will be clearly noted on the form, signed by CARES and returned to the project.
* Performance Measures reported through the APR will be reported to the Committee quarterly.
* If there are findings, CARES may provide TA to the project or the committee will be alerted. The committee will then create an action plan if necessary.

## 6 Month APR Reviews

* CARES will provide agencies with a 6 month HMIS Data Memo, which notes the APR, to all agencies, excluding DV programs.
* Any findings will be noted within the memo, reviewed by the Operations Committee and forwarded to the agency. If the agency does not take steps to correct any findings, the Committee may bring the issue to the Board.

## On-Site Technical Assistance Review

* The Operations Committee will conduct on-site technical assistance visits. The areas of technical assistance to be focused on during each visit will be predetermined by the Committee and communicated to the full CoC and the agency being monitored in advance. CARES will offer technical assistance prior to the site visit.
* Following a site visit, the Committee will draft a report and send to the agency. The report will note any findings or concerns found during the visit. If there are any findings, an action plan will be written within the report. If the agency does not take steps to remediate any findings, the Committee may share the findings with the ACCH Board.