
SCHENECTADY HOMELESS SERVICES PLANNING BOARD: 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 CoC Committee will consider how project level performance contributes to system level performance.

The HSPB CoC Committee and Data/Goals Committee, in compliance with the above sections of the CoC Interim Rule, monitors programs in a variety of ways outlined below.

The Continuum ensures program monitoring by completing the following:

Data and Goals Committee:

APR Final 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.
- 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 Data 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 Data Memos

- 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 Data 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.

CoC Committee:

Project Self-Monitoring Process

- The CoC Committee will release self-monitoring forms annually to all funded agencies to complete and submit to CARES.
- CARES will review all forms and all required attached documentation. CARES, in collaboration with the CoC Committee, will prepare a memo to be sent to the agency for review. If there are areas of concern, technical assistance will be provided to the agency in those areas, as needed. Once these areas are rectified, the CoC Committee, in conjunction with CARES, will send a follow up memo that notes the agencies' compliance. If, after follow up, the agency does not take steps to remediate any concerns or findings, the CoC Committee may share the findings with the Board.

As a result of the above program monitoring, the CoC Committee will provide an annual Monitoring summary, reporting the monitoring results from both the Data and Goals Committee and the CoC Committee, to both the Board and to full Membership.