

Monitoring and Evaluation Policy and Procedures for CoC-Funded Programs

The following process applies to the CoC-wide applications submitted annually or bi-annually to the Virginia Department of Housing and Community Development (DHCD) and the U.S. Department of Housing and Urban Development (HUD). These two applications include the following state and federal funding streams:

- Virginia Homeless Solutions Program (VHSP) (Includes ESG and state funding)
- Housing Opportunities for People With AIDS (HOPWA)
- U.S. Department of Housing and Urban Development's (HUD) CoC Competitive Program

Assigned Committee Roles

The ***Compliance and Evaluation Committee*** is responsible for ensuring grantees' compliance to program guidelines. Activities include regular site visits to grantee agencies to review program files, policies, and funding capacity to determine financial and programmatic performance and provide guidance for areas of improvement.

In the work of monitoring and evaluating funded agencies and project applicants, the Committee engages in data collection from grantees and reviews outcome reports by agency. The Committee requests agency reports and financials based on DHCD's reporting schedule. For HUD's CoC Competitive Program, the Compliance and Evaluation Committee acts as an advisory and steering committee for an Ad Hoc Ranking and Prioritization Committee which consists of nonfunded community representatives with no conflict of interest, to review and rank project applications.

All funding recommendations made by the Ad Hoc Committee are presented to the Executive Committee for final approval.

The ***Data and Performance Committee*** is responsible for promoting the use of data to drive decision-making. This subcommittee is charged with reviewing and approving a consistent point in time methodology, setting minimum performance standards for all CoC, ESG, and state-funded projects, and overseeing data quality and performance measurement of all CoC, ESG, and state-funded Programs.

The Data and Performance Committee provides information to the C&E Committee on program performance towards established standards as well as HMIS data quality and use.

Committee Members

Committee members are expected to serve in their role for at least one year. At the end of one year, the member may elect to serve for another year with the same committee, request to be moved to another committee, or end their committee participation. Committee members will recuse themselves from votes pertaining directly to their agency to avoid conflicts of interest. Members must also be able to dedicate time for application review and committee meetings.

Committee members will be trained on the following:

- Homeless assistance activities, community needs, available services, definitions relevant to the application process and other issues pertinent to the Western VA CoC
- The McKinney Vento/HEARTH Act and the local application processes
- The role of the Committee
- Scoring tools (including HMIS), performance standards, prioritization policies, and all relevant applications

Quarterly Monitoring

Homeless assistance projects' performance and spending rates will be monitored on a quarterly basis.

Spending Rates

All projects are required to submit financial reports demonstrating spending towards grant awards. For state-funded projects, this includes a CAMS generated report showing drawdown of funds. For HUD/CoC funded projects, this includes submission of draws to the LOCCS system.

Financial reports are to be submitted approximately 10 days after the end of each quarter to the Chair of the Compliance and Evaluation Committee.

Performance Objectives

All projects performance on CoC established objectives will be monitored through a Quarterly Progress Report (QPR) generated with data from the HMIS or comparable database. The QPR will provide project-level performance information for each performance objective and will be shared with the full CoC each quarter.

The QPR will be generated from HMIS approximately 10 days after the end of each quarter. Providers should be sure their HMIS data has been fully updated and is accurate prior to the generation of each report. Reports are cumulative.

Quarter 1: July 1 – September 30 (includes data for 1st quarter)

Quarter 2: October 1 – December 31 (includes data for 1st and 2nd quarters)

Quarter 3: January 1 – March 31 (includes data for 1st, 2nd, and 3rd quarters)

Quarter 4: April 1 – June 30 (includes data for full year)

All projects should review their quarterly performance data and contact the HMIS Lead Agency (HRHA) with any questions or concerns. Projects that consistently fail to meet project performance objectives should develop internal plans and processes for improvement.

Domestic Violence Providers

Domestic Violence (DV) victim services providers are prohibited from participating in HMIS, and will not have their performance data generated out of HMIS (all of these providers are identified in the appendix). However, all DV providers must submit a QPR using data from a comparable system as described above and sent to the HMIS Coordinator and C&E Chair within 10 days after the end of each quarter.

HMIS Data Quality

In addition to reporting project performance, the QPR reports on the percentage of missing data applicable to the reporting period and objective for each project. Projects with more than 2% missing data do not have high enough data quality to allow their performance to be measured. Therefore,

projects with more than 2% missing data for any objective will be considered to have failed to achieve the objective. Ongoing data quality issues could lead to the required development of a Quality Improvement Plan and/or the loss of CoC Program funding or state funding.

Quality Improvement Process

Projects that fail to meet an objective for at least one year may be targeted to develop a Quality Improvement Plan (QIP). Ongoing poor performance could ultimately result in the loss of CoC Program funding or state funding.

Annual Monitoring

Each year the Committee will monitor CoC, ESG, and state-funded programs. Site visits every other year will be performed by C&E Committee members, unless specific issues have been identified that warrant yearly visits. Prior to site visits, funded agencies will be sent an email containing a notification letter regarding the site visit to the agency and the monitoring preparation checklist that will be used to review the agency. Monitoring visits consist of reviewing program implementation, chart maintenance, administrative compliance, and financial management components. Agencies will be required to provide copies of relevant agency and program documents and the Committee will review select client files for eligibility and completeness. Program performance and HMIS data quality will be measured using the Western VA 513 CoC Performance Standards. In addition, random, unannounced site visits may be performed by Committee members.

After each site visit, the Committee will provide recommendations for improvement. Agencies will respond to the Committee’s concerns in writing (email or mail) within 10 business days. Agencies which show a lack of adherence to these recommendations will receive less preference for the next grant cycle—either for new funds or renewal funds. Additionally, any agency found to be out of compliance which fails to make necessary changes as recommended by the Committee will be escalated to the Executive Committee which may choose to discontinue the agency’s CoC funding shortly thereafter.

Overview of Application Process and Timeline

Virginia Homeless Solutions Program

Process Step	Estimated Timeline
CoC Executive Committee requests Letters of Interest (LOIs) for funding <i>as well as</i> completion and submission of Organizational Monitoring Questionnaires, including required documentation.	January
CoC Coordinator and Grant Coordinator facilitate review of LOIs and monitoring information and funding allocations are finalized by the Executive Committee.	February
Executive Committee selects Grant Writing Task Group members for the bi/annual application process.	February
Executive Committee notifies approved applicants and requests any additional information needed.	March
Grant Writing Task Group sends full application to Executive Committee for review and approval.	March
Lead Applicant submits application by deadline	April

HUD CoC Project Applications:

The application process requires a public solicitation for projects and must include a ranking and review process as outlined below.

CoC Review and Ranking Procedures

Ad Hoc Committee members will receive all eligible application proposals and scoring materials for review and comment. If C&E Committee Members have any information and/or knowledge that might cause HUD to deny funding for a project, they will provide that information to the Ad Hoc Committee. The Ad Hoc Committee will then take the following steps in order to determine ranking:

- (1) The Committee meets to review, discuss and individually score each application. (The Committee may hold meetings with applicants as necessary to answer questions).
- (2) Once outstanding questions have been addressed with the applicants, each Committee member records his/her score and any comments/ recommendations for the applicants.
- (3) The Committee provides a preliminary ranking of all applicants.
- (4) The Committee considers adjustments for such issues as HUD priorities, incentives or requirements.
- (5) The Committee considers proposal changes or project budget adjustments that may be required to meet community needs.
- (6) The Committee determines the recommended rank and funding levels of all projects considering all available information.
- (7) The Committee presents final recommended ranking and funding levels to the Western VA CoC Executive Committee for approval.
- (8) Once the Executive Committee approves the recommendation, the applicants are notified.

The following is a list of items that may cause the Ad Hoc Committee to recommend a project not be funded or to be funded at a lower level.

- Failure to submit a timely application
- Insufficient information provided in application
- Project consistently fails to meet performance standards
- Sponsor /Applicant fails to actively participate in CoC and Committee meetings and initiatives
- Sponsor/Applicant shows an unwillingness to adapt their program to the changing needs of the community and the HEARTH Act
- Sponsor/Applicant applying for a new project has an existing HUD CoC-funded project with poor performance
- Lack of sufficient HUD funding to fund all project applications received.
- Lack of demonstrated capacity to manage grant funding in accordance with HUD requirements and policies

Process for Appeals of Ranking/Funding Level Recommendations

Applicants must appeal any funding decisions within two weeks of funding notification. The appeal must be in writing and addressed to the Executive Committee. All unranked applicants and applicants receiving decreased funding are entitled to appeal (e.g. applicants receiving a decrease in renewal funding). On appeal, applicants must show:

- Their score is not reflective of the application information provided; or
- Bias and/or unfairness in the application review process

All notices of appeal must be based on the information submitted by the application due date. No new or additional information will be considered. Applicants that have been found not to meet the threshold requirements (e.g. ineligible applicant or activity) are not entitled to appeal.

Appendix

The following organizations and projects are subject to monitoring:

Subject to Quarterly Monitoring of Performance Standards starting with quarter ending 12/31					
Organization	Project Type	CoC Program or VHSP	Monitoring Contact	Email	Phone
ARE	RRH (Winchester)	VHSP	Katie Vance	kvance3@valleyhealthlink.com	(540) 536-5291
ARE	RRH (SAS)	VHSP	Katie Vance	kvance3@valleyhealthlink.com	(540) 536-5291
Mercy House	RRH	VHSP	Shannon Porter	sporter@themercyhouse.org	(540) 432-1812
Mercy House	Emergency Shelter	VHSP	Shannon Porter	sporter@themercyhouse.org	(540) 432-1812
Northwestern CSB	PSH Program	CoC	Lynn Gray	lgray@nwcsb.com	(540) 671-1080
Northwestern CSB	PSH for CH	CoC	Lynn Gray	lgray@nwcsb.com	(540)671-1080
Shenandoah Alliance for Shelter	Emergency Shelter/ Motel Vouchers	VHSP	Sheila Orndorff	sheilaorndorff@shenandoahallianceforshelter.org	(540) 459-3212
Domestic Violence, HOPWA, and Prevention – Subject to quarterly performance monitoring in the future once standards are developed and data collection and sharing issues with domestic violence agencies are addressed.					
HCHC	AIDS Advocacy Program	VHSP-HOPWA	Kim Whetzel	kwhetzel@hburgchc.org	(540) 432-3308
ARE	AIDS Response Program	VHSP - HOPWA	Katie Vance	kvance3@valleyhealthlink.com	(540) 536-5291
First Step	DV	VHSP	Candy Phillips	candyphillips@firststepva.com	(540) 434-0295
Laurel Center	DV	VHSP	Faith Power	f.power@thelaurelcenter.org	(540) 667-6160
Choices	DV	VHSP	Debbie Dart	debbiedart@choicesofpagecounty.org	(540) 743-4414

Mercy House	Prevention	VHSP	Shannon Porter	sporter@themercyhouse.org	(540) 432-1812
Shenandoah Alliance for Shelter	(ARE) Prevention	VHSP	Sheila Orndorff	sheilaorndorff@shenandoahallianceforshelter.org	(540) 459-3212
Shenandoah Alliance for Shelter	(SAS) Prevention	VHSP	Sheila Orndorff	sheilaorndorff@shenandoahallianceforshelter.org	(540) 459-3212
Includes providers without public funding, but that are using HMIS. Subject to quarterly performance monitoring in the future.					
House of Hope	Emergency Shelter	-	Randy Brown	randylbrown@me.com	(540) 635-2466
Family Promise of Shenandoah	Emergency Shelter	-	Sherry Arey	sherryarey.familypromise@gmail.com	(540) 459-4599
Salvation Army Shelter (Harrisonburg)	Emergency Shelter	-	Stephanie Blevins	Stephanie.Blevins@uss.salvationarmy.org	(540) 434-4854
Salvation Army for Shelter (Winchester)*	Emergency Shelter	-	Kelly Durant	Kelly.Durant@uss.salvationarmy.org	(540) 662-4777
Winchester Area Temporary Thermal Shelter (WATTS)*	Emergency Shelter	-	Robyn Miller	execdirector@watts-homelessshelter.org	(540) 514-7218

*Does Not Participate in HMIS