

Tucson Pima Collaboration to End Homelessness

2016 Pima County Continuum of Care Projects Evaluation & Monitoring Process Summary

Introduction

As required by Federal Register 24 CFR Part 578, Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Continuum of Care Program, Interim Final Rule §587.7 Responsibilities of the Continuum of Care, Tucson Pima Collaboration to End Homelessness (TPCH) begins monitoring the performance of all recipients of U.S. Department of Housing & Urban Development (HUD) Continuum of Care (CoC) Program grants in Pima County, Arizona in February 2016. TPCH will soon after begin monitoring all Emergency Solutions Grant (ESG) recipients in Pima County in a similar process tailored to the requirements of the ESG program and separately described. This document describes the initial monitoring process for CoC project performance as designed by the TPCH Performance Evaluation & Monitoring (PEM) Committee and approved by the TPCH Board of Directors on January 26, 2016. The PEM Committee will re-examine the initial monitoring process described after one complete cycle.

Monitoring Philosophy

TPCH undertakes the CoC grant recipient monitoring process for the purpose of optimizing both individual project performance and overall community performance as well as of fulfilling its responsibilities in operating a CoC. TPCH's intent is to provide feedback for project improvement, work to end homelessness and become a high performing community under HUD standards, and to identify projects that need to address any performance measure, as required by HUD in 24 CFR 587.5.

What Is Monitored?

Performance of each CoC Program grant project in Pima County will be monitored on an annual basis as follows.

- Each grant recipient is responsible to combine and submit the information from sub-recipients that is required for monitoring. All references to "recipient" indicate that the recipient is also providing information on behalf of each and all sub-recipients.
- Each project will be evaluated on the components described below and in the attached Evaluation & Monitoring Form. Those components are: eligibility, prioritization and methodology; performance measures and outcomes; policies and procedures (both CoC and agency); data quality; CoC participation; and additional information provided by the recipient.
- Information on these components is reported by the recipients and comes from: the project's most recently submitted APR; the recipient's Data Completeness Report for the preceding month; attachments requested on the above form; and information reported by recipient and verified by CoC and HMIS staff regarding CoC participation and HMIS submissions.

When Does Monitoring Occur?

Monitoring occurs as follows on a rotating schedule based on each project's APR submission date.

- After submitting the yearly APR to HUD, each recipient completes a 2016 Evaluation & Monitoring Form.
- Recipient submits the form and attachments to the TPCH Administrator by the 10th of the month following the month in which the project's APR was submitted to HUD.
- Recipients receive feedback, action steps and/or a performance improvement plan (PIP), if needed, approximately 75 days following submission.

Who Performs the Evaluation?

Submitted Evaluation & Monitoring Forms will be reviewed by:

- TPCCH's collaborative applicant - oversight of monitoring as required by HUD and secure independent consultant from planning grant to monitor each project following approved monitoring process and proposed timeline;
- TPCCH administrator – will assist with collecting complete monitoring documents and attachments for each project to be submitted to independent consultant; provide PEM committee results of monitoring for review; provide TPCCH board approved monitoring results and Performance Improvement Plan to project and post on TPCCH website; and,
- PEM Committee – will review monitoring results of each project and provide monthly update to TPCCH board for approval of recommended Performance Improvement Plan (PIP); review and recommend changes as needed to comply with HUD guidance and to improve monitoring process; update timeline to reflect new projects and remove old projects; and update TPCCH board with each project's Performance Improvement Plan progress as evidenced in next annual monitoring.

How is Performance Evaluated?

Panelists will evaluate submitted information on the following.

- Compliance with HUD requirements.
- Compliance with community standards as adopted through CoC written standards, all approved TPCCH policies and procedures, and the performance standards established by use in scoring the most recent TPCCH Rating Tool and included in the Evaluation & Monitoring Form.
- Outcomes for program participants, including all factors on the attached Evaluation & Monitoring Form such as (but not limited to) housing stability, obtaining non-cash mainstream benefits, and obtaining non-employment and employment income.
- And comparison, if needed, with the most recent TPCCH Rating Tool. If there are questions about performance meeting standards, the PEM Committee with the collaborative applicant and administrator will consider any improvements achieved since the most recent rating and ranking process in outlining action steps and/or developing a PIP.

Performance Improvement Plans

The PEM Committee, with the collaborative applicant and CoC administrator, reviews consultant recommendations for a project PIP and, using Monitoring Response Form, requests TPCCH board approval to identify project areas for improvement. Monitoring Response Form will note 'No need for improvement identified at this time' for each section not requiring improvement. Progress on PIP will be reviewed each year during annual monitoring process.

Additional TPCCH policy and performance standards may be identified and require modification of this process.

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2016 CoC Project Monitoring Timeline

Project Name	HUD APR Deadline	Monitoring Month
Libertad (NOFA)	December	January
Sonora House	January	February
Solitude	February	March
Your Place	February	March
Enhanced Supportive Housing	March	April
Rapid Rehousing for Survivors of Domestic Violence	April	May
Homes First	April	May
Home Again	April	May
Five Points	April	May
Catalina House	April	May
Pathways	June	July
HMIS *	June	July
Long Term Housing	June	July
Shelter Plus Care II	July	August
Project Bienestar	July	August
CASA	July	August
Frontiers	August	September
Planning Grant *	August	September
Shelter Plus Care IV	September	October
Oasis Project	September	October
My Home Project	September	October
La Casita	September	October
Project Advent	September	October
Casa for Families	September	October
Shelter Plus Care – TRA Pima	October	November
Positive Housing Ops	October	November
Permanent Housing Program	November	December
Lifeworks	December	January
Libertad	December	January
Positive Housing Ops II	December	January

* A monitoring tool will be developed to monitor the HMIS Lead Agency and the Collaborative Applicant on an annual basis.