

**2018 TPCCH Project Monitoring Form
(PSH / RRH / TH)**

NOTE: There are no points assigned to the questions on this form. It is designed to prepare you for the next renewal application (2018 NOFA) and identify areas where projects can share best practices in order to improve community outcomes. If a Performance Improvement Plan (PIP) arises from this monitoring, failure to complete the PIP may have a negative impact when completing the project's next Rating Tool.

Project Name: ECHO Permanent Supportive Housing Program

Agency Name: City of Tucson – (COPE, CODAC, OPCS, SJEC)

Project Point of Contact Name: Dana Mellors – Project Coordinator

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Project Type: (Circle One) **PSH** RRH TH

Is this project dedicated to specific population(s)? No Yes
If yes, circle the population(s) that this project is dedicated to. (Prioritized is not dedicated.)

CH **Dedicated Plus** DV HIV Family Youth SMI SUD Vet

Does this project have sub-recipients? No Yes
If yes, then attach most-recent documentation of oversight of sub-recipient(s). This can be in the form of a Monitoring Report Summary, post-monitoring summary letter sent from Recipient to Sub-Recipient, or other comparable documentation, along with a copy of the contractual obligation. A copy of the contractual obligation(s) without the supporting documentation is not acceptable proof that oversight/monitoring has occurred.

Has this project been monitored by HUD in the last 12 months? No Yes
If yes, was there a finding? No Yes
If yes, has this finding been resolved? No Yes
If yes, attach a copy of the finding and documentation that it has been resolved.

How many openings has this project had in the 12 months preceding this month? 76

How many of these openings were filled through the Coordinated Entry Referral Process? 74

Describe how this project follows the Housing First Model.

The ECHO Program is a Dedicated Plus project that is committed to housing chronically homeless individuals in our community by meeting their needs “where they are”. This implements the Housing First Model by not turning people away because they have issues with lack of identification, prior history of eviction, substance abuse, mental health needs etc.; among the many issues surrounding housing chronically homeless individuals. Once the client is found, bridge housing is used to allow case managers to begin working with the client and prepare them for the process of housing readiness. The ECHO Program initially assesses the needs of the clients referred from Coordinated Entry, and works with the client to acquire and assemble the needed documents for the Section 8 program. If it is found that a client is not eligible for the Section 8 program, the case manager has the ability to help the client find a Rental Assistance unit to house them. ECHO is a Permanent Supportive Housing program that doesn’t turn the client away or quit working with them because the housing needs are difficult, or it takes more than one try to adequately house the client. We have several agencies that work with ECHO clients, which allows for agency collaboration and better availability of client services; before, during and after being housed.

Who participated in the 2018 Street Count 2018 on behalf of this project?

| <u>Team Leads</u> | <u>Surveyors</u> |
|---------------------|-------------------------------------|
| SJEC – Al Pesquiera | CODAC – Serena McNeil |
| | PC – Dan Sullivan |
| COT – Cliff Wade | COPE – Gary McKenzie & Vanessa Tena |
| | COT – Jodie Barnes |

What is the total budget amount in LOCCS for the current grant year? \$ 659,722

What is the match amount submitted to HUD for the current grant year?
(Do not include leverage.) \$ 148,697.25

How many persons are to be served in this project’s current HUD contract? 108

How many households are to be served in this project’s current HUD contract? 80

Using the CoC APR in HMIS, run for the most recent calendar year, how many beds were filled on each of the 4 most recent PIT dates?

| | | | |
|-----------|-----------|-----------|-----------|
| <u>90</u> | <u>92</u> | <u>68</u> | <u>49</u> |
| Jan 2018 | Oct 2017 | July 2017 | Apr 2017 |

Using the CoC APR in HMIS run for the most recent 12-month period, how many units were filled on each of the 4 most recent PIT dates?

| | | | |
|-----------|-----------|-----------|-----------|
| <u>79</u> | <u>81</u> | <u>62</u> | <u>45</u> |
| Jan 2018 | Oct 2017 | July 2017 | Apr 2017 |

Describe how this project assists participants in accessing mental health care, medical health care, integrated care, or a Health Home.

The ECHO Program is fortunate to have collaborative partners involved that have mental health services built in to their agency functions. COPE and CODAC have mental and behavioral health services available to the clients directly, and the ECHO Program encourages collaboration between the participating agencies to assist in providing the client with their specific needs or preferences. An example would be: A client comes off the Coordinated Entry list to COPE, but already has services and case management through CODAC, and would prefer to stay with CODAC for services; we can facilitate that preference through the ECHO program.

Another part of the ECHO program involves the assistance with collection of identification and pertinent paperwork that will give the client the ability to access housing and allow our ECHO SOAR worker(s) to facilitate access to benefits (SS/SSI/SSDI, AHCCCS, etc.) they may have not had access to. Once the client has appropriate identification and benefits, it enables the client to have access to the appropriate mental/medical healthcare they need. Our agencies also have the ability to refer clients to Cenpatico services, should the service be needed.

This monitoring packet should also contain the following attachments:

- X Copy of agency's current SAM registration
- X Copy of current HUD-approved budget
- X Documentation of project's LOCCS drawdowns at least quarterly for the last 12 months
- X Documentation of agency's most recent financial audit / review – cover / first page, summary, statement of finding / no finding, signature page - demonstrating that the project's financial management system meets federal standards as described in 2 CFR 200.302
- X Documentation that the project has implemented Housing First policies and procedures
- X Copy of email from HMIS, reporting on number Coordinated Entry Referrals

Optional area for Project to include additional information for any portion of this Monitoring.

ECHO was in its first year of the project during the timeframe of this monitoring. Desk Monitoring was done at the end of the program year, but no on-site monitoring has been completed at this time. We maintain close contact with our agencies through bi-monthly meetings that began as weekly meetings in the beginning. During those meetings, we monitored agency and case management progress. We also met with agency management and financial staff during the year to address spending and housing issues.

Optional area to request peer assistance (sharing of best practices) from other projects.
 (250 words or less)

Optional area to offer peer assistance (sharing of best practices) to other projects.
 (250 words or less)

Acknowledgement of Performance Improvement Plan Procedure

PIPs will be recommended to the TPCH Board for projects if any of the following are found during this monitoring:

- LOCCS draws have not been occurring at least quarterly for the most recent 12 months
- Agency has not had a financial review / audit
- Project has not implemented Housing First / Low Barrier policies / procedures
- Project’s agency does not have voting privileges in TPCH General Council
- Project does not use HMIS / HMIS-comparable database.
- Project has not corrected any HUD findings.
- Recipient hasn’t monitored sub-recipient(s) within the last 12 months.
- Sub-recipient has unresolved issues from recipient’s most recent monitoring.
- Agency does not have a current SAM registration*
- Agency’s financial management system does not meet federal standards (2 CFR 200.302)*

*In addition to providing a PIP, projects will not be able to apply for renewal during the next NOFA if any of the following are found during this monitoring and remain uncorrected at the time of NOFA release:

- Agency does not have a current SAM registration
- Agency’s financial management system does not meet federal standards (2 CFR 200.302)

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|---|-------|----------------|
| <u>Dana Mellors – Project Coordinator</u> | | <u>3/29/18</u> |
| Signature of Agency Official / Project Point of Contact | Title | Date |