Monitoring Policy

Background

The According to the U.S. Department of Housing and Urban Development (HUD), the purpose of the homeless assistance continuum of care system is to reduce the incidence of homelessness in communities by assisting homeless individuals and families to quickly transition to permanent housing and self-sufficiency.

The Ocean HPAC is responsible for overseeing and managing the homeless service system and in this role must ensure that programs providing housing and services to the homeless population of Ocean County meet federal and local goals of addressing and ending homelessness. The Ocean HPAC shall create program performance objectives designed to assist the community in meeting federal and local goals of ending homelessness. The objectives established shall reflect compliance with funding source regulations to ensure resources remain available in the community, and achievement of outcomes signifying stability of households served in order to achieve the goal of quickly moving households to permanent housing.

Applicable Programs

The Ocean HPAC Executive Committee shall identify the programs that will be monitored in a given year. At a minimum, all projects receiving funding through the HUD CoC program and ESG program will be subject to monitoring according to the Ocean HPAC standards.

Monitoring Team

An HPAC Monitoring Team shall be established to monitor the identified programs within the community. The Monitoring Team will consist of the CoC Lead Agency staff, and at least two non-provider members of HPAC. The Monitoring Team will be selected by the HPAC Chair or the Vice Chair.

Timeframe

Program performance will be assessed once a year. For CoC funded programs, the monitoring schedule will be coordinated with the local selection process in preparation for the annual Continuum of Care grant application to HUD. CoC funded program monitoring shall be completed prior to final project selection so as to inform the local selection process during the Continuum of Care competitive grant cycle.

The monitoring schedule for all other programs identified for monitoring will be established by the Monitoring Team in accordance with local planning needs and activities.

Monitoring Tool

A Program Performance Report (PPR) will be created for each monitored program as well as a Continuum-wide report of all programs within the region. The reports will act as a performance evaluation tool and will indicate program achievement in each of the performance standards outlined in the monitoring tool. Achievement of the established performance standards may vary according to program type. Performance standards will be marked as either, "achieved",

"partially achieved", "not achieved", or "not applicable". Overall program achievement will be assessed based on the percent of all goals achieved.

Monitoring Response
Programs that do not achieve any one of the applicable performance standard areas will be requested to provide a brief, written explanation to the HPAC Monitoring Team. The explanation should describe why the program did not achieve the applicable performance standard(s) for the reporting period and any plans to improve performance on that standard(s) in the future. The explanation will be reviewed by the Monitoring team and presented to the HPAC as an addendum to the program's PPR.

Programs which meet less than half of the performance standards will be considered "programs of concern" and will be required to develop a 12-month corrective action plan for improving program performance in the area(s) identified as "not achieved". Programs of concern will be required to participate in quarterly progress meetings with the HPAC Monitoring Team. The meetings are intended to establish and routinely assess the progress of the 12-month action plan and ensure that the programs are taking steps needed to implement their action plan. The HPAC Monitoring Team will assess the program performance at the end of the 12-month period and determine if the program is improving in the areas identified and meeting federal and local goals. If the program performance has not improved significantly, as determined by the HPAC Monitoring Team, then the program will be recommended for possible funding reallocation or program re-purposing.

The Monitoring team will update the relevant performance standards on the Program Performance Report no later than 90 days after the release of each CoC Notice of Funding Available (NOFA) cycle from HUD. The updated form will be shared with the HPAC Executive and full membership committee as well as with all providers. Additional updates to the Program Performance Report will be considered at any time so long as those updates are made prior to the Monitoring Timeframe and allow for community notification of the updated standards at least 2 weeks prior to implementation of the updated process.

Peer Learning
The CoC will create opportunities for providers to be team up with similar programs in order to facilitate the sharing of ideas and best practices in order to improve project performance.