



Monmouth County Homeless System Collaborative

Desk Monitoring Policy

Purpose:

The Monmouth County Homeless System Collaborative is charged with planning, development and oversight of the homeless service system in Monmouth County. To that end, the Executive Committee works to ensure all homeless service programs operating in Monmouth County are working toward the collective goal of assisting homeless and at-risk households in securing permanent, affordable and safe housing. The Monmouth County HSC Executive Committee shall oversee the monitoring of homeless programs for the following purpose:

1. Assist in strengthening homeless service programs to ensure effective services are provided to those most in need
2. Improve program understanding of regulatory requirements and assist projects in remaining in full compliance with funding requirements
3. Identify program and community gaps in services and needs to better target resources and technical assistance

Types of Monitoring

Programs serving the homeless population in Monmouth County will be subject to two types of monitoring: Desk Monitoring and Site Visits. All programs will be monitored on a two-year cycle with a desk monitoring and site visit occurring during alternating years. During the first year of phasing in the new monitoring process, all programs will be monitored via desk monitoring which shall occur in the spring. Beginning in the fall of the same year, a portion of the programs will be selected for site visits. Thereafter, programs will have alternating years of desk monitoring and site visits.

Desk Monitoring

Monitoring Tool & Format

The Monmouth HSC Executive Committee shall review and approve the desk monitoring tool on an annual basis. Executive Committee approval shall occur annually prior to the issuance of the first desk monitoring notices in the Spring. The tool shall include at a minimum a review of items related to HUD compliance and program performance.

The Desk Monitoring shall include a questionnaire to be filled out by programs, a request for pertinent program documents, and a review of HMIS data. Information will be pulled from these three sources to examine program performance and program compliance with funding regulations.

Desk Monitoring Procedure

The CoC Lead Agency shall issue notification of the desk monitoring process to all programs approved for monitoring by the Executive Committee. The CoC Lead Agency shall issue notification via email and the notification shall include the following:

- Letter requesting participation in desk monitoring
- List of documents to submit for desk monitoring

- Desk Monitoring Questionnaire
- Identification of data to be reviewed in HMIS
- Submission and notification timelines

Agencies participating in the monitoring process must submit the requested information by the timeframes identified in the notification of monitoring. Materials may be sent by mail or email to the CoC Lead Agency.

Desk Monitoring Review

The CoC Lead Agency shall collect the Desk Monitoring Questionnaire and all supporting documents submitted by programs selected for review. In addition, the Lead Agency shall pull program reports directly from HMIS to review program compliance and performance in areas identified in the Desk Monitoring packet.

The CoC Lead Agency shall review all documentation submitted as well as HMIS reports and shall prepare a summary for each program selected for monitoring highlighting their project performance and compliance with program regulations. The CoC Lead Agency shall provide a copy of the monitoring questionnaire, all supporting documents, the HMIS reports and the summary report to the monitoring team for review.

The monitoring team shall review the prepared information and identify if corrective actions are required by any of the programs participating in the monitoring. The monitoring team shall make recommendations on the types of corrective actions necessary. The CoC Lead Agency shall send an official letter to the Director of the monitored agency upon completion of the Desk Monitoring and review by the Monitoring Team. The letter will generally contain the following information:

- Name of Program
- Scope of Desk Monitoring
- Findings and results of desk monitoring
- Specific recommendations for corrective actions to be taken by agency (if applicable)
- Timeframe for agency response
- If appropriate, an offer of technical assistance

Follow-up Action

If concerns or findings are identified in the Desk Monitoring Results Letter, the monitored agency must submit a response in writing or in person by the timeframe specified in the Desk Monitoring Results Letter. The response may include additional information to address concerns or findings and/or the anticipated timeframe in which the agency will correct/address the issues identified in the Desk Monitoring Results Letter.