

Section 3 - Reporting, Monitoring, and Recordkeeping

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FSH Quarterly Program Reporting:

In addition to billing and reporting required to process claims, local FSH Providers will submit quarterly FSH Performance Measurement Reports utilizing the Vermont Homeless Management Information System (HMIS) to the Office of Economic Opportunity. Providers will report on the “Family Supportive Housing Performance Measures”. Support for HMIS license and reporting will be provided by Institute for Community Alliance.

Providers will also submit to OEO semi-annual narrative reports indicating the number of households and persons enrolled, the number stably housed, an accounting of Family Supportive Housing expenditures, and outlining any local FSH developments, lessons learned, and relevant program or participant success stories.

Providers will submit quarterly and semi-annual program reports by electronic mail to robert.petrini@vermont.gov . Due dates for the reports are as follows:

QUARTER	REPORTING PERIOD	DUE DATE
1	July 1 to September 30	October 15
2*	October 1 to December 31	January 15
3	January 1 to March 31	April 15
4*	April 1 to June 30	July 15

*Semi-annual program report due

See Appendix F for FSH Performance Measures.

Monitoring Overview:

The information below is excerpted from the OEO Monitoring Plan Overview. For the full version, see Appendix G.

OEO monitors FSH Providers regularly to promote the delivery of excellent housing and intensive case management to services; to foster open and honest communication, collaboration, and a continuous improvement partnership between the Provider and the Office of Economic Opportunity (OEO); and to verify compliance with applicable regulations and program requirements. OEO monitoring consists of three types, described below.

a. Desktop Monitoring

Desktop Monitoring is ongoing and verifies that program activities are being carried out as required by the agreement (grant or contract). This monitoring includes a review of:

- 1) FSH performance measures via quarterly report
- 2) Adherence to case load minimums / maximums (determined via quarterly report)
- 3) Annual workplan submissions
- 4) Cash requests and financial expenditure reports
- 5) Medicaid enrollment & billing

b. Site Visits

Site visits are conversational and, in most cases, will not require examination of program records. They occur at least annually visits between triennial visits. The purposes of the visits are to foster open communication between OEO and Provider, celebrate strengths and successes, discuss and analyze performance data; and problem solve around needs that arise between triennial visits.

See Appendix H for Site Visit Tool.

c. Triennial Onsite Programmatic Monitoring

Triennial programmatic monitoring evaluates the Provider's service delivery, staff support and agreement compliance and involves review of program records including, but not limited to, case files, written policies and procedures, program files, personnel files, and financial documentation. Onsite monitoring also may include survey and/or interview of staff, partners, and participants.

See Appendix I for tools used during triennial monitoring.

Recordkeeping and Documentation:

The FSH Providers must have written policies and procedures in place to ensure requirements as outlined in the FSH agreement and this Provider Manual are met. FSH Providers recordkeeping requirements will provide sufficient documentation of eligibility and services provided.

See Appendix D for FSH Recordkeeping Requirements.