

**MAG Continuum of Care Regional Committee on Homelessness
HUD McKinney-Vento Homeless Assistance Funding
Program Monitoring Methodology**

Federal Performance Goals:

- Reduce lengths of homeless episodes
- Reduce new and return entries into homelessness
- Increase jobs and income

Background

The purpose of the HUD Continuum of Care (CoC) homeless assistance program, as defined by the U.S. Department of Housing and Urban Development (HUD), is to reduce the incidence of homelessness in CoC communities by assisting homeless individuals and families quickly transition to permanent housing and self-sufficiency. The Maricopa Association of Governments (MAG) was established as the lead agency for the CoC in 1999 by the MAG Regional Council. The CoC has been successful in securing HUD McKinney-Vento homeless assistance funding for programs throughout the region of Maricopa County. Since 1999, the MAG CoC has been awarded more than \$243 million for 53 programs that provide permanent supportive housing, transitional housing, and supportive services for individuals and families throughout the community.

The MAG CoC is responsible for ensuring that the federal funding is being used as intended and that programs receiving funding are meeting federal performance goals of reducing lengths of homeless episodes, reducing new and return entries into homelessness, and are increasing jobs and income, as well as meeting local goals established by the CoC. The HUD McKinney-Vento Homeless Assistance Program, as reauthorized under the HEARTH Act of 2009, holds CoC's to a higher level of accountability for program-level and Continuum-wide performance achievement. Achievement of program and community outcomes will directly impact the score of the annual consolidated funding application and the competition for new program funding. The McKinney-Vento Funding Program Monitoring Plan will provide the CoC with the necessary procedures to properly assess program performance for compliance with both federal and local goals.

Methodology

The CoC will monitor HUD McKinney-Vento funded programs to ensure compliance with both federal and local goals. A CoC Monitoring Team will be established and will consist of MAG staff, and two non-provider members of the Continuum of Care Regional Committee on Homelessness. The Monitoring Team will be selected by the Chair of the Continuum of Care Regional Committee, the Vice Chair of the Continuum of Care Regional Committee, and the Chair of the CoC Planning Subcommittee. Program performance will be assessed once a year and will occur in the fall, approximately during the month of October each year. The timing of program monitoring will work in conjunction with completion of the annual consolidated funding application to HUD, which usually occurs in the fall.

A Program Performance Report (PPR) will be created for each McKinney-Vento funded program as well as a Continuum-wide report of all programs funded within the CoC. The reports will act as a performance evaluation tool and will indicate program achievement in each of the performance standards outlined below. Achievement of the established performance standard varies as defined by each standard. Points are allocated for each standard ranging from zero to five points per performance standard. Performance standards will be marked as either, "achieved", "not achieved", or "not applicable". Overall program achievement will be assessed based on the percent of all performance standards achieved.

Programs which meet less than half of the performance standards, or that score exceptionally low in one of the performance standard areas, will be considered “programs of concern” and will be required to develop a 12-month 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 CoC 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 CoC 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 CoC Monitoring Team, then the program will be recommended to the Continuum of Care Regional Committee on Homelessness to consider for possible funding reallocation or program repurposing.

Program Performance Report

All data generated for the Program Performance Report will derive from the Homeless Management Information System (HMIS), the Annual Performance Report (APR), reports from providers, the local HUD Field Office, or from sign-in sheets collected at MAG Continuum of Care Regional Committee on Homelessness meetings. MAG staff will work with the HMIS Lead Agency to obtain the necessary HMIS data to generate the Program Performance Report. MAG staff will inform providers of deadlines to submit data.

Reallocation or Repurposing of Funding

Programs which meet less than half of the performance standards, or that score exceptionally low in one of the performance standard areas, will be considered “programs of concern” and will be required to develop a 12-month 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 CoC Monitoring Team. If the program performance has not improved significantly, as determined by the CoC Monitoring Team, then the program will be recommended to the Continuum of Care Regional Committee on Homelessness to consider for possible funding reallocation or program repurposing.

Funding reallocation or will be determined by a vote by the MAG Continuum of Care Regional Committee on Homelessness. HUD McKinney-Vento funded providers serving as members of the Regional Committee are required to abstain from voting on items related to program funding and/or reallocation of funding to ensure there is not a conflict of interest. Appeals on the basis of fact may be requested about the decision of the Regional Committee to reallocate program funding. An appeals review will be held, if necessary, and will be conducted by the CoC Monitoring Team, the Chair and Vice Chair of the Regional Committee and the Chair of the CoC Planning Subcommittee. The decision of the appeals review will be considered final. Funding reallocation would be contingent on HUD approval during the annual consolidated funding application process.

Program repurposing will be recommended by the CoC Monitoring Team, and determined by a vote by the MAG Continuum of Care Regional Committee on Homelessness. Program repurposing will be recommended if a program is not performing up to federal and local expectations and if there is an opportunity to improve performance and meet local and federal needs by changing the program model. Repurposing would mean working with the program and the local HUD office to reclassify the program from one program model to another. For example, a transitional housing program could be converted, or repurposed, to become an emergency shelter program, a transition-in-place housing program, or a rapid re-housing program. The CoC Monitoring Team would work closely with the program staff and the local HUD office on the repurposing plan and the timeline for completion of program repurposing. Program repurposing would be contingent on HUD approval during the annual consolidated funding application process.

**MAG Continuum of Care Regional Committee on Homelessness
(Sample) Program Performance Report**

Agency Name: ABC Organization **Program Name:** XYZ Program
Program Type: SHP, Permanent Housing Program **McKinney-Vento Funding Amount:** \$500,000
Date of Assessment: October 20, 2012

Goals	Performance Standard	Data	Actual	Points	Achieved
Reduce length of homeless episodes and new and return entries into homelessness.	Permanent Housing (PH) Programs: At least 77 percent of homeless persons in PH stay over six months.	HMIS, APR	78%	5	√
	Transitional Housing (TH) Programs: At least 65 percent of homeless persons in TH move to PH.	HMIS, APR	N/A	N/A	N/A
	Average length of shelter stay is reduced 10 percent over a 12-month period.	HMIS	110 days -100 days	5	√
	Average number of clients who re-enter emergency or transitional shelter system over 12-month period is reduced by at least 10 percent.	HMIS	10% reduction	5	√
Increase jobs, income and self-sufficiency.	At least 20 percent of persons obtain employment at program exit.	HMIS, APR	33%	5	√
	At least 20 percent of participants are enrolled in education/skills training programs.	HMIS or Provider Report	50%	5	√
	At least 60 percent of participants are connected to mainstream resources at exit.	HMIS, APR	72%	5	√
Achieve APR program goals.	At least 80 percent of program goals in APR are achieved.	HMIS, APR	85%	5	√
Effective use of federal funding.	Cost per household will be consistent with budget. (Program budget ÷ households served)	Provider Report	Budget: \$175.00 Actual:\$175.00	5	√
	Funds will be drawn down on a quarterly basis. All funds must be drawn down within 90 days of the expiration of the grant.	HUD Field Report	100% draw downs occur quarterly	5	√
Compliance with HMIS Data Standards.	Programs will comply with HUD Data Standards including Program Data Elements, Universal Data Elements, Self Sufficiency Matrix and User Training.	HMIS	Program:75% Universal:100% SSM:100% User Training:100%	5	√
Participation with the CoC	Programs will regularly attend and participate in Continuum of Care meetings.	Sign in sheets.	Attended 3 of 6 meetings. 50%	0	≠
Overall Outcome Achievement				50/55	√
Program of Concern: Yes/No If Yes, dates of quarterly progress meetings:					
Notes:					
Monitored by:					

Point distribution:

5 points = 91-100% achieved
4 points = 81-90% achieved
3 points = 71-80% achieved
2 points = 61-70% achieved
1 point = 51-60% achieved
0 points = 0-50% achieved

Outcome Achievement

Outcome achieved = √
Outcome not achieved = ≠
Outcome measure not applicable = N/A

**MAG Continuum of Care Regional Committee on Homelessness
(Sample) Program of Concern Quarterly Action Plan Report**

Agency Name: Sample Agency Name

Project Name: Sample Project Name

Goals	Measure		Q1	Q2	Q3	Q4	Annual:	Comments:
Reduce length of homeless episodes and new and return entries into homelessness.	PH Programs: % in PH staying over six months	%	70%	70%	71%	72%	71%	
	TH Programs: % in TH moving to PH	%	N/A	N/A	N/A	N/A	N/A	
	Average length of shelter stay	days	270	270	270	275	271	
	Average number of clients who re-enter shelter	#	15	15	13	12	13.75	
Increase jobs, income and self-sufficiency.	% persons obtained employment at exit	%	20%	20%	20%	20%	20%	
	% persons enrolled in education/training	%	10%	12%	12%	12%	11.50%	
	% persons connected to mainstream resources	%	30%	31%	32%	32%	31%	
Achieve program APR goals.	% APR goals achieved	%	85%	85%	85%	86%	85%	
Effective use of federal funding.	Cost per household/budget (program budget ÷ households served)	\$	\$850	\$850	\$850	\$850	\$850	
	Funds drawn on a quarterly basis	Key	√	√	√	√	√	
Compliance with HMIS data standards.	Program data elements	Key	√	√	√	√	√	
	Universal data elements	Key	√	√	√	√	√	
	Self-Sufficiency matrix	Key	≠	≠	≠	√	≠	
	HMIS training	Key	√	√	√	√	√	
Participation with the CoC.	% meetings attended	%	100%	100%	100%	100%	100%	
Improvement Achieved in 12-months								

Key:
 √-Outcome achieved
 ≠-Outcome not achieved
 N/A - Measure not applicable