



# **COC COORDINATED MONITORING PROCESS**

**CHIP AND CITY OF INDIANAPOLIS**

This document outlines the CoC monitoring process and defines roles between the Coalition of Homelessness Intervention and Prevention (CHIP) and the City of Indianapolis.

## CHIP AND CITY OF INDIANAPOLIS COORDINATED MONITORING PROCESS

In compliance with CoC and HUD requirements, CHIP and City staff are coordinating together to implement monitoring for compliance, data quality, and performance. The goals of the coordinated monitoring process are:

- 1) To align with HUD and CoC requirements outlined in the CoC Interim Rule, contracts, and MOUs
- 2) To leverage capacity of staff at CHIP/City and agencies for a unified monitoring process that reduces administrative burden and mutually reinforces the value of compliance, data quality and performance for projects
- 3) To identify opportunities to improve project and system compliance to standards, data quality, and performance
- 4) To support training and technical assistance of projects and their staff
- 5) To elevate the collective impact of all homeless service projects with the CoC, regardless of funding source, to make homelessness rare, brief, and non-recurring.

## TYPES OF MONITORING

Several types of monitoring occur within the Indianapolis CoC. Some components of monitoring are required and outlined by funding source (i.e. CoC funded project monitoring) while other types of monitoring are conducted based on participating within the Homeless Management Information System (HMIS). Together, all forms of monitoring assist in bringing to life the vision of the Indianapolis CoC that everyone has the right to be housed and connected to care.

Project Compliance (City of Indianapolis - Collaborative Applicant)	Data Quality (CHIP - HMIS Lead)	Performance Monitoring (CHIP - HMIS and CoC Lead)	CoC Program Performance Monitoring - (City of Indianapolis - Collaborative Applicant)
<ul style="list-style-type: none"> <li>• Federal, state, local laws and Fair Housing</li> <li>• Sub-recipient compliance to program manuals (updated 2023)</li> <li>• Quarterly implementation through project check-ins</li> <li>• For CoC Program and ESG funded projects only</li> <li>• Reporting to: non-conflicted workgroup, Blueprint Council</li> </ul>	<ul style="list-style-type: none"> <li>• Defined and operationalized HMIS Data Quality Plan (2021)</li> <li>• Quarterly monitoring and feedback through Data Quality Dashboard, periodic site visits to provide direct support and technical assistance</li> <li>• For all HMIS participating projects (including imports)</li> <li>• Reporting to: HMIS Advisory Workgroup, Blueprint Council</li> </ul>	<ul style="list-style-type: none"> <li>• Measures established by <i>Indianapolis Community Plan to End Homelessness</i> and Blueprint Council</li> <li>• Operationalized through System Performance Dashboard (updated monthly)</li> <li>• Implemented via HMIS Site Visits, HMIS Advisory Workgroup, quarterly project compliance check-ins</li> <li>• For all HMIS participating projects (including data imports)</li> <li>• Reporting to: HMIS Advisory Workgroup, Blueprint Council</li> </ul>	<ul style="list-style-type: none"> <li>• Performance based on CoC Scoring Tool</li> <li>• Performance data available to projects on-demand through HMIS Performance Monitoring Tool, System Performance Dashboard, and quarterly Scoring Tool pulls</li> <li>• For CoC Program funded projects only</li> <li>• Reporting to: non-conflicted work group</li> </ul>

## COC AND ESG PROJECT COMPLIANCE MONITORING SCHEDULE

Each quarter, the CoC and ESG Teams with the City of Indianapolis will meet virtually with all project sponsors to discuss a variety of topics including spenddown, performance, data quality, and other project updates. The schedule for CoC and ESG quarterly monitoring will be determined by the CoC and ESG Teams. These quarterly monitoring matched with on-site yearly monitoring fulfill the code of federal regulation guidelines under 24 CFR 578.

Timing	Activity	Entity/Person Responsible
2 Weeks Before Monitoring Meeting	<p>Monitoring Email Sent to Agency, containing monitoring document from City, directions on pulling performance information from the system performance dashboard with instructions on how to filter results per agency. Expectation is that projects are directed to review this information ahead of time, and Natalie will pull the system performance dashboard at the meeting.</p> <p>Project asked if they'd like someone from the HMIS team to attend the quarterly check in for support/training. If so, Natalie will coordinate with Elliot to attend meeting.</p>	City/Natalie (CoC) and Amber (ESG)
1 Week Before Monitoring Meeting	Discuss upcoming monitoring meeting at CHIP/DMD Monitoring meeting to ensure alignment between City/HMIS team. Specific items to note: any issues HMIS team is having with project, check project performance on system performance dashboard, does HMIS team member need to attend monitoring?	City/Natalie (CoC) and Amber (ESG), CHIP/Elliot
Monitoring Meeting	Meet with project to discuss compliance, data quality and performance	City/Natalie (CoC) and Amber (ESG) and CHIP/Elliot as needed
CHIP/DMD Monitoring Meeting following Project Meetings	Discuss results of project meeting at CHIP/City Monitoring meeting and identify next steps. Discuss trends seen across the system.	City/Natalie (CoC) and Amber (ESG), CHIP/Danielle and Elliot
At least monthly	Discuss results of recent monitoring at PM meeting and identify 1) trainings or TA, 2) policy issues or challenges with	City/Natalie (CoC), CHIP/Danielle

	practices that require new policies be developed	
July and October Blueprint Council Meetings	Provide a report on monitoring process progress to Blueprint Council in DMD and CHIP memos to the BPC (unless policy memo is more appropriate). Can include project performance scorecards, data quality, highlights from monitoring meetings/trends in monitoring, any work groups or initiatives developed in response to monitoring.	City/Natalie, CHIP/Danielle

## PERFORMANCE MONITORING

Performance monitoring for all HMIS participating projects (including projects that import data into HMIS) are monitored throughout the year via the public [System Performance Dashboard](#). The dashboard is maintained and updated by the 5<sup>th</sup> business day of each month by CHIP staff. The dashboard provides information for six key performance indicators – Permanently Housed, Average Length of Stay, Returns to Homelessness, Homeless Entries, Utilization Rate, and Data Completeness – and can be filtered to display data at the system, project type, or program level. In conjunction with the dashboard, HMIS participating agencies can utilize the Program Evaluation tool in HMIS to monitor performance metrics.

The System Performance Dashboard key performance indicators are aligned with the [Indianapolis Community Plan to End Homelessness](#) and the CoC Competition Scoring Tool. Goals and benchmarks are established by the Community Plan, if applicable, and with input from the HMIS Advisory Workgroup. The System Performance Dashboard is regularly reviewed and monitored by the Blueprint Council, HMIS User Groups, CoC Leadership, and the CoC Project Management Team to inform strategy and priorities.

## COC PROGRAM PERFORMANCE MONITORING FOR COC FUNDED PROJECTS

The following is a description of the process that will occur each quarter for performance monitoring:

Once per quarter, the City and HMIS team will convene the provider input workgroup to review all projects’ performance on the CoC NOFO Scoring Tool. At these meetings each project will have a chance to see their performance and ask questions. Providers also have access to the City and the HMIS Team at the quarterly one-on-one meetings and at HMIS staff during their monthly HMIS meetings. City and the HMIS team will lead discussion about trends in performance and invite agencies to share successes.

Projects that are not meeting the threshold of minimum performance for renewal in the NOFO competition will be addressing performance at their next quarterly one-on-one monitoring.

The Non-Conflicted Workgroup will receive a quarterly report on the discussion of those meetings. The Non-Conflicted Workgroup will also be updated on any action taken by projects or City/HMIS team to improve performance of individual projects or the CoC Program projects as a whole.

Timing	Activity	Entity/Person Responsible
Quarterly	CoC Provider Input Workgroup meeting to review performance on the CoC NOFO scoring tool. Projects will see data at the meeting and discuss successes or challenges.	City/Natalie with support from HMIS team
Within 4 weeks of quarterly service provider meeting	Update the Non-Conflicted Work Group about outcome/discussion from service provider meeting	City/Natalie
In all subsequent quarters	Continue to host the meeting and notify projects failing to meet performance, reporting back to the Non-Conflicted Workgroup	City/Natalie

## DATA QUALITY MONITORING

Per the [HMIS Data Quality Plan](#), data quality monitoring for all HMIS participating projects will be conducted on a quarterly basis by CHIP, the HMIS Lead. Data quality can be seen and tracked using the [Data Quality Dashboard](#) which is sent out to site administrators quarterly for review. Benchmarks from the Data Quality Plan are displayed on the dashboard for easy reference. Following the dashboard update, data quality office hours will be held for the convenience of providers to ask questions and seek support. Site administrators and HMIS users are also encouraged to contact the HMIS Technical Assistance Coordinator directly with questions or requests for 1:1 support. Data quality trainings are available upon request, and during site visits. HMIS User Groups can also be used to further explore questions around data quality.

## OTHER TYPES OF MONITORING

In addition to the types of monitoring discussed this document, there are other forms of monitoring adjacent to the CoC Monitoring Process that are better outlined in more detail in other documents. This includes:

### *Yearly On-site Program Monitoring (CoC and ESG funded projects)*

Yearly onsite monitoring for CoC and ESG Funded projects is completed by DMD. The monitoring process is detailed in the 2023 CoC Grant Policies and Procedures and 2023 ESG Grant Policies and Procedures. Monitoring includes checking client files, financial documents, organization files, organization policies and procedures. DMD provides a training overview for those chosen to do

yearly monitoring. All projects are monitored at least every other year, with some projects monitored more regularly based on a risk assessment completed on all funded projects.

#### *Coordinated Entry Monitoring*

Coordinated Entry System (CES) Monitoring occurs at least quarterly by CHIP to gauge how CES performance objectives are being achieved, whether providers are in compliance with procedures, and whether the system is functioning as intended. The monitoring process is defined in the [CES Policies and Procedures](#). CES monitoring metrics are displayed on a dashboard and are reviewed by CHIP as the CES Lead, CES Leadership Workgroup and other relevant stakeholders.