



Enhanced Rapid Rehousing Pilot Monitoring Overview

August 14, 2024



Department of Housing Services

→ Asks Of The Group:



1. Are there adjustments we should consider in our monitoring approach or framework?
2. How would the technical subcommittee like to be engaged with future monitoring work?

→ Project Overview



Objective: Review performance of service delivery and ensure compliance with contractual standards.

Washington County is developing service component monitoring frameworks and operational processes to roll out across all SHS partner agencies in the fall of 2024.

Monitoring was piloted with 4 ERRH agencies, out of 17 total providers, who were identified through a random selection tool.

Monitoring Structure & Timeline

April 16th	Agencies were notified of selection for the pilot project.
May 7th	The 2-part monitoring framework was shared.
May 8th	HMIS #s were randomly selected and shared with agencies to prepare for file monitoring.
May 28th thru June 7th	Desk Monitoring Agencies submit framework documents via email.
June 10th thru 27th	On site File Monitoring Participant file review & any needed follow up from desk monitoring.
July 1st thru 15th	Monitoring frameworks and individual reports were completed and sent to agencies.



2 Part Monitoring Framework

Desk Monitoring

- Guiding Principles of Work
- Community Connect & HMIS Participation
- Ethical Standards, Equal Access, & Non-Discrimination
- Termination & Grievance Policies
- Consumer Feedback
- People Served & Contract Utilization
- ERRH Specific Requirements; i.e., case management ratios, assistance guidelines, etc.



2 Part Monitoring Framework

File Monitoring

- Referral, Eligibility, & ROIs
- Signed Consents & Acknowledgements
- Case Management Engagement & Notes
- Rent reasonableness & signed lease in the participant's name
- Phased assessments





Framework Scoring

- Pass / No Pass for each framework item.
- Final summary report was supplied to each agency with recommendations for steps towards compliance.



Pilot Findings & Take Aways

Successes

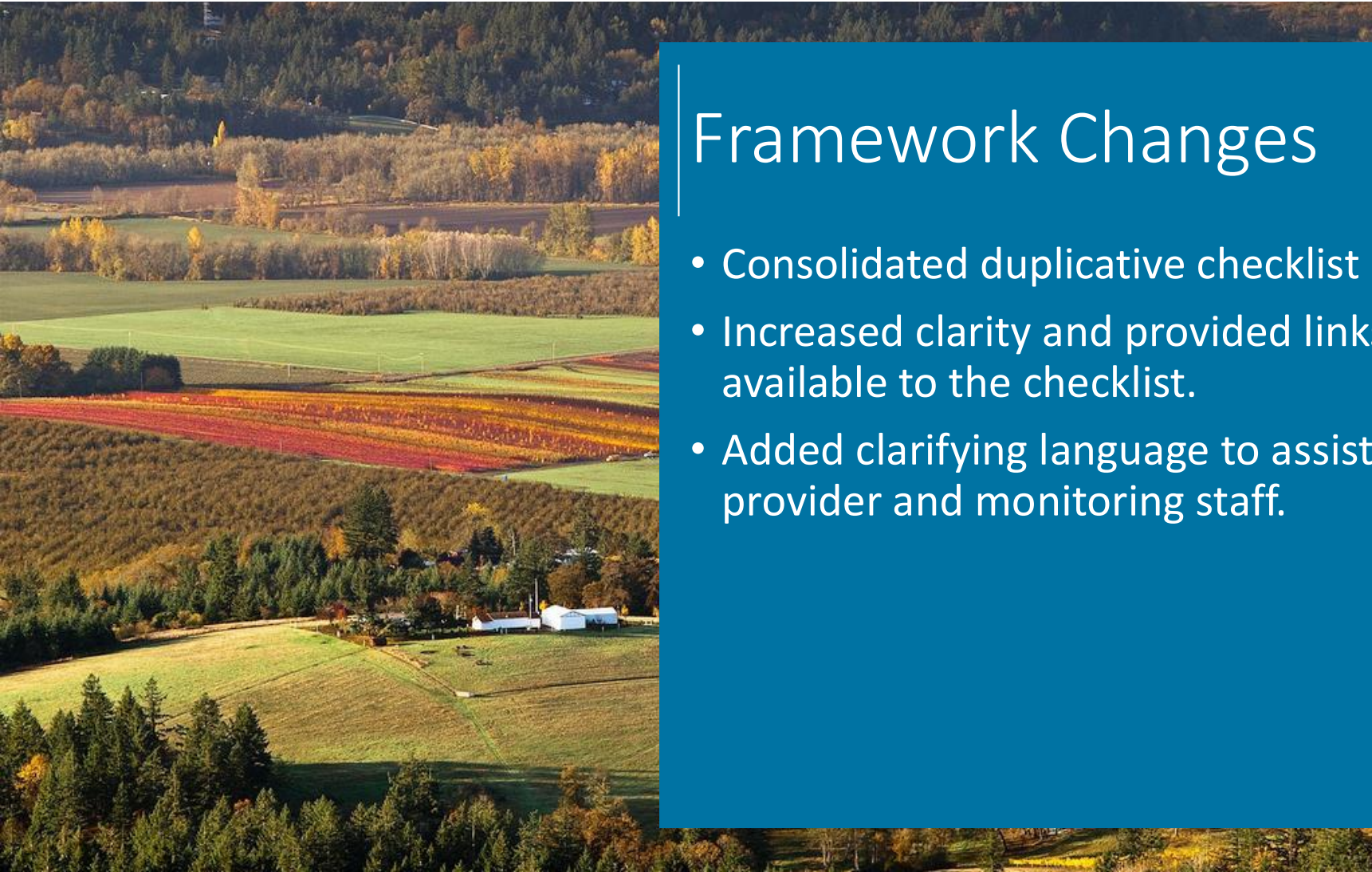
- Overall, those partners involved in the pilot are meeting the contract requirements included in the framework.
- Partners demonstrated active case management with participants and there was evidence of this in HMIS.
- Providers were prepared for the monitoring, had clear guidelines, and felt supported during the process.



Pilot Findings & Take Aways

Areas of Improvement

- Guidance is needed on rent calculations while using a progressive engagement approach – especially for participants without a source of income.
- Identifying a tangible way to assess that flex funds (“financial assistance budget”) are in alignment with the Eligible Expense Guide.
- Consistent form and documentation naming.
- Making identified framework edits and adjustments based on the pilot experience and provider feedback.



Framework Changes

- Consolidated duplicative checklist items.
- Increased clarity and provided links when available to the checklist.
- Added clarifying language to assist the provider and monitoring staff.

Partner Survey Feedback

Surveys were administered at two points during the pilot; the first was after the desk monitoring was complete and the second after all pilot activities concluded, this included the provider final reports.

Initial survey narrative responses included:

*One provider indicated that they have begun using Washington County's procedures, which has helped them identify standard operating procedures that need to be updated.

*One provider noted that it was challenging to gather materials demonstrating evidence of HMIS participation, the number of people served, and Rapid Rehousing specific requirements, while a separate provider indicated there were no materials that were difficult to gather.



Partner Survey Feedback

3 providers participated in the survey after the desk monitoring phase

Statements	Number of Responses			
	Strongly Agree	Agree	Disagree	Strongly Disagree
The process of preparing for the monitoring was easy.	1 (33%)	2 (66%)	0	0
The process of sharing desk monitoring materials was easy.	1 (33%)	2 (66%)	0	0
My organization was given sufficient time to prepare for the monitoring.	1 (33%)	2 (66%)	0	0
My organization was given sufficient time to share desk monitoring materials.	1 (33%)	2 (66%)	0	0
There was sufficient clarity on the exact materials needed to be shared for the desk monitoring.	1 (33%)	2 (66%)	0	0



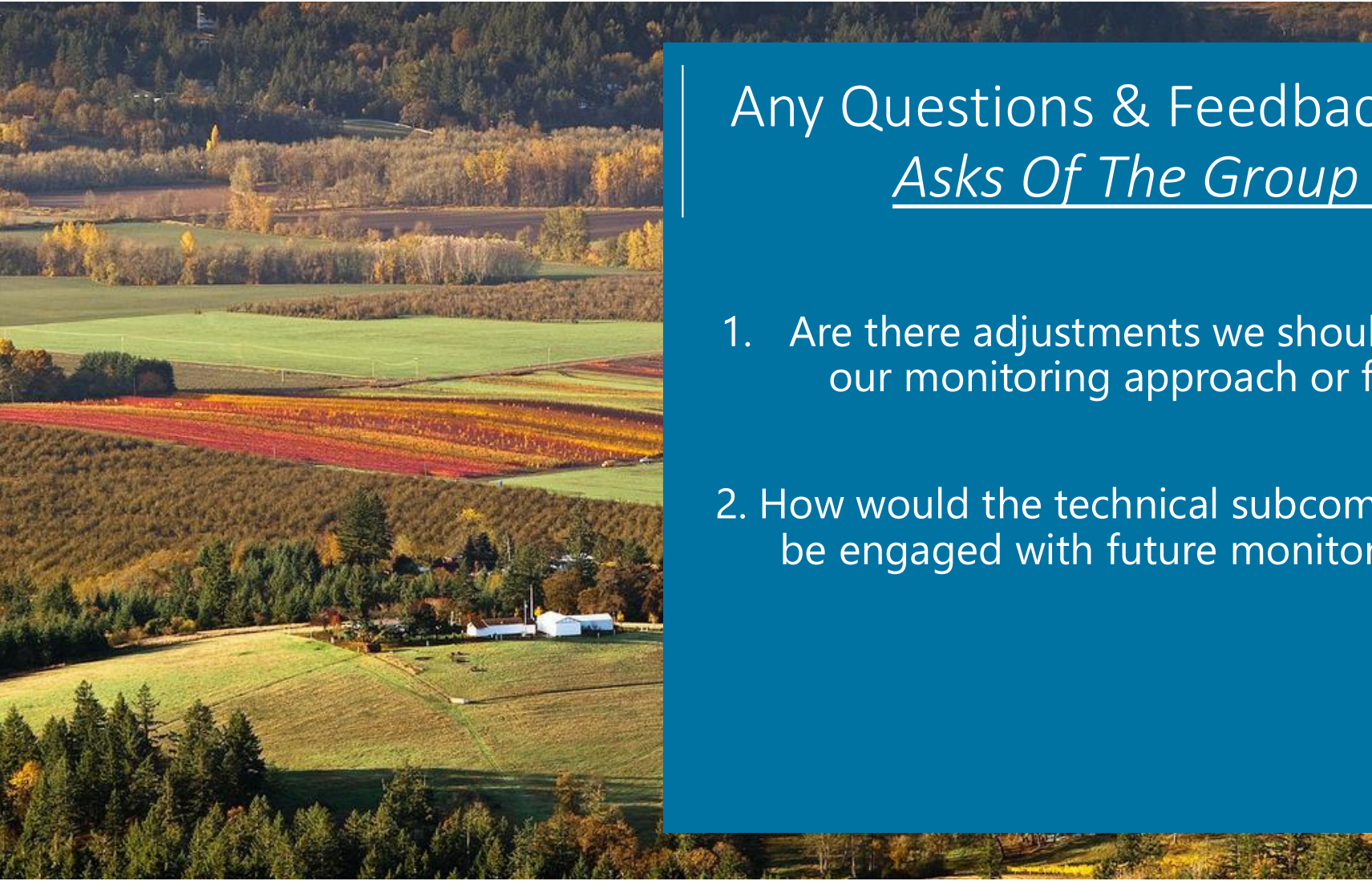
Partner Survey Feedback

2 providers participated in the survey after the file monitoring phase and final reports

Statements	Number of Responses			
	Strongly Agree	Agree	Disagree	Strongly Disagree
The process of preparing for the on-site monitoring was easy.	1 (50%)	1 (50%)	0	0
My organization was given sufficient time to prepare for the on-site monitoring.	2 (100%)	0	0	0
Communications about the on-site monitoring were timely and sufficient.	2 (100%)	0	0	0
There was sufficient clarity on the exact participant files and documentation needed for the on-site monitoring.	1 (50%)	1 (50%)	0	0
I understand how the monitoring results will be used.	2 (100%)	0	0	0

*One provider felt that transparency from Washington County staff throughout the process was helpful.





Any Questions & Feedback on the Asks Of The Group -

1. Are there adjustments we should consider in our monitoring approach or framework?
2. How would the technical subcommittee like to be engaged with future monitoring work?

→ Next Steps



- Refine framework
- Launch monitoring across all Supportive Housing Services programs in fall 2024
- Each partner agency to be monitored bi-annually
- Alignment with CoC monitoring efforts



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