



FY2017

Annual Continuum of Care Competition

AGENCY DOCUMENTATION REVIEW

Continuum of Care Monitoring Tool

Date _____ / _____ / _____

Reviewer _____

Organization

Binder One: AGENCY DOCUMENTATION				
Tab #	Required Contents	Yes	No	N/A
Agency Component - Threshold				
1	Does the agency provide documentation showing the participation of at least one homeless or formerly homeless individual on the Board of Directors or other equivalent policymaking entity? If YES, for "other equivalent policymaking entity", please describe the entity, its nature and how the person participates.			
Agency Component – Financial Review				
2	Does the agency provide a copy of its Audit & Management Letter?			
3	Is Form A133 included?			
4	Are there significant findings identified in the Management Letter? If yes, please comment below.			
5	Does the agency provide a copy of the Federal Tax Return form 941?			
6	Does the agency provide a copy of its form 990?			
Agency Component – Agency Operations				
7	Does the agency provide documentation of participation as an active member of the Memphis/Shelby County Homeless Consortium?			
8	Does the agency provide documentation of encouraging consumers to participate in the day-to-day operations of the agency (may include weekly "house" or "floor" meeting documents, elected residential council documents, on-site employment opportunities for consumers (not employment services), off-site group and/or individual feedback, self-led volunteer projects, etc.)?			

9	Does the agency provide written staff evaluation procedures and applicable forms as well as documentation that such evaluations are conducted annually?			
10	Does the agency provide documentation that it ensures all HUD project staff participate in supervision that occurs at least monthly? Documentation must include a copy of the policy as well as documentation of staff supervision.			
11	Does the agency provide documentation that it ensures all HUD project staff are trained on the agency's Code of Conduct? Documentation must include a copy of the agency's code of conduct and documentation of staff training.			
12	Does the agency provide documentation of a policy on Advocacy and Civic Engagement?			
13	Has any representative (i.e. consumer, staff, Board, or volunteer) of the agency participated in any advocacy/civic engagement activities in the last year?			
Agency Component – HMIS & Data Quality				
14	Does the agency provide documentation of a policy or procedure in place to check HMIS data quality at least monthly?			
15	Does the agency provide documentation of a procedure for indicating when consumers revoke their previous consent? The agency should be prepared to discuss how it plans to handle this.			
16	Have all end-user agreements and confidentiality documentation been turned in for all users?			
17	Does the agency communicate to MIS personnel regarding terminated employees in a timely manner?			
Agency Component – Consumer Focus				
18	Does the agency provide documentation of avenues for direct consumer input to the Board of Directors of the agency – including administering a consumer survey or having active membership on the Board or equivalent policy-making entity? Documentation can include an agenda or meeting minutes in which consumer input was discussed with Board representation present.			
19	Does the agency provide documentation that is currently (or within the last year) employs consumers or former consumers of homeless services? Documentation must include a list of the positions and dates of employment for up to three (3) consumers.			
20	Does the agency provide documentation of offering volunteer opportunities or other ways to engage consumers or former consumers in the community or within the agency? Documentation should include up to three (3) examples of the ways the agency engages consumers/former consumers.			
21	Does the agency provide documentation that it responds to the feedback received from consumer satisfaction surveys? The organization should provide a 2 to 3 paragraph narrative that describes at least one issue that arose from the feedback and fully explain how the agency plans to resolve the issue.			

Agency Component – Leading Practices				
22	Does the agency provide documentation of formal trainings in harm reduction in implementing the Housing First approach within the last three (3) years – to include a description of the training provided?			
23	Does the agency provide documentation of formal trainings in motivational interviewing in implementing the Housing First approach within the last three (3) years – to include a description of the training provided?			
24	Does the agency provide documentation of one-on-one support or ongoing group support in implementing the Housing First approach within the last three (3) years – to include a description of the training provided?			
25	Documentation of any other trainings in implementing the Housing First approach within the last three (3) years – to include a description of the training provided.			
26	What support does the agency need in order to implement or continue implementing best practices? Please be prepared to offer feedback during the interview.			

FINDINGS/RECOMMENDATIONS