

**Process for Butte Countywide Homeless Continuum of Care  
On-Site Monitoring For HEAP and CESH Funded Projects**

Project Monitoring Committee is tasked to ensure grant recipients are administering the HEAP and CESH Grants effectively, develop quality standards for projects approved by the Continuum of Care, and ensure that grant recipients are compliant with Butte Countywide Homeless Continuum of Care (BCHCOC) standards. Grant recipients are required to provide data on the compliance and project quality of funded projects.

The BCHCOC Monitoring Committee consists of: CoC Coordinator, Staff from The County of Butte (AE), and also may include a representative from the HCD/BCSH.

A CoC Coordinator will contact the grant recipients to schedule an on-site monitoring visit and confirm the monitoring visit in a written confirmation letter, which will include a copy of the BCHCOC Program Monitoring Checklist.

On site Visits will happen monthly for the first quarter services are being offered, and then quarterly after the initial 90 days.

On-Site monitoring visits may consist of the following activities/components:

1. Tour facility/units. Site/unit visits are conducted to evaluate the physical adequacy of the housing based on program type and compliance with HCD/BCSH standards.
2. Review and discuss most recent HCD/BCSH required report and the goals and progress of the project, as compared to goals from the RFP response.
3. Review random sample of program files: Comprehensive file review will be completed on no less than two files, with other files reviewed if necessary, based on findings. Review results of client satisfaction survey and/or conduct client interviews.
4. Identify technical assistance needs.

A written summary of the visit will be provided to the grantee within 10 calendar days that includes a PASS/FAIL monitoring compliance notification, findings or audit concerns. The grantee will have 10 calendar days to respond, in writing, to the on-site monitoring compliance notification letter.

If, based on project performance and the grantee's written explanation, the Monitoring Committee has no further response or performance recommendations, the Monitoring Visit Summary and the grantee's written response(s) will be presented to the BCHCOC Board on an informational basis.

If, based on project performance and the grantee's written explanation, the Monitoring Committee has continued performance concerns; the Monitoring Committee will draft recommendations to address identified concerns.

- Timelines for corrections and follow-up visits are anticipated to be twenty (20) days or less, but will be defined on a case-by-case basis in the approved recommendations.
- Correspondence will be approved by the BCHCOC Council.
  - The process of follow-up visits, summaries, and reports to the BCHCOC Board will follow the same the process as the initial Visit.
  - Follow-up visits will specifically address grantee's fulfillment of the recommendations of the BCHCOC Board and Monitoring Committee.
- In addition to an annual Site Visit, the Monitoring Committee or a representative from BCHCOC, may conduct desk monitoring reviews of program audits, reimbursement requests and other documentation as necessary.

NOTE: This process is subject to change.