

DMHAS CoC Rental Assistance Monitoring Tool & Guide– 2019

Date Report Issued:

Recipient:

Service Provider/Subrecipient:

Project Monitored:

Grant Number:

Monitoring Date:

Current Operating Year:

Number of Households Served PIT:

Total Grant Amount:

Type of CoC Funds: Rental Assistance

Program Type:

CT BOS Renewal Project Evaluation Score:

Housing Innovations Staff Participating in Visit: Lauren Pareti

Report Key	
FINDINGS HIGHLIGHTED IN PINK	Signify area of non-compliance with federal, state and/or CoC requirements and risk of funding recapture. Submission of follow up plan required. CT DMHAS will send template and instructions for follow up plan with final report.
FINDINGS HIGHLIGHTED IN YELLOW	Signify area of non-compliance with federal, state and/or CoC requirements. Findings should be corrected. Submission of follow up plan is not required but agencies should note these are contractual obligations of the funding source(s).
CONTENT HIGHLIGHTED IN GREEN	Signifies best practice recommendations for consideration. Action is not required.

Reviewer Impressions:

Grantee Monitoring Tool & Guide 12/20/18

IMPORTANT NOTE: This guide was compiled as a resource for DMHAS Rental Assistance projects funded through the CT BOS and Opening Doors Fairfield County CoCs based on the HUD CPD Monitoring Handbook 6509.2 REV6 and CT BOS Policies. This guide contains the HUD monitoring standards determined to be the most significant and relevant for DMHAS Rental Assistance projects. Additional areas may be reviewed by HUD during monitoring. For a complete listing of all HUD monitoring standards see:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/handbooks/cpd/6509.2

The DMHAS Rental Assistance Administrative Plan is available at: <http://www.csh.org/csh-in-the-field/connecticut/2578-2/>

For projects funded through the CT BOS CoC this guide also includes requirements established by the CT BOS Steering Committee. These requirements will only be monitored for CT BOS projects. For CT BOS Policies and a range of resources and tools to help support compliance with HUD and CT BOS requirements see: www.ctbos.org

Indicate Initials of Charts Selected and, if applicable, discharge/admission status				
#1	#2	#3	#4	#5
<input type="checkbox"/> Discharge <input type="checkbox"/> Admission	<input type="checkbox"/> Discharge <input type="checkbox"/> Admission	<input type="checkbox"/> Discharge <input type="checkbox"/> Admission	<input type="checkbox"/> Discharge <input type="checkbox"/> Admission	<input type="checkbox"/> Discharge <input type="checkbox"/> Admission
#6	#7	#8	#9	#10
<input type="checkbox"/> Discharge <input type="checkbox"/> Admission	<input type="checkbox"/> Discharge <input type="checkbox"/> Admission	<input type="checkbox"/> Discharge <input type="checkbox"/> Admission	<input type="checkbox"/> Discharge <input type="checkbox"/> Admission	<input type="checkbox"/> Discharge <input type="checkbox"/> Admission

- Applications, disposition records, and all related documents from at least one applicant recently denied admissions to the program - please have available a list of all applicants denied in the past 12 months.

Indicate Initials of Charts Selected:

REPORTED NO APPLICANTS WERE DECLINED

#1:

#2:

#3:

Visual Observation

- 1) Are financial records and valuables secured in limited access area?

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- Yes No

Guidance: Recipients shall adequately safeguard all such assets and assure they are used solely for authorized purposes.

Reviewer Comments:

- 2) Are client files maintained in a confidential manner?

- Yes No

Guidance: Recipients shall adequately safeguard charts and assure they are used solely for authorized purposes. Reviewer will look for evidence of locked charts and for proper safeguarding of client names and other confidential materials .578.103(b) Confidentiality

Reviewer Comments:

- 3) Drug free work place statement

- Yes No

Guidance: Agency must have a drug free work place statement that complies with the requirements of 24 CFR 21.200 and has been posted in an area visible to all employees engaged on the CoC award.

Reviewer Comments:

- 4) Physical plant

- A. Residents have adequate space with an acceptable place to sleep

- Yes No

- B. Rooms have natural or mechanical ventilation

- Yes No

- C. Residents have access to sufficient sanitary facilities

- Yes No

- D. Heating and cooling is adequate/in working condition

- Yes No

- E. Electricity/Illumination is adequate

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Yes No

F. Space/equipment to store and prepare food in a sanitary manner is suitable

Yes No

G. Smoke detector is present on each occupied level of unit

Yes No

H. Public areas have sufficient smoke detectors

Yes No

I. Housing is maintained in a sanitary condition

Yes No

Guidance: Items above are intended to inform a brief review of physical plant conditions. All housing assisted through leasing or rental assistance with CoC funds Must be inspected prior to occupancy and re-inspected at least annually using HUD Housing Quality Standards (see Section E)

Reviewer Comments:

Match Documentation

5) Required match. Is the required match met? All above funds must be matched by at least 25% of funds or in-kind contributions from other sources. [578.53(a)]

Yes No

Guidance: Agency must demonstrate by cash receipt in accounting records or MOU as specified below for in-kind that the required match was met for the program year being monitored.

Reviewer Comments:

6) In-Kind Match MOU. If the match has been met in whole or in part by services provided by a third party, is there a MOU that indicates: the hourly rate for the services (must be consistent with those paid for similar services); specific service to be provided; and profession of persons providing the service [578.73(c)(3)]

Yes No

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Reviewer Comments:

- 7) Eligibility of match. If match is met by in-kind contributions, would the services, goods, equipment, real property that is providing the match have been an eligible expense under Subpart D of the HEARTH CoC program? [578.73(c)(1)] Yes No
Guidance: For each component type (e.g. Rental Assistance, Supportive Services, Operating) eligible activities are defined in Subpart D of the HEARTH Interim Rule. Match must be used only for eligible activities)

Reviewer Comments:

- 8) Value of match. Do records confirm that the value of each matching contribution was calculated properly? [24 CFR Part 84.23; 24 CFR Part 85.24; 24 CFR 578.73(b); 24 CFR 578.73(c); 24 CFR 578.103(a)(10)]
 Yes No

Reviewer Comments:

- 9) Operating year of match. Has the recipient or its subrecipients documented the eligibility and value of the cash and in-kind match contributions for the operating year(s) reviewed (e.g., all eligible confirmation letters for cash contributions, real property, goods, equipment, volunteer services, and memorandums of understanding (MOUs) for third-party services were executed prior to grant agreement execution)? [24 CFR Part 84.23; 24 CFR Part 85.24; 24 CFR 578.73(b); 24 CFR 578.73(c)(3); 24 CFR 578.103(a)(10)]
 Yes No

Reviewer Comments:

- 10) Documentation of in-kind match. Does the grantee have documentation of the service hours provided where these hours are used as in-kind match? [578.73(c)(3)(ii)]
 Yes No
Guidance: Volunteer services shall be documented and, to the extent feasible, supported by the same methodology used by the recipient for employees; the basis for determining the value of personal services must be documented.

Reviewer Comments:

Project Administration & Indirect Costs and Requirements

- 11) Administration fee. Review APR and grant application for amounts requested for administrative expenses. Calculate the percentage that administrative costs represent of the total grant.

Percent of administrative funding: _____ (CT BOS projects restricted to 7% or less)

Yes No

Reviewer Comments:

- 12) Eligibility of Administrative Costs: If administrative funds are used for general management, oversight and coordination, has the grantee included the entire salary, wages and related costs of persons whose primary activity is program administration or has it pro-rated the share of time of each person whose job includes any administrative function. Has the grantee used only one of these methods for each fiscal year grant? [578.89(a)(1)]

Yes No

Reviewer Comments:

- 13) Allocation of Administrative costs. Have administrative costs been allocated to the following eligible activities: general management, oversight and coordination including travel costs associated with monitoring; contracts for legal, accounting or audit services; costs for goods and services required for administration of the program including equipment rental and purchase, insurance, utilities, supplies, rental and maintenance of office space; Training on Continuum of Care requirements (providing or participating in HUD sponsored trainings); or Environmental Review [578.59(a)] Yes No

Guidance: Reviewers will request a report showing administrative expenses drawn down and expended during the contract period.

Reviewer Comments:

- 14) Staff eligibility for administrative costs. Does a randomly selected review of administrative personnel costs reveal that staff paid from CoC funds are working on eligible CoC funded activities? [578.59] Yes No

Guidance: If personnel costs are assigned to administration, reviewers will look for backup (e.g. time sheets) that shows staff was working on administrative activities for the time billed.

Reviewer Comments:

- 15) Sharing administrative funds. Does the grant recipient share at least 50% of the project administrative funds with its subrecipients? [578.59 (b)] Yes No

Reviewer Comments:

16) Indirect Costs

a. Does the recipient allocate funds according to an indirect cost rate?

Yes No

If no, proceed to Question 17, if yes proceed:

b. Does the recipient have a Negotiated Indirect Cost Rate Agreement?

If no, proceed to Question 16d, if yes proceed:

Yes No

Is recipient allocating costs consistent with the negotiated rate?

Yes No

c. Does the recipient observe the expenditure limits for administrative funding at 578.59(a) – no more than 10% of the total grant amount? [578.63(c)]

Yes No

d. Recipient is claiming the 10% de minimis indirect rate [200.414(F)] Has the recipient calculated the Modified Total Direct Costs in accordance with 200.68?

Yes No

Reviewer Comments:

Other Financial Management Requirements

17) Fiscal policies, procedures & records. Do the recipient and its subrecipients have written policies and procedures ensuring that the CoC program funds are used in accordance with requirements and sufficient records to enable HUD and the recipients to determine whether CoC requirements are being met? [24 CFR 578.103(a)]

Yes No

Reviewer Comments:

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18) Source & application of funds. Do the recipient and its subrecipients maintain records that identify adequately the source and application of funds for Federally-sponsored activities?

Guidance: These records shall contain information pertaining to Federal awards, authorizations, obligations, unobligated balances, assets, outlays, income and interest. [24 CFR 84.21(b)(2); 24 CFR 85.20]

Yes No

Reviewer Comments:

19) Internal controls. Do the fiscal records indicate that the grantee has effective internal control over, and accountability for, all grant funds, property and other assets and fiscal records that are adequately safeguarded? [84.21(b) and 85.20(b)] Yes No

Reviewer Comments:

20) Recording of expenses. Do the grantees accounting records identify expenditures according to eligible activities [578.37-578.59] Yes No

Reviewer Comments:

21) Expenditure eligibility. Randomly select financial transactions. Does a review of these transactions reveal that CoC expenditures were for eligible costs, that the transactions were supported by adequate source documentation and demonstrate that program expenses are allowable, allocable, and reasonable? [578.37-578.59; 84.21(b); and 85.20(b)]

Yes No

Guidance: For each component type (e.g. Rental Assistance, Supportive Services, Operating) eligible activities are defined in Subpart D of the HEARTH Interim Rule. For a description of what makes costs allowable, allocable and reasonable see <https://www.hudexchange.info/course-content/housing-counseling-webinar-understanding-indirect-cost-rates-and-cost-allocation-plans/Housing-Counseling-Webinar-Understanding-Indirect-Cost-Rates-and-Cost-Allocation-Plans-Slides.pdf>

Reviewer Comments:

22) Rental assistance expenditure eligibility. Were grant funds expended for rental assistance only for some or all of the following eligible costs, or the staff and overhead costs directly related to carrying out these eligible costs: rental assistance, administering rental assistance, security deposits, first/last months' rent, vacancy payments, and damages? Yes No

Reviewer Comments:

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23) Supportive services expenditure eligibility. Were supportive services paid with grant funds necessary to assist program participants to obtain and maintain housing and were the services provided specifically identified as eligible under 578.53(e)? [24 CFR 578.53(a)(1); 24 CFR 578.103(a)(9)]

Yes No

Reviewer Comments:

24) Ineligible expenses. Does a review of program expenditures indicate the absence of any unallowable costs including entertainment, contributions and donations, fines and penalties, or general governmental expenditures, including salary and expenses of the chief executive officer of the recipient/subrecipient(s)? [24 CFR 578.99(e); OMB Circular A-87 (for governments) or OMB Circular A-122 (for nonprofit organizations)] Yes No

Reviewer Comments:

25) Lobbying. Does a review of the expenditures indicate that costs related to lobbying political activities have not been charged to the program? [24 CFR 578.99(e); OMB Circular A-87 (for governments) or OMB Circular A-122 (for nonprofit organizations)] Yes No

Reviewer Comments:

26) Payroll documentation. Are charges for salaries and wages based on payrolls documented by appropriate time sheets (including timesheets indicating actual times worked) and approved by responsible official of the grantee? [OMB Circular A110 & A122] Yes No

Reviewer Comments:

27) Allocation of salaries. If salaries involve payments from more than one CoC activity line (i.e., Rental Assistance, Leasing, Operating Costs, and Supportive Services) can payments for wages be clearly tracked to the eligible CoC activities? [84.21(b) and 85.20(b)]

Yes No

Reviewer Comments:

28) Program Income. Has program income earned by grantee been added to funds committed to project by HUD and used for eligible activities under 24 CFR Part 578 [578.97(b)]

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Yes No

Reviewer Comments:

29) Separation of duties: is there evidence that financial duties are separated so that no one individual has complete authority over a financial transaction? [OMB Circular A110 & A122]

Yes No

Reviewer Comments:

30) LOCCS. Does withdrawal information from the Line of Credit Control System (LOCCS) match the information from the CoC grantee's drawdown voucher requests and is project drawing down at least quarterly? [OMB Circular A110 & A122] Yes No

Reviewer Comments:

31) Travel. Review a sample of travel expenditures. Were they necessary and proper? Was reimbursement in accordance with GSA policies? [OMB A-122]

Yes No

Reviewer Comments:

32) Cash payments. Did a review of the recipient's and its subrecipients' financial records demonstrate that cash payments were not being provided directly to the program beneficiaries?

Yes No

Guidance: Gift cards are considered by HUD to be cash payments and are not allowable.

Reviewer Comments:

33) Equipment Records: Does the grantee maintain equipment records that contain information required (item, date acquired, cost, serial number, Federal share of acquisition)? [85.32 & 84.34]

Yes No

Reviewer Comments:

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- 34) Equipment Inventory: Has a physical inventory of the equipment been taken and the result reconciled with the property records in the past two years? [85.32 and 84.34]
 Yes No

Reviewer Comments:

- 35) Equipment Disposition: Do the recipient and subrecipient meet the requirement for procedures that require efforts to obtain the highest possible return for sale of equipment [24 CFR 84.34(f)(6); 24 CFR 85.32(d)(5)] and If grant-funded equipment was sold during the period under review, is there documented evidence to demonstrate that efforts were made to obtain the highest possible return? [24 CFR 84.34(f)(6); 24 CFR 85.32(d)(5)]
 Yes No

Reviewer Comments:

- 36) Chart of accounts. Does the recipient's and its subrecipients' chart of accounts include a complete listing of the account numbers used to support the controls required to ensure that resources used do not exceed resources authorized? [24 CFR 85.20] Yes No

Reviewer Comments:

- 37) Audit. If Single Audits are required, does the recipient and its subrecipients have a system or methodology to ensure that such audits are conducted? CFR 84.26(a) and 24 CFR 85.26(b). And If single audits are required for any recipient or its subrecipient(s), is there documentation that the audits have been reviewed for compliance and that the recipient or subrecipient has taken appropriate follow-up actions, if necessary? [24 CFR 84.25; 24 CFR 85.26]. If single audits are not required, has the recipient and its subrecipients ensured that a standard audit was conducted (*CT BOS Best Practice recommendation*). Yes No

Reviewer Comments:

- 38) Fiscal controls. Did the recipient establish fiscal controls and accounting procedures to assure the proper disbursement of, and accounting for, grant funds to ensure that all financial transactions were conducted, and records maintained, in accordance with generally accepted accounting principles? [24 CFR 578.23(c)(5); 24 CFR 578.103(a)(17)] Yes No

Reviewer Comments:

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39) Procurement procedures. Do the nonprofit recipient and its subrecipients use established written procurement procedures? [24 CFR 84.44(a)] Yes No

Reviewer Comments:

40) Procurement standard of conduct. Do the recipient and its subrecipients meet the requirement to have a written standard of conduct governing the performance of its employees engaged in the award and administration of contracts? [24 CFR 84.42; 24 CFR 85.36(b)(3)]

Yes No

Reviewer Comments:

41) Procurement free competition. Did the recipient and its subrecipients meet the requirement that all procurement transactions are conducted in a manner to provide, to the maximum extent practical, open and free competition? [24 CFR 84.43; 24 CFR 85.36]

Yes No

Reviewer Comments:

42) Unnecessary purchase. Did the recipient and its subrecipients meet the requirement to establish and follow written procedures to avoid purchasing unnecessary items?[24 CFR 84.44(a)(1); 24 CFR 85.36(c)(1)(ii)] Yes No

Reviewer Comments:

Administrative Requirements

- 43) Program fees. Grantee may not charge program participants any fees other than rent. Has the grantee complied with this requirement? [578.87(d)] Yes No

Reviewer Comments:

- 44) Monitoring subrecipients. Does the recipient monitor subrecipients at least annually and retain documentation of monitoring and sanction of subrecipients, including findings and corrective actions required? [578.23(a)(16); 578.23(c)(8)] Yes No

Reviewer Comments:

- 45) Subrecipient agreements. Does the recipient have a signed agreement with all subrecipients requiring subrecipients to operate the project in accordance with the provisions of the CoC Program Interim Rule and certifying that the subrecipients will maintain participant confidentiality, establish the required educational policies and procedures, designate a staff person responsible for ensuring that children served are enrolled in school and connected to appropriate services in the community, provide information, data and reports as required by HUD and the subrecipient, its officers, and employees are not debarred or suspended from doing business with the Federal Government. [578.23(c)(11); 578.103(c)(4)] Yes No

Reviewer Comments:

- 46) Record retention. Are all records pertaining to CoC fund retained for the greater of 5 years or the period specified below? Participant eligibility documentation must be maintained for 5 years after the end date of the last grant period under which the participant was served. Where CoC funds are used for acquisition, new construction or rehabilitation records must be maintained until 15 years after the date the project site was first occupied or used by participants. Has the project complied with record retention requirements? (578.103) Yes No

Reviewer Comments:

- 47) Homeless Participation. Does the grantee meet the participation requirements? (Each grantee and sub-grantee must have at least one homeless or formerly homeless individual on the board of directors or equivalent policy making entity. Each grantee and sub-grantee must to the

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maximum extent practicable involve homeless people through employment volunteer services or other means in maintaining, operating, and providing supportive services.) [578.75(g)]

Yes No

Reviewer Comments:

48) Client Bill of Rights Has the project documented receipt of the CT BOS Client Bill of Rights by all applicants and participants? . [CT BoS Policies].

Guidance: Required form is available on the CT BOS website at: www.ctbos.org

Yes No

Reviewer Comments:

49) Nondiscrimination requirements. Does the project comply with the nondiscrimination set forth in 24 CFR 5.105(a)? [578.93 (a)], including guidance on the application of Fair Housing Act Standards to the Use of Criminal Records by Providers of Housing

Yes No

Guidance: Recipients, subrecipients and partner agencies are subject to federal civil rights laws, including Fair Housing Act, Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990. For more information about these laws, or

<https://www.hudexchange.info/programs/affh/> For guidance on the application of Fair Housing Act Standards to the Use of Criminal Records by Providers of Housing see: http://portal.hud.gov/hudportal/documents/huddoc?id=HUD_OGCGuidAppFHStandCR.pdf

Reviewer Comments:

50) Affirmatively furthering fair housing. Did the recipient implement its programs in a manner that affirmatively furthers fair housing, meaning it has implemented all of the following: The recipient affirmatively marketed its housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or handicap who were least likely to apply in the absence of special outreach, and maintained records of those marketing activities; If the recipient encountered a condition or action that impeded fair housing choice for current or prospective program participants, the recipient provided such information to the jurisdiction(s) that provided the Certification of Consistency with the Consolidated Plan? The recipient provided program participants with information on rights and remedies available under applicable federal, state, and local fair housing and civil rights laws? Yes No

Guidance: For more information please see: <https://www.hudexchange.info/programs/affh/>

Reviewer Comments:

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51) Religious discrimination. In providing services and outreach activities related to such services supported in whole or part with CoC Program funds, do records document that the recipient did not discriminate against a program participant or prospective program participant on the basis of religion, a religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice? [24 CFR 578.87(b)(1); 24 CFR 578.87(b)(ii); 24 CFR 578.103(a)(13)] Yes No

Reviewer Comments:

52) Religious activities. For recipients that engage in explicitly religious activities, do records document that the recipient performed such activities and offered such services outside of programs that are supported with federal financial assistance separately, in time or location, AND indicated that participation in such religiously explicit activities was voluntary for program participants AND did not use CoC Program funds to support or engage in explicitly religious activities AND if a program participant objected to the religious character of a recipient that provided services, do records document that the recipient undertook reasonable efforts to identify and refer the program participant to an alternative provider within a reasonably prompt time?[24 CFR 578.87(b)(2); 24 CFR 578.103(a)(13)] Yes No

Reviewer Comments:

53) Organization chart. Do the recipient and its subrecipients have an organization chart that illustrates the actual lines of authority/responsibility? [24 CFR 85.20] Yes No

Reviewer Comments:

54) Employee responsibilities. Are primary duties for key employees of the recipient and its subrecipients defined?[24 CFR 85.20] Yes No

Reviewer Comments:

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55) Conflicts of interest. Does the recipient/subrecipient, their employees, agents, consultants, officers, and elected or appointed officials meet the conflict of interest requirements (no financial interests or benefit from assisted activity on part of staff (or person with whom the staff member has immediate family or business ties) during his/her tenure with organization and one year following his/her tenure. This includes, procurement, rent reasonableness determinations and housing quality inspections for a property owned by the grantee or sub-grantee)? [578.95] Yes No

Guidance: Sample “Rent Reasonableness Checklist and Certification” form available at: www.hud.gov/offices/cpd/affordablehousing/library/forms/rentreasonablechecklist.doc

Reviewer Comments:

Reporting and Contract Requirements

56) APR. Was the most recent APR submitted to HUD no later than 90 days from the date of the end of the project’s grant term? [578.103 (e)] Yes No

Reviewer Comments:

57) HMIS. Has the recipient or its subrecipients submitted client data to the CoC- designated HMIS (or comparable database, as applicable) for all program participants assisted?
 Yes No

Reviewer Comments:

58) Grant amendment. If there was a significant change made that required a grant amendment, is an executed amendment on file? Did the sub-CoC review and approve any grant amendments prior to submission to HUD and did the grantee notify the BOS SC of any approved amendments? Significant changes include, a change of recipient, a shift in a single year of more than 10 percent of the total amount awarded under the grant for one approved eligible activity category to another activity and a permanent change in the subpopulation served by any one project funded under the grant, as well as a permanent proposed reduction in the total number of units funded under the grant. [578.105 (a)]
 Yes No

Reviewer Comments:

59) Number of Participants. Is the number of participants currently being served consistent with the number in the approved application? Yes No

Reviewer Comments:

60) Restriction on combining funds. Does the project comply with HUD’s restriction on combining funds (i.e., In a single structure or housing unit, the following types of assistance may not be combined: Leasing and acquisition, rehabilitation, or new construction; Tenant-based rental assistance and acquisition, rehabilitation, or new construction; Short- or medium-term rental assistance and acquisition, rehabilitation, or new construction; Rental assistance and leasing; or Rental assistance and operating)? [578.87 (b)] Yes No

Reviewer Comments:

61) Environmental Review. Has the grantee complied with environmental review requirements (Grantee will not acquire, rehabilitate, convert, lease, provide sponsor or project based rental assistance, repair, dispose of, demolish or construct property or expend HUD funds until an Environmental Review under 24 CFR part 50 has been completed and the grantee has received HUD approval of the property)? [578.31] Yes No

Guidance: Monitors will review files for evidence of environmental review and notice of HUD approval. For more guidance see: <https://www.hudexchange.info/environmental-review/>

Reviewer Comments:

Housing Assistance

62) Vacancy Notification. When a vacancy in the CoC Rental Assistance program has occurred or is anticipated, the CoC Rental Assistance Housing Office has notified the applicable CAN within 2 business days? Yes No

Reviewer Comments:

63) Applicant Referral. Within 2 business days of receiving notification of an actual or anticipated vacancy, the CAN refers one or more applicants to the CoC Rental Assistance Office.

Yes No

Reviewer Comments:

64) Referrals from other systems of care. Before accepting participants into CoC programs from the Mental Health, Foster Care, Correctional or Public Health Systems, providers will work to ensure

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that all other discharge options have been exhausted. Accepting a person directly from publicly-funded institutions should only be considered if there are no other viable housing options and the person meets the eligibility criteria for the bed or unit. [CT. BoS Policies and Procedures] Does program being monitored meet these conditions? Yes No

Guidance: This standard should be implemented by CANs.

Reviewer Comments:

65) Rent Reasonableness. Has the grantee conducted rent reasonableness determination assessments based on a minimum of three comparable unassisted units.? [578.49(b) and 578.51(g) and DMHAS Rental Assistance Administrative Plan] Yes No
Guidance: When grants are used to pay rent for all or part of a structure or structures, the rent paid must be reasonable in relation to rents being charged in the area for comparable space. In addition, the rent paid may not exceed rents currently being charged by the same owner for comparable unassisted space. The recipient or subrecipient must determine whether the rent charged for the unit receiving rental assistance is reasonable, taking into account the location, size, type, quality, amenities, facilities, and management and maintenance of each unit. Sample "Rent Reasonableness Checklist and Certification" form available at:

<https://www.hudexchange.info/resources/documents/RentReasonableChecklist.pdf>

Additional information is available at:

<https://www.hudexchange.info/resources/documents/CoC-Rent-Reasonableness-and-FMR.pdf>

Reviewer Comments:

66) Housing Quality Standards. Has all housing assisted through rental assistance with CoC funds been inspected prior to occupancy and re-inspected at least annually? Are HQS inspections performed promptly upon submission of the Request for Lease Approval? [587.75(b) DMHAS Rental Assistance Administrative Plan] Yes No

Reviewer Comments:

67) Health and Safety Checklist. Has all housing been inspected using the "General Health and Safety Checklist" at least annually approximately 6 months following the HQS inspection? (*Best Practice Recommendation*) *Guidance: Form is available at www.ctbos.org*
 Yes No

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68) Lead based paint visual inspection. Has the grantee conducted a visual assessment of all units receiving financial assistance if the unit was constructed prior to 1978 and if there will be a child under 6 years of age or a pregnant woman residing in the unit? Have staff conducting the assessment completed the HUD web-based training? [578.99(f)]

Yes No

Guidance: Units must be inspected to identify deteriorated paint (i.e., chipping, cracking, chalking, damaged, separated from substrate). For more information see:

<https://apps.hud.gov/offices/lead/training/visualassessment/h00101.htm>

Reviewer Comments:

69) Lead based paint information. Do project files consistently document receipt by applicants and occupants of the Lead Hazard Information Pamphlet? [24 CFR 35.1010(b)]

Yes No

Guidance: Pamphlet available at:

https://www.hud.gov/program_offices/healthy_homes/enforcement/disclosure

Reviewer Comments:

70) Lead based paint data sharing – TBRA. Does the program share housing data with the local health department on a quarterly basis in an attempt to match assisted unit addresses with lead-poisoned children? [24 CFR 35.1225(f)]

Yes No

Reviewer Comments:

71) Leases/Owner Assurance/HAP Contract. Does grantee have a signed lease with all program participants with an initial one year agreement renewable for a minimum term of 1 month and terminable only for cause? Rental assistance projects must have leases between the program participant and the landowner or sublessor. Agreement/lease should provide formal due process rights. Are the HAP contract and Owner’s Assurances form also executed at lease signing?[578.77(a); 578.51(l)] and DMHAS Rental Assistance Administrative Plan)

Yes No

Reviewer Comments:

72) TRA housing choice. Do participants choose the housing unit in which they choose to reside except as necessary to facilitate the coordination of supportive services, in which case

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participants may be required to live in a specific area for their entire period of participation or in a specific structure for the first year? [578.51(c)] Yes No

Reviewer Comments:

73) SRA requirements. Do participants live in housing owned or leased by the sponsor? [578.51(d)]
 Yes No

Reviewer Comments:

74) Housing Search. Does the CoC Rental Assistance Housing Office maintain a current list of housing choices available to participants to assist with locating housing? Does the project follow the requirement that participants of tenant-based rental assistance be informed that their housing choices are not limited to units on any list and that they have the right to choose the location and type of unit with applicable restrictions only as allowable by HUD? (DMHAS Rental Assistance Administrative Plan) Yes No

Reviewer Comments:

75) Move-in. Does the CoC Rental Assistance Housing Office provide moving assistance to participants as needed? (DMHAS Rental Assistance Administrative Plan)
 Yes No

Reviewer Comments:

76) Vacancies. Is rental assistance continued for a maximum of 30 days from the end of the month in which a unit was vacated, unless occupied by another eligible person (does not apply to institutional stays of 90 days or less)? [578.51(i)] Yes No

Reviewer Comments:

77) Unit retention –institutional stays Brief periods of stays in institutions, not to exceed 90 days for each occurrence, are not considered vacancies (578.51). Has the project complied with this provision? Yes No

Reviewer Comments:

78) Retention of assistance in PSH. Has a family been able to retain rental assistance until the expiration of the lease in effect when qualifying member died, was incarcerated, or institutionalized? [578.75 (i)] Yes No

Reviewer Comments:

Permanent Supportive Housing Calculation of occupancy charges/rent.

79) A. Calculation. Is income calculated in accordance with 24 CFR 5.609 and 5.611 and is the rent charged the greater of 30% of family's adjusted income, 10% of gross income, or the portion of a public welfare assistance payment designated to meet housing costs? Does the CoC Rental Assistance Office use the required rent calculation spreadsheet? ? Have the following mandatory annual deductions been correctly applied: \$480/dependent, \$400 for any elderly/disabled household, reasonable childcare expenses to enable work or education, and the following if it exceeds 3% of annual income: unreimbursed medical expenses for elderly or disabled, attendant care and auxiliary apparatus for each disabled household member to enable any member to work? Does the CoC Rental Assistance Office meet with participants as necessary to resolve any disputes regarding rent calculation? (578.77(b) and DMHAS Rental Assistance Administrative Plan] Yes No

Reviewer Comments:

B. Adjustment. Does the project require participants to report income changes of more than \$40 per month when such a change is expected to be ongoing within 10 days? Does the project adjust rent accordingly? Are participants notified 30 days in advance before any rent increase is implemented? Does any increase become effective on the first day of the first month following the 30-day notice? Does any decrease become effective on the first day of the month following the month in which the change triggering the decrease was reported? Does the CoC Rental Assistance Office use the required HUD CPD Income Calculator?[578.77(c) and DMHAS Rental Assistance Administrative Plan] Yes No

Reviewer Comments:

C. Review. Is income reviewed annually or when there is a change in income and is documentation of the review on file? Does the CoC Rental Assistance Office send an annual recertification letter to each participant 20-90 days before the effective date of the recertification, including application for continued occupancy form, consent for release of information, federal privacy act information, and lead-based paint form [578.77(c) and DMHAS Rental Assistance Administrative Plan] Yes No

Reviewer Comments:

80) Income documentation. Where an occupancy charge or rent was charged do participant files document: income evaluation form completed by the recipient [24 CFR 578.103(a)(6)(i)];

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source documents for the assets held by the program participant and income received before the date of the evaluation (e.g., most recent wage statements, unemployment compensation statement, public benefits statements, bank statement)[24 CFR 578.103(a)(6)(ii)]; if source documents were unavailable, a written statement by the relevant third party or the written certification by the recipient’s intake staff of the oral verification by the relevant third party of the income the program participant received over the most recent 3-month period; 24 CFR 578.103(a)(6)(iii)]; or if source documents and third-party verification were unavailable, the written certification by the program participant of the amount of income that the program participant was reasonably expected to receive over the 3-month period following the evaluation? 24 CFR 578.103(a)(6)(iv) Yes No

Reviewer Comments:

81) Participant obligation to pay. If a participant fails to provide required interim changes in income or other factors, or submits incorrect or falsified information on any application, certification or re-certifications and, as a result, is charged a rent less than the amount required by HUD’s rent formulas, is the participant required to reimburse DMHAS for the difference between the rent the participant should have paid and the rent he/she paid? The participant is not required to reimburse DMHAS for undercharges caused solely by DMHAS’s failure to follow HUD’s procedures for computing rent or assistance payments. Is the participant granted the right to have a reasonable repayment agreement? Yes No

Reviewer Comments:

82) Owner/landlord obligation to repay. Has the owner/landlord or housing provider been required to reimburse DMHAS for all overpayments where such overpayments are due to the owner/landlord or housing provider’s error or the owner’s failure to follow HUD’s procedures? DMHAS may permit the owner/landlord or housing provider to repay such overpayments in one lump sum or over a period of time through reduction of normal housing assistance payments. Yes No

Reviewer Comments:

83) Security Deposits. If the grantee uses CoC funds for security deposits, are the amounts of the deposits not in excess of two months’ rent? [578.49(b) and 578.51(a)] Yes No

Reviewer Comments:

84) Rental assistance damages. For property damages paid, were expenditures for a one-time cost per program participant AND not exceeding 1-month’s rent to pay for any damage to housing due to the action of a program participant? [24 CFR 578.51(j); 24 CFR 578.103(a)(17)]

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Yes No

Reviewer Comments:

85) Dwelling size. Does the dwelling unit have at least one bedroom or living/sleeping room for each two persons, AND does the project comply with the prohibition against requiring children of the opposite sex, other than very young children, to occupy the same bedroom or living/sleeping room? [24 CFR 578.75(c)(1); 24 CFR 578.103(a)(8)] Yes No

Reviewer Comments:

86) Household composition changes. If household composition changed during the term of assistance, did the recipient or its subrecipients relocate the household to a more appropriately sized unit and continue access to appropriate supportive services? [24 CFR 578.75(c)(2); 24 CFR 578.103(a)(8)] Yes No

Reviewer Comments:

87) Accommodating family composition changes. Does the project comply with the CT BOS requirement to allow participants to alter their family composition at any time during the admission process or post admission except when a unit is not large enough by HUD standards, the services required to meet the needs of the new family member are not available, and/or housing the family together would present an imminent health and/or safety risk? When circumstances prevent accommodating changes to family composition, does the project assist the family in accessing a different unit or work with their CAN and assist the family in accessing a different project that meets their needs and can accommodate them together as a family? (CT BOS Policies) Yes No

Reviewer Comments:

88) Equal Access. Does program comply with HUD Final Rule on Equal Access and HUD's Final Rule on Equal Access in Accordance with Gender Identity? Yes No

Guidance: Both Final Rules available at:

<https://www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/>

Reviewer Comments:

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89) VAWA prohibitions against discrimination. Has the project complied HUD’s Final Rule Regarding the Implementation of Housing Protections Authorized in the Violence Against Women Act of 2013 (VAWA), which prohibits discrimination against individuals applying for or living in federally subsidized housing because of acts of domestic violence, sexual assault, dating violence, and stalking committed against them? This includes prohibitions against survivors being denied assistance as an applicant or evicted or having assistance terminated as a participant because of abuse and effects of abuse such as unit damages. VAWA protections are not only available to women, but are available equally to all individuals regardless of sex, gender identity, or sexual orientation. Yes No

Guidance: The full rule is available at: <https://www.hudexchange.info/news/hud-announces-publication-of-final-rule-implementing-vawa-reauthorization-act-of-2013/>

Reviewer Comments:

90) VAWA Emergency Transfer Plans. Has the project complied with the CT BOS emergency transfer plan? Yes No

Guidance: Currently under development will be available on the CT BOS website at: www.ctbos.org

Reviewer Comments:

91) VAWA Lease Requirements and Bifurcation. Has the project included the required descriptions of VAWA protections in leases, lease addendums, and contracts? As necessary, does the project bifurcate a lease to evict an abuser while allowing the survivor to stay?

Yes No

Guidance: The full rule is available at: <https://www.hudexchange.info/news/hud-announces-publication-of-final-rule-implementing-vawa-reauthorization-act-of-2013/>

Reviewer Comments:

92) VAWA Required Notices. Has the project provided the required Notice of Occupancy Rights and Domestic Violence Incident Certification Form to each adult tenant and applicant at the required times? Yes No

Guidance: Versions translated into 14 languages are available on the Office of Multifamily Housing’s web page at https://www.hud.gov/program_offices/administration/hudclips/forms/hud5a

Reviewer Comments:

f. Coordinated Entry & Participant Eligibility

- 93) Use of CAN. Did the recipient/subrecipient use the centralized or coordinated assessment system established by the CoC? 24 CFR 578.(a)(8)? Yes No

Reviewer Comments:

- 94) Statewide By-Name List. Did the PSH project accept referrals only from the Statewide By-Name List that is maintained by each CAN with the exception of veterans, youth, and participants transferred from a different PSH project? For veterans and youth did the PSH project accept only referrals from the separate prioritization processes established for these subpopulations?[CT BOS Policies] For transfers, was the placement coordinated through the local CAN? Yes No

Reviewer Comments:

- 95) Eligibility denial notification. If a referred applicant is determined not to meet project eligibility requirements by the CAN or CoC Rental Assistance Housing Office, has the deciding entity notified applicant in writing regarding the reason for the decision providing detailed instructions regarding what additional documents are required, who the applicant can contact to obtain assistance, and how to appeal the decision? When the decision has been made by the CoC Rental Assistance Office, has the CAN also been notified of the above?[578.3; DMHAS Rental Assistance Administrative Plan] Yes No

Reviewer Comments:

- 96) Chronic Homelessness Does the correct portion of households assisted meet the definition of chronic homelessness and has the grantee maintained documentation that applicable households served meet HUD’s definition of chronic homelessness? [578.3] – PSH ONLY
 Yes No

Guidance: HUD Notice: Prioritizing Persons Experiencing Chronic Homelessness in PSH & Recordkeeping Requirements for Documenting Chronic Homeless Status and HUD final definition on chronic homelessness

<https://www.hudexchange.info/resource/5108/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh/>
<https://www.federalregister.gov/articles/2015/12/04/2015-30473/homeless-emergency-assistance-and-rapid-transition-to-housing-defining-chronically-homeless>

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Reviewer Comments:

97) Homeless status. Has the grantee maintained documentation that indicates that all households served meet HUD’s definition of homelessness? [578.3; CT BOS Policies]

Yes No

Reviewer Comments:

98) Disability status for permanent supportive housing. Do all households served in permanent supportive housing meet HUD’s definition of a disabled household? Doe the project serve only participants who have a serious mental illness, chronic problems with alcohol, drugs or both, or acquired immunodeficiency syndrome (AIDS) and/or related diseases. [578.37(a) and DMHAS Rental Assistance Administrative Plan] Yes No

Reviewer Comments:

99) Written intake procedures. Do the records demonstrate that 1) the recipient had written intake procedures in place to ensure that documentation of program participants’ homeless and disability (if applicable) status is maintained in accordance with the program requirements 2) that those procedures require obtaining documentation at project intake of the evidence relied upon to establish and verify homeless status, 3)that the procedures establish the order of priority for obtaining evidence of homelessness as first third-party documentation, second intake worker observations, third self-certification, and that the recipient/subrecipient following the procedures?[24 CFR 578.103(a)(3)-(4); 24 CFR 576.500(b); 24 CFR 576.500(c)]

Yes No

Guidance: Sample Written Intake procedures available at www.ctbos.org

Reviewer Comments:

g. Services

100) On-going assessment of supportive services needs. Has the grantee conducted on-going assessments of participant’s supportive services needs including the services needed, the availability of such services, and the coordination of services to ensure long-term housing stability? Is this documented in sampled client charts? [578.75(e)]

Yes No

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Guidance: At least every 6 months recipients and/or subrecipients shall conduct an assessment of the service needs of the program participants and should adjust services accordingly. Sample assessment available at: <http://www.csh.org/csh-solutions/community-work/housing-development-and-operation/assuring-quality-in-connecticut>

Reviewer Comments:

- 101) Services for Permanent Supportive Housing. Has the grantee made supportive services available to meet the needs of program participants and made adjustments as necessary based on assessments, AND did participants receive supportive services for the duration of their stay? ([578.37(a)] Yes No

Guidance: Monitors will look for evidence that services are provided with a frequency that is responsive to participant needs (e.g. evidence of appropriate and timely intervention on identified issues that threaten housing stability or health/wellbeing; evidence that, in general, contact/attempts occur at least two times/month; contact/attempts that are less are supported by an assessment indicating a lower level of service need); Sample service plan available at: <http://www.csh.org/CT-QI>

Reviewer Comments:

- 102) Assertive Engagement in PSH and RRH. Project makes regular attempts using a variety of contact methods to engage participants. (*Best Practice recommendation*) Yes No

Guidance: Monitors will look for evidence that engagement attempts are made with a frequency that is responsive to participant needs (e.g. evidence of timely attempts at intervention on identified issues that threaten housing stability or health/wellbeing; evidence that, in general, attempts occur at least 2 times monthly and at a frequency that is commensurate with participant needs; attempts that are less frequent are supported by an assessment indicating a lower level of service need and approved by a supervisor). When participants decline services or otherwise demonstrate reluctance to engage, monitors will look for use of a variety of contact methods (e.g., phone, mail, text, in person, invitations to recreational opportunities, attempts to provide concrete services, such as, food, clothing, toiletries).

Reviewer Comments:

- 103) Home Visits (PSH). Staff meets with participants in their apartments at least every six months. (*Best Practice recommendation*) Yes No

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Guidance: Monitors will look for evidence that home visits are made with a frequency that is responsive to participant needs (e.g. evidence of timely intervention on identified issues that threaten housing stability or health/wellbeing; evidence that, in general, home visits occur at least every six months and at a frequency that is commensurate with participant needs; attempts that are less frequent are supported by an assessment indicating a lower level of service need).

Reviewer Comments:

- 104) Housing Stabilization Services. Are participants educated regarding lease terms and assisted to avoid/correct lease violations and avoid eviction? Do service staff understand the difference between their role and the landlord or property manager’s role in supporting lease compliance? (Best practice recommendation) Yes No

Guidance: Monitors will look for evidence that staff educate participants regarding the rights and obligations of tenancy, monitor lease compliance and offer assistance when lease violations occur. Monitors will look for evidence that property managers/landlords and not service staff are responsible for enforcing the lease.

Reviewer Comments:

- 105) Service Plans for PSH. (Best Practice recommendations)
Service plans are completed within 60 days of project entry? Yes No
Service plans are updated at least every 6 months? Yes No
Services plans are signed by the direct service staff person, the participant and a supervisor?
 Yes No

Plans include specific and measurable action steps and indicate who is responsible for each action and when those actions will occur? Yes No

Goals are individualized and person-centered? Yes No

Case notes document that assistance with advancing goals/objectives is regularly provided to participants?

Yes No

Guidance: Sample service plan available at: <https://www.csh.org/about-csh/in-the-field/ct/ctquality/>

Reviewer Comments:

- 106) Moving-on from PSH. Project assesses participants who have stabilized in housing for interest in and provides assistance with moving-on, including but not limited to helping

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participant to apply for other affordable housing opportunities. (Best Practice recommendation).

Yes No

Reviewer Comments:

- 107) Disability-related services Grantees may not require project residents to participate in disability-related services (this does not include substance abuse treatment services) [578.75(h)]. Has the program complied with this requirement? Yes No
Guidance: Examples of disability-related services include, but are not limited to, mental health services, outpatient health services, and provision of medication, which are provided to a person with a disability to address a condition caused by the disability. (Note: CT BOS PSH projects are required to follow Housing First Principles – see below)

Reviewer Comments:

- 108) Housing First. All permanent projects must follow Housing First principles, including: housing is not contingent on compliance with services; tenants may only be terminated for lease violations or failure to carry out obligations under Connecticut’s Landlord and Tenant Act and many only be evicted from their units based on a valid court order; and services are provided post-housing placement to promote housing stability. [CT BoS Policies]. Does project follow Housing First principles? Yes No

Reviewer Comments:

- 109) Confidentiality

- A. Procedures. Has the grantee/sub-grantee developed written procedures to ensure: all client records containing identifying information are kept secure and confidential; address of any family violence project will not be made public; address or location of any housing or program participant will not be made public? [578.103(b)] Yes No

Reviewer Comments:

- B. Releases. Is information sharing evidenced in chart authorized by a current release of information? [578.103(b)] Yes No

Reviewer Comments:

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- 110) Educational Assurances: Designated Staff. If the grantee provides housing or services to families, has the grantee designated a staff person to be responsible for ensuring that children being served are enrolled in school and connected to appropriate services in the community including early childhood programs? [578.23(c)] Yes No

Reviewer Comments:

- 111) Educational Assurances: Policies and Practices. Are the project’s policies and practices consistent with the most current laws related to providing education services to individuals up to 24 years of age and families (i.e. the Every Student Succeeds Act – ESSA)? [578.23(c)] Yes No

Guidance: A sample policy is available on the CT BOS website at: www.ctbos.org

Reviewer Comments:

- 112) Termination of Assistance. Review files of participants who have been terminated from the CoC program. Has the grantee met HUD requirements for terminating assistance (provide formal due process before a person other than the person (or subordinate of that person) who made or approved the termination decision, written copies of rules, written notice of termination with clear statement of reasons for terminating, opportunity to appeal decision, and receiving written notification of final decision)? Prior to commencing the termination process does the CoC Rental Assistance Housing Office notify the participant in writing that the subsidy is in jeopardy, specifying the reasons, instructing the participant to contact the Housing Office immediately, and copying the case manager? If an agreement is not reached within 60 working days about the issues raised in the warning letter, does the CoC Rental Assistance Housing Office notify the participant in writing that the rental assistance will be terminated and the participant has the right to appeal the decision?[578.91 and DMHAS Rental Assistance Administrative Plan] Yes No

Reviewer Comments:

- 113) At-risk discharges If an individual or family residing at a permanent housing project is at risk of returning to homelessness or an individual or family is being discharged from a transitional housing project without a stable placement, the service provider is required to notify the local CAN at the earliest possible point in the process. The CAN will convene a case conference to evaluate the situation, determine intervention(s) that might help to preserve housing or secure an alternative placement, plan for the best possible outcome and try to prevent a return to homelessness. This requirement does not apply in situations of imminent risk to self or others. Has the project complied with this requirement? (CT BOS Policies) Yes No

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Reviewer Comments:

- 114) Disputes/Complaints. When a participant/applicant has a dispute (complaint) about the administration of the CoC Rental Assistance Program (e.g., eligibility or termination decisions, rent calculation, repair issues, mistreatment by the Housing Office, etc.) was he or she provided with the opportunity to use the review process described in Section XIV of the DMHAS Rental Assistance Administrative Plan, including: A) Informal Conference with CAN; B) Hearing with DMHAS Appeal Panel C) Final Review by Review Panel (DMHAS Rental Assistance Administrative Plan)? Yes No

Reviewer Comments: