

CT DMHAS Projects for Assistance in Transition from Homelessness (PATH)

2023 Abbreviated Monitoring Guide *(Updated 12/14/22)*

Report Date:

Monitoring Date:

Agency:

Subrecipient (s):

Coverage Area:

Visit Location: Remote (Zoom)

Levels of Service				
	Current Year: 9/1/22 – 8/31/23	Most Recently Completed Year: 9/1/21 – 8/31/22		
	Contracted Annual # of Participants (Based on IUP)	Contracted Annual # of Participants (Based on IUP)	Actual # of Participants Served (Based on Annual Report)	Difference between Actual and Contracted
Unduplicated # of participants contacted:			<i>Note: Partial Enrollment function in HMIS was not available for full year</i>	
Unduplicated # of participants enrolled:				

PATH Project Staff Participating in Visit (include titles):

Housing Innovations Staff that Conducted Monitoring (include titles):

DMHAS Staff Participating in Monitoring:

Note Regarding the 2023 Abbreviated Monitoring Guide: Requirements included in this guide will be monitored in 2023. For a complete list of PATH requirements see the full [Monitoring Guide](#).

GOAL OF PATH PROJECT MONITORING: To support a coordinated, collaborative, outreach effort in each CAN that:

- quickly connects unsheltered homeless individuals and families to safe available housing, income, health/behavioral healthcare and other supports;
- identifies people living in unsheltered locations and helps them to reduce the associated risks;
- minimizes service duplication; and
- uses available resources strategically to end unsheltered homelessness for as many people as possible, prioritizing those who are most vulnerable and/or have been homeless the longest.

Participant Status Definitions	
Outreach Participants	Participants who have not been enrolled either because they have not been determined eligible or are not willing to participate in services.
Enrolled Participants	Participants who have been determined to be eligible for PATH services, have indicated willingness to participate in services, and whom have not been discharged.
Participants receiving Full Case Management Services	The # of direct care staff and # of participants on each staff's caseload should be documented in the IUP. Projects without sufficient staff to provide full case management services (i.e., including needs assessment and service planning) to all enrolled participants may seek approval from DMHAS for limiting the number of participants for whom the project provides these services. That number must be documented on the outreach plan. The outreach plan must be approved by DMHAS.
Discharged Participants	Enrolled participants shall be discharged when they meet the criteria defined in #38 of this Guide. Enrolled participants shall not be discharged for other reasons.
Report Key	
FINDINGS HIGHLIGHTED IN PINK:	Signify significant findings. Submission of a corrective action plan is required. DMHAS will send a template and instructions for the corrective action plan with the final report.
FINDINGS HIGHLIGHTED IN YELLOW:	Signify area of non-compliance with PATH requirements. Findings should be corrected. Submission of a corrective action plan is not required.
AREAS HIGHLIGHTED IN GREEN:	Signify best practice recommendations. Action is not required.

Reviewer Impressions:

Large empty light blue rectangular area for reviewer impressions.

SECTION 1: PARTICIPANT CHARTS SELECTED

Monitoring team will review the spreadsheet or other tracking system used to record engagement attempts, contacts, and referrals for outreach participants.

Monitoring team will randomly select enrolled and/or discharged participant charts for review. Indicate initials of charts selected and, if applicable, discharge status.

#1: <input type="checkbox"/> Discharge	#2: <input type="checkbox"/> Discharge	#3: <input type="checkbox"/> Discharge	#4: <input type="checkbox"/> Discharge	#5: <input type="checkbox"/> Discharge
#6: <input type="checkbox"/> Discharge				

Reviewer Comments:

SECTION 2: ADMINISTRATIVE REQUIREMENTS

- 1) Number of participants. Are the number of unduplicated participants enrolled and contacted during the last complete operating year consistent with the contracted level as indicated in the project's Intended Use Plan (IUP)?

Yes No

Guidance: PATH projects must maintain a utilization rate of at least 90% of commitments as defined in the Intended Use Plan.

Reviewer Comments:

- 2) Scope of services.
- A. Is the scope of services actually being provided consistent with the applicable Intended Use Plan? Yes No
- B. Was the IUP submitted to DMHAS on-time? Yes No

Reviewer Comments:

- 3) Reporting requirements. Were reports submitted on time:
- A. Most recent PATH Annual Data Report?
 Yes No

Reviewer Comments:

- 4) Consumer satisfaction. Does the project survey PATH consumers at least annually?
 Yes No

Reviewer Comments:

- 5) HMIS
- A. Based on information reviewed during monitoring, was the client list submitted from HMIS accurate? Yes No
- B. Does the Services Summary Screen in HMIS reflect that the project is generally using HMIS to record services delivered. (Best Practices Recommendation)
 Yes No
- C. Does the Referrals Summary Screen in HMIS reflect that the project is generally using HMIS to record services delivered. (Best Practices Recommendation) Yes No

Reviewer Comments:

- 6) Staff Onboarding. Does the project have a staff onboarding plan that includes the elements outlined in the PATH Supervisors Onboarding Webinar ([slides](#); [recording](#))?

Was onboarding for staff who joined the PATH team conducted in a manner that is consistent with the onboarding plan? Yes No

Reviewer Comments: New in 2023

- 7) Staff Training. Have outreach workers participated in professional development activities, including at least 12 hours of training in the past year on topics relevant to provision of street outreach services (for example: assertive engagement, identifying/responding to signs of mental illness & addiction, identifying/responding to signs of overdose, Housing First, Motivational Interviewing, safety assessments, crisis intervention, trauma-informed care, and/or service planning)? Yes No

Reviewer Comments:

- 8) Faith-based organization – Religious non-discrimination. Do faith-based organizations have a written policy prohibiting any program that receives Federal funds from discriminating against program recipients on the basis of their religion, religious beliefs or the recipient’s refusal to actively participate in a religious practice.
 Yes No

Reviewer Comments: New in 2023

SECTION 3: ELIGIBILITY DETERMINATION REVIEW

- 9) Determining eligibility.
- A. Does the project establish a concrete plan for engagement & determining eligibility as quickly as possible for each participant encountered? Yes No
 - B. Does the project limit enrollment to those who have been determined or are suspected to be experiencing serious mental illness OR co-occurring serious mental illness and substance use disorders? Yes No
 - C. Does the project make assertive efforts to obtain documentation of disability for all enrolled participants? Yes No
 - D. Does the project limit eligibility criteria to those listed above? Yes No
 - E. Are a minimum of 90% of the enrolled participants living in unsheltered locations or in emergency shelter? Yes No

Reviewer Comments:

SECTION 6: OUTREACH AND ENGAGEMENT SERVICES

- 10) Outreach Plan.
- A. Is the outreach plan reviewed and approved by DMHAS and the CAN or another community-wide planning body at least semi-annually (i.e., in March and September) to

ensure coordination with partners who may also be conducting outreach and to minimize duplication of services? Yes No

B. Does the project conduct canvassing in manner that is consistent with the outreach plan? Yes No

C. Do providers in the CAN meet regularly to identify gaps, address systems issues arising for outreach teams, and update the outreach plan? Yes No

A completed [sample outreach plan](#) is available for reference.

Reviewer Comments:

A.

B & C. New in 2023

11) Referrals from outside of the CAN. Is there a standardized process for organizations/individuals that do not participate in the CAN to make referrals for people living in unsheltered locations to receive outreach services and to determine which outreach project will initiate outreach services? Yes No

Reviewer Comments:

New in 2023

12) Engagement.

A. Does the project make consistent and assertive efforts to engage each participant enrolled? Yes No

B. Is staff persistent despite any participant reluctance to engage? Yes No

Reviewer Comments:

SECTION 4: HOUSING FOCUSED CASE MANAGEMENT SERVICES (applicable only to enrolled participants; applicable to all enrolled participants unless otherwise noted)

13) Housing Navigation. Do staff work persistently to assist participants in locating safe temporary accommodations and permanent housing that is consistent with their needs and preferences? Yes No

Reviewer Comments:

- 14) CAN– Placement options. Does the outreach project coordinate effectively with their local Coordinated Access Network (CAN) to ensure unsheltered participants are on the By-Name List (BNL) and to secure housing placements for participants accordingly? Yes No

Reviewer Comments:

- 15) Assessment: For all enrolled participants¹, does the project complete an assessment of participant service needs that meets these criteria²:

- A. Is an initial assessment completed within 30 days of project enrollment?
 Yes No

Reviewer Comments:

- 16) Service Planning: For all enrolled participants³, does the project complete a service plan that meets these criteria⁴:

- A. Is an initial service plan completed within 30 days of project enrollment?
 Yes No

- B. Does the project use the Assessment & Service Plan template provided by DMHAS for all enrolled participants receiving full case management services?
 Yes No

Reviewer Comments:

- 17) Mainstream benefits. Are enrolled participants screened for public benefits eligibility and assisted in applying for benefits? Yes No

Reviewer Comments:

- 18) SOAR. Are enrolled participants assisted, as appropriate, to connect to a SOAR trained case manager? Yes No

¹ If a project has insufficient case management resources to enable assessment & service planning with all enrolled participants, the project may propose an alternative case management plan to DMHAS (e.g., conduct service planning with the 20 participants determined to be most vulnerable and/or homeless the longest). That alternative plan must be documented on the project's outreach plan, which must be approved by DMHAS & the CAN.

² PATH projects are required to make assertive attempts to engage enrolled participants in the assessment and service planning process. Participants may opt not to participate. In such circumstances, projects should document engagement attempts.

³ See footnote #1.

⁴ See footnote #2.

Reviewer Comments:

19) Community-based services.

- A. Do enrolled participant files include evidence that all participants are connected to services to address health, mental health, addiction, educational, and vocational needs and assisted to use community resources (e.g., schools, libraries, houses of worship, grocery stores, laundromats, parks, etc.)? Yes No

Reviewer Comments:

20) Discharge planning.

- A. Do participant files include evidence that participants are connected to appropriate on-going services in advance of planned discharges? Yes No
- B. Do outreach staff use “warm hand-offs” to help participants establish a relationship with the providers from whom they will receive on-going services? (*Best Practice Recommendation*) Yes No

Reviewer Comments:

21) Discharge criteria. Does the project consistently discharge participants in the following and only the following circumstances⁵:

- i. Outreach workers from the PATH or another project have been unable to make contact with the participant in the past 90 days⁶.
 - ii. The participant was placed in permanent or transitional housing more than 90 days ago⁷.
 - iii. The participant has been institutionalized for a period anticipated to be longer than 90 days (includes hospitalization, jail/prison, and residential treatment).
 - iv. The participant is deceased.
 - v. The participant has been transferred to a different project to receive case management and housing placement services.
 - vi. The participant has requested to be discharged.
- Yes No

Reviewer Comments:

⁵ When extenuating circumstances warrant variance from these discharge criteria, projects must seek approval from DMHAS.

⁶ All contact attempts must be documented.

⁷ Projects may not retain enrolled participants for more than 90 days post placement without DMHAS approval. They may, however, discharge a placed participant before the 90 days has elapsed.

22) Aftercare. Does the project make at least monthly attempts to contact discharged participants to assess on-going service needs and connect participants to appropriate services as necessary for at least three months post discharge?

- Yes No

Reviewer Comments: