

**Bergen County Continuum of Care
2021 Desk Monitoring Questionnaire/Document Request**

In order to assist the Performance and Evaluation Committee, in addition to maintaining compliance with Continuum of Care Regulations, the Performance and Evaluation Committee will be requesting the following information to complete a Monitoring of the following Continuum of Care Project:

Agency Name: _____

Project Name: _____

The monitoring being completed will assist the Continuum as well as the agencies to ensure all projects are in compliance with HUD regulations and will provide the Committee with additional information to base funding decisions on. After the monitoring has been completed, all agencies will receive a formal monitoring report identifying any issues that may need to be addressed.

In addition to completing the questionnaire below, please provide the Performance and Evaluation Committee with the following documents by May 14th 2021 by sending them to Angela Drakes at ADrakes@co.bergen.nj.us and Lisa Falcone @ LFalcone@monarchhousing.org :

Documents to be submitted:

- Blank copy of your agency's client satisfaction survey if used for this project
- Copies of any MOUs currently in place with other agencies that provide services of any kind to this project (especially those whose services are used as match or leveraging for the project)
- Copies of eligibility criteria, intake process and termination process from program policies and procedures manual.
- A copy of the LOCCS request or a LOCCS print out showing the last 4 drawdowns that were completed for this project
- Any back up documentation required by HUD to justify the services, operating or administrative funds requested in the last 4 drawdowns (this includes timesheets, service logs, etc.)
- Copy of the most recent grant agreement with HUD
- A copy of the most recently completed audit for your agency

Please complete the following questions:

Client Feedback:

1. Does your agency administer a client satisfaction survey to the participants in this project? If so, how often is the survey conducted? If no, does the agency have other means for collecting consumer feedback?

2. Does this project provide clients with the rules and regulations of the project? If yes, how and when do they receive this information?

3. Does the agency provide clients with a means of expressing and resolving a complaint or appeal? If yes, what is the process?

4. Is there a grievance procedure document for this project?

Program Coordination:

1. Describe your internal process for filling vacancies.

2. If someone is not eligible for this project, how does your agency connect them to other services in the community?

Agency Staff:

1. What type of training do the staff that work with this project receive to ensure they have the information needed to work on this grant?

Project Administration:

1. Has this project been audited by HUD? If yes, were there any findings, what were they and have those findings been since cleared by HUD?

2021 Additional Question

1. How has COVID 19 impacted your agencies performance?
