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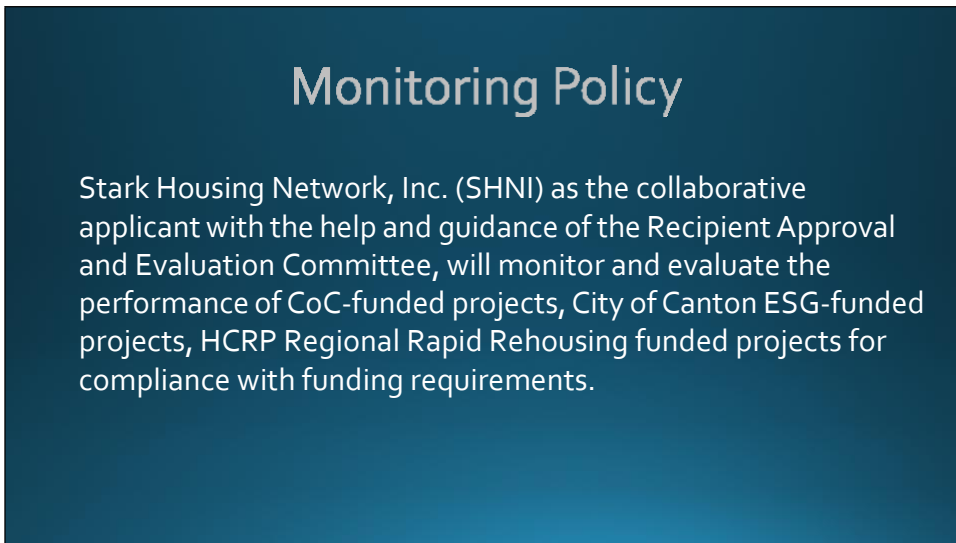
Stark Housing Network, Inc.
Homeless Continuum of Care of Stark County (HCCSC) Collaborative Applicant

Monitoring Workshop
2026



Stark Housing Network

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Monitoring Policy

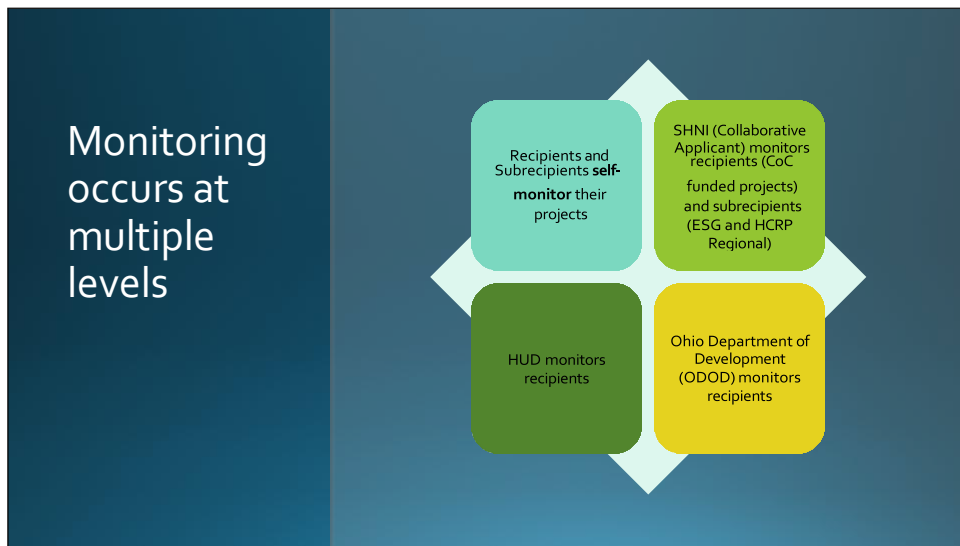
Stark Housing Network, Inc. (SHNI) as the collaborative applicant with the help and guidance of the Recipient Approval and Evaluation Committee, will monitor and evaluate the performance of CoC-funded projects, City of Canton ESG-funded projects, HCRP Regional Rapid Rehousing funded projects for compliance with funding requirements.

- Procedures for monitoring and evaluating CoC, ESG and HCRP Regional funded projects can be found on the HCCSC Website Charters and Policy Page under C. Recipient Approval and Evaluation Policies and Procedures.
[Charter & Policies - Stark Homeless Continuum](#)

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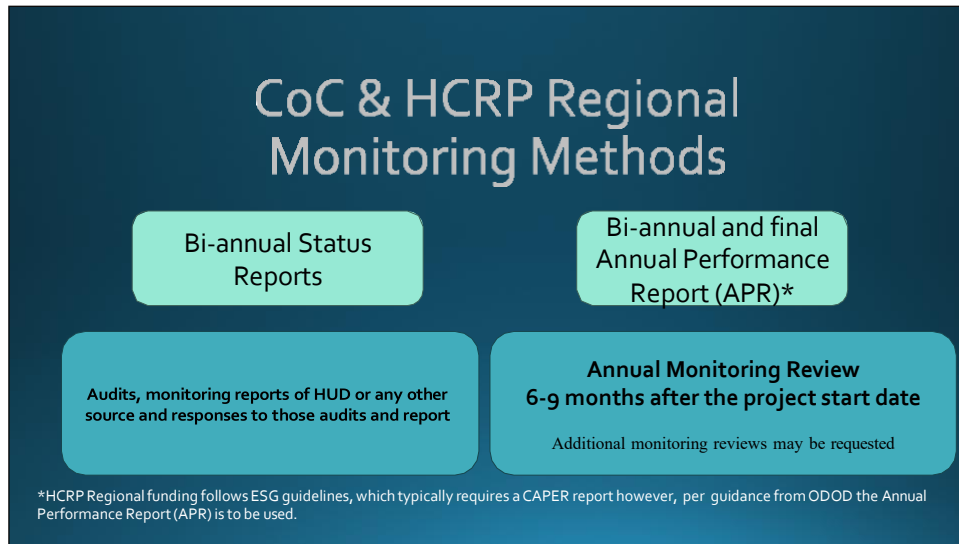
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Recipients of CoC funding and subrecipients of ESG or HCRP Regional funding should:

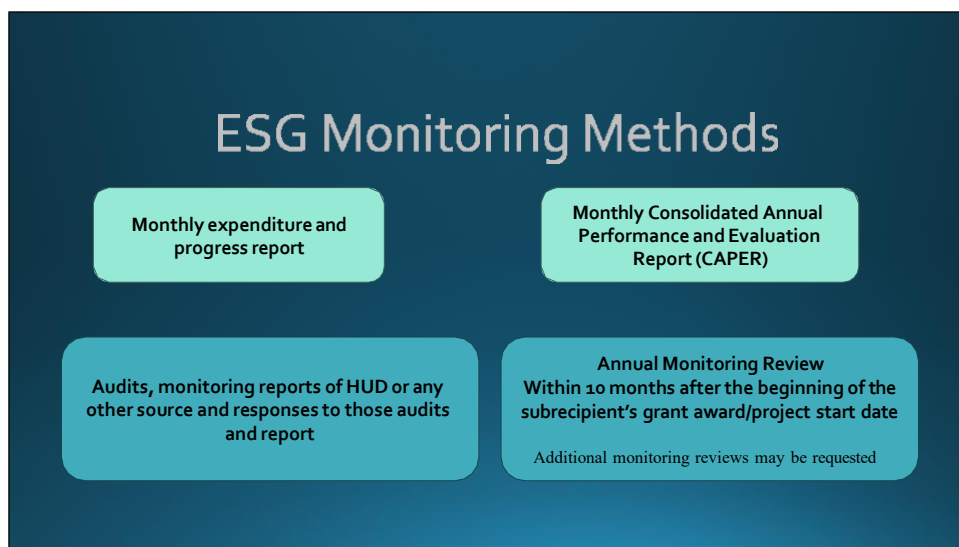
- Monitor their projects at least quarterly to ensure all activities and expenditures are eligible under the funding requirements
- Be prepared for annual monitoring reviews by the SHNI
- Be prepared for federal monitoring (HUD) or state monitoring (ODOD)

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- [CoC and HCRP Regional Status Report Schedule](#) is available on the HCCSC website Charter/Policies Page under C. Policies
- SHNI will provide feedback to each status report and APR received
- Status reports including the APR are to be cumulative
- If the CoC 12 month-APR shows data/performance issues, the project will be asked to submit the final draft APR for review prior to Sage submission with an explanation for performance issues
- SHNI will provide a 30-day notice for annual monitoring review

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- SHNI will provide feedback as necessary based on monthly reports emailed to the City of Canton and SHNI (lwarden@starkhousingnetwork.org)
- SHNI will provide feedback for each status report and APR received

- Status reports including the CAPER are to be cumulative
- SHNI will provide a 30-day notice for annual monitoring review

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What to Expect

- Review of Agency-Level Procedures
(specific to funded program)
- Participant Level File Review
(agency files and HMIS)
- Financial Review
- Review of Project Performance Outcomes
(HUD Performance Benchmarks-Sage HMIS Reporting Repository)

- SHNI will email a 30-day notice for the monitoring review
- A list of documents to email before the scheduled site visit (e.g., financial records, updates since the previous monitoring, procedures, HMIS list of participants) will be provided with the monitoring notice
- SHNI will review participant files on-site and in HMIS.
- Following the review of all materials, SHNI will email to the agency representative a monitoring summary that includes site visit notes, identifies any deficiencies, and requests the following:
 1. An explanation for each cited deficiency
 2. A corrective action plan for each deficiency

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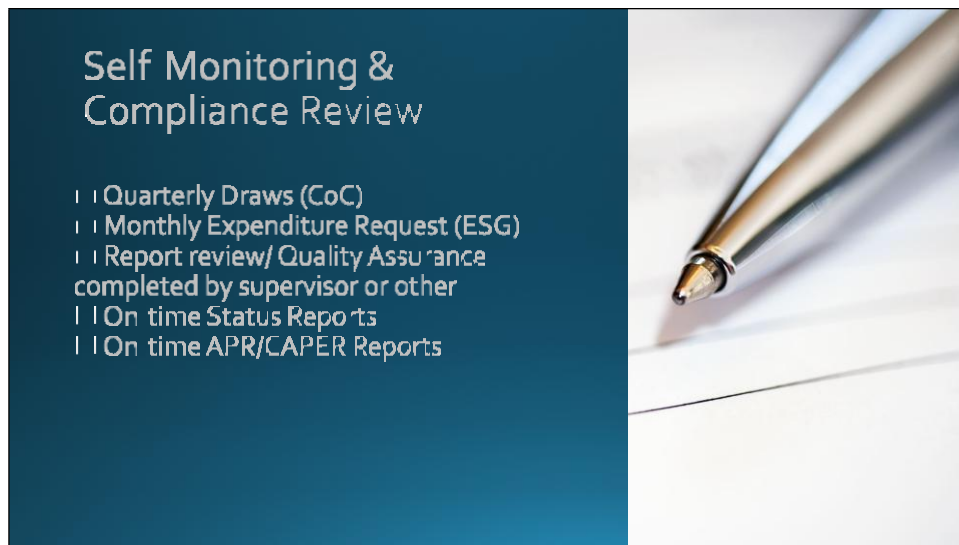
Self Monitoring & Compliance Review

- | | File organized and complete
- | | Required signatures and dates present
- | | Documentation consistent across file and HMIS
- | | Confidential information securely maintained
- | | File review/Quality Assurance completed by supervisor or other

Monitoring Preparation

- Begin monitoring at the agency level and review at least quarterly.
- Always stay prepared rather than waiting for a formal monitoring notice.
- Be aware that HUD and other funders may not provide a 30-day advance notice.

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Self Monitoring & Compliance Review

- | | Quarterly Draws (CoC)
- | | Monthly Expenditure Request (ESG)
- | | Report review/ Quality Assurance completed by supervisor or other
- | | On time Status Reports
- | | On time APR/CAPER Reports

- Stay aware of reporting deadlines and communicate any issues promptly.

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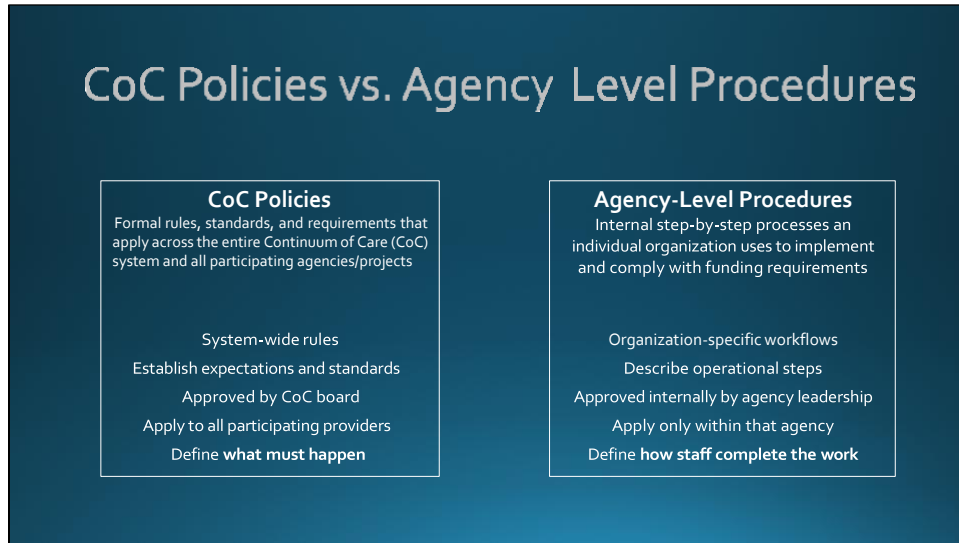
SELF MONITORING



- Do you have a checklist for all participant files? Do you have a defined schedule to monitor files? Are
- Do you monitor HMIS inputs? Do you check for errors and timeliness of data entry into HMIS or comparable data base ?
- Do you complete and submit the Required Status Report ?
- Do you look at programmatic capacity along side financial capacity?
- Do you reference HUD tools to ensure program compliance?
- Do you reference HCCSC local policies to help answer questions and ensure compliance ?
- Do you schedule 1:1 meetings with Stark Housing Network if you need assistance identifying resources or questions related to monitoring?

- Review data quality and performance at least quarterly
- Define a set schedule for internal monitoring
- Review participant files at least quarterly
- Review unit utilization and financial capacity at least quarterly
- Schedule 1:1 meeting with Stark Housing Network if the project is experiencing issues, assistance is needed to locate resources and/or have questions related to monitoring

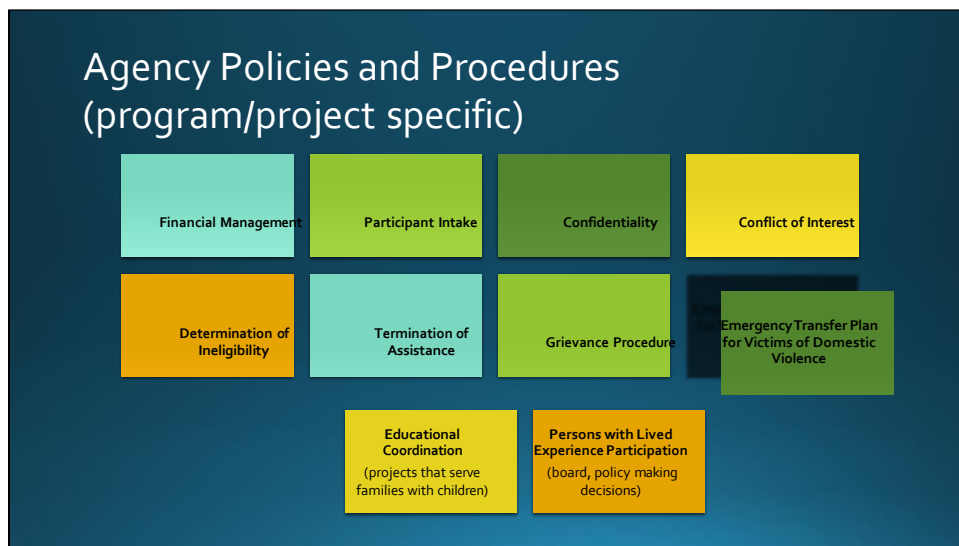
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Know the difference and ensure that internal procedures are reviewed with program staff

- **CoC policies** are the formal rules, standards, and requirements that apply across the entire Continuum of Care system and all participating agencies/projects.
- **Agency-level procedures** are the internal step-by-step processes an individual organization uses to carry out and comply with funding requirements-Define how staff complete the work.

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Agency/Program-Specific Procedures-These procedures should explain how the activities of the monitored project are carried out.

Participant File/HMIS Review

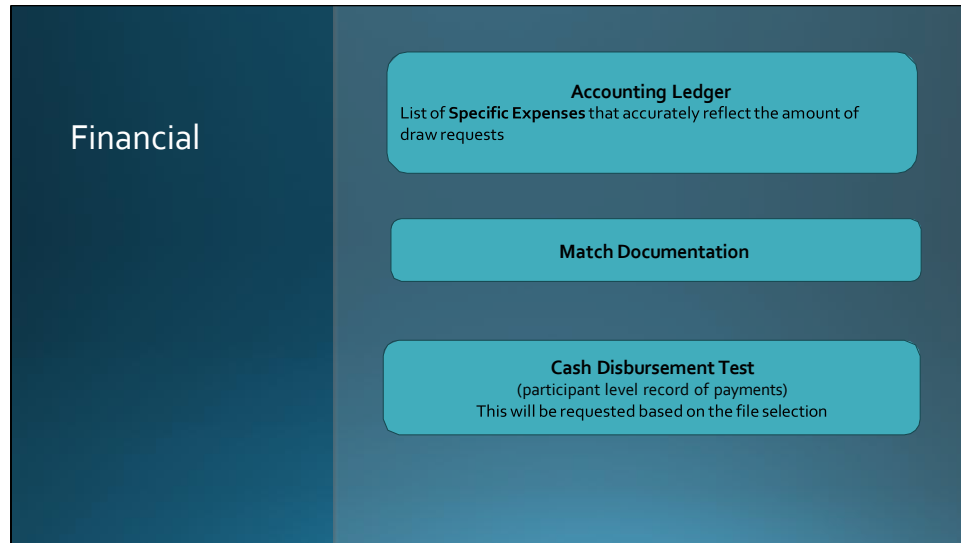
HMIS Release	Participant Identification Documents	Plan for retaining permanent housing after assistance ends	Housing Quality Standards Inspection (HQS)/INSPIRE	Homeless status documentation
Crisis/safety planning (if applicable)	Chronic homelessness documentation (if applicable)	Lead-based paint visual assessment by inspection by certified inspector (household with child under 6 or pregnant person & housing built before 1978)	Verification of Disability (PSH)	Participant Receipt of Information (grievance procedure, confidentiality, program agreement, lead-based paint hazards pamphlet)
Rental Assistance Agreement	Lease (12 months and renewable for a minimum of 1 month)	Rent Reasonableness, Fair Market Rent	Monthly Case Management Notes	Documented referrals to mainstream resources
Employment/income support documentation	Annual Assessment (if applicable)	Financial assistance provided in accordance with program rules (utilities, security deposit, rental assistance)	Program eligibility determination completed	Signed participant agreement/occupancy agreement

High-Level Review

The SHNI Monitoring Checklist is a tool used by the Stark Housing Network, Inc. for monitoring purposes and may not be inclusive of all program requirements. Refer to HUD requirements and HCCSC policies for full compliance.

Monitoring Checklist Access

The CoC, HCRP Regional, and ESG Monitoring Checklist is available on the HCCSC website under the Provider tab-*HUD Resources and Monitoring Guidance*
<https://starkcountyhomeless.org/providers>



Financial documents are reviewed at a high level to confirm that the project charges only eligible grant expenses and properly accounting for required match.

- CoC-funded projects
 - Accounting ledger and eLOCCS draw request
 - Match documentation
- ESG-funded projects
 - Monthly invoices and supporting documents submitted to the City of Canton
 - Match documentation
- HCRP-funded projects
 - Invoices submitted to Stark Housing Network

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Financial

[CoC Match - Match Requirements - HUD Exchange](#)

OVERALL MATCH REQUIREMENTS

Recipients and subrecipients are responsible for:

- ❑ Meeting the percentage (25% for CoC and 100% for ESG) requirement over the grant term ;
 - ❖ HCRP Regional RRH does not require match
- ❑ Securing match contributions for the project;
- ❑ Documenting match sources;
- ❑ Tracking match activities; and
- ❑ Developing procedures and reporting formats to collect and compile match information

SELF-MONITORING OF MATCH

If at the end of a grant term, the match requirement is not met, the recipient may be asked to repay funds. Recipients/subrecipients should monitor match activity during the grant term. They are required to obtain information annually from third parties of in-kind service match activity, and encouraged to gather it quarterly

- Match must be documented
- Monitor match on a quarterly basis.
- Pay close attention to documentation requirements-specifically for in-kind services and goods
- Match is not required for HCRP Regional RRH

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Common HUD Compliance Risk Areas

- ⚠ Missing homelessness documentation
 - ⚠ Missing disability verification
- ⚠ Missing/Incomplete case notes
 - ⚠ Missing HQS inspections
- ⚠ Income calculations unsupported
 - ⚠ Late HMIS data entry
- ⚠ Missing participant signatures/dates
- ⚠ Inconsistent documentation between file and HMIS

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Common HUD Compliance Risk Areas

- △ Unsupported financial assistance payments
- △ Financial assistance outside eligible program dates
- △ Delayed drawdowns or reimbursement requests
- △ Unsupported match or leverage documentation
- △ Failure to maintain adequate audit trail for expenditures
- △ Ineligible costs charged to grant

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HUD Sage HMIS Reporting

Quality Assurance Review

- Multiple staff members have access to and working knowledge of Sage reporting requirements, including designated program and finance staff to support reporting accuracy, continuity, and compliance.
- Internal supervisor review completed
- Report totals compared to prior reporting periods
- Significant variances explained/documented
- Required supporting documentation retained
- Copy of final submission saved internally
- Confirmation of successful submission saved
- Staff notes/documentation retained for audit purposes

All reports should go through an internal quality assurance review by a supervisor or peer prior to final submission. This also includes ESG reports submitted to the City of Canton and Stark Housing Network (SHNI) and HCRP Regional reports submitted to SHNI.

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HUD Sage HMIS Reporting

Recommended Best Practice Workflow

1. Run internal HMIS data quality reports
2. Correct errors and missing data
3. Generate draft APR/CAPER report
4. Conduct supervisor or peer Quality Assurance review
5. Correct all errors before submission
6. Export final CSV/XML files
7. Upload to Sage HMIS Reporting Repository
8. Resolve validation issues
9. Provide Explanation for underperformance/variances
10. Submit final report
11. Save confirmation and backup documentation
12. Check back to ensure the report is accepted

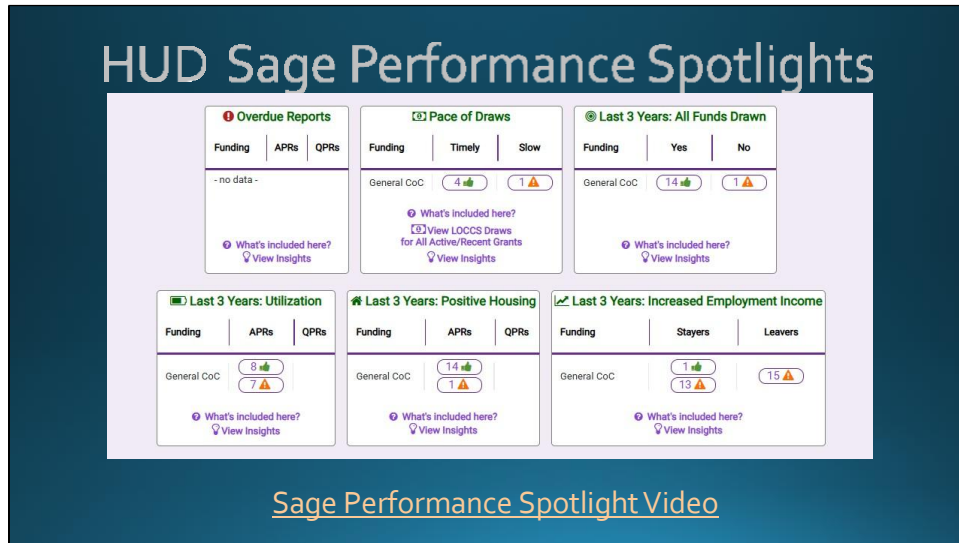
- This applies to CoC funded projects submitting reports in Sage.
- ESG and HCRP subrecipients can use a similar workflow even though they are not directly submitting reports in Sage.

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HUD Sage HMIS Reporting

Common Submission Risk Areas

⚠ Incorrect reporting dates	⚠ Uploading wrong project files
⚠ Missing or incomplete household data	⚠ Unresolved Sage validation errors
⚠ Duplicate client records	⚠ APR/CAPER totals inconsistent with agency records
⚠ Invalid exit destinations	⚠ Incorrect project setup in HMIS
⚠ Missing income or benefits data	⚠ Missing housing move-in dates
⚠ Bed inventory mismatches	⚠ Failure to save proof of submission
⚠ Data entered after report generation	



- HUD has identified key performance metrics for CoC funded projects that are highlighted in Sage
- Log in to Sage to access the CoC Sage Performance Spotlights, Video and APR Guidebook-[Sage HMIS Reporting Repository - HUD Exchange](#)
- Review video for details on using the Performance Spotlight
- HUD Metrics
- **Funds Drawn**-HUD expects 100% and quarterly draws
- **On-time reports**
- **Units Utilization- Benchmark: 90%**
- **Exits to positive housing-Benchmark: 80%**
- More recently added- **Increased employment income PH** (including RRH and PSH)- Benchmark: stayers (annual assessment)-20%, leavers (at exit) 25%
- HCCSC System Performance Committee reviews local performance targets and makes recommendation for board approval. The local targets are on the Charter and Policies page under G.2

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Resources

- Welcome to HUD Exchange - HUD Exchange
- Home - Stark Homeless Continuum (starkcountyhomeless.org)
- CoC Program Code of Federal Regulations eCFR: 24 CFR Part 578
- ESG- Code of Federal Regulations 24 CFR Part 576
- HCRP standards
<https://development.my.site.com/OCDTA/s/article/HCRP-Standards>

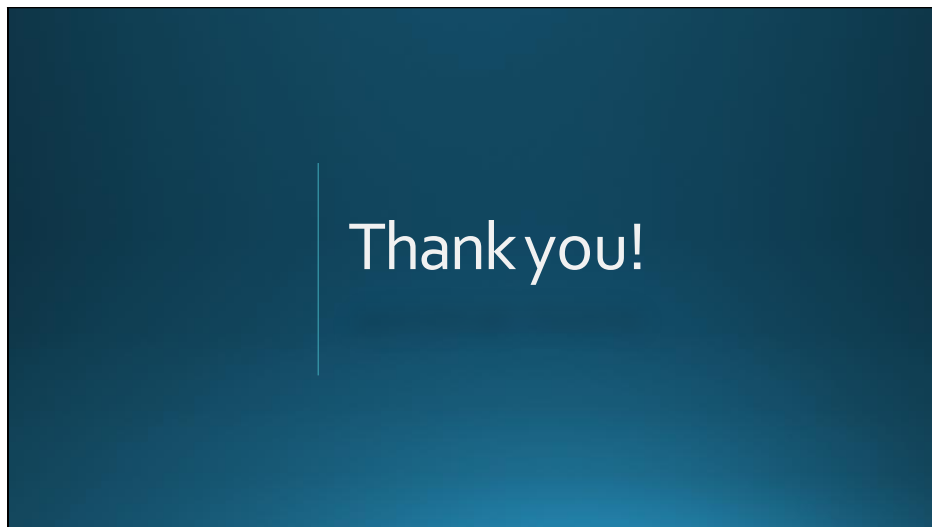
Disclaimer: The information presented is a reference tool for monitoring purposes and may not be inclusive of all program requirements. Refer to HUD 24 CFR Part 578, 24 CFR Part 576, and the Homeless Continuum of Care of Stark County (HCCSC) website for complete regulations and policies.

Resources on the HCCSC website at Starkcountyhomeless.org are under the **Provider tab and include:**

- Training Resources
- CoC Charter and Policies
- HUD Resources and Monitoring Guidance
- Stark County HMIS User Information

[Providers - Stark Homeless Continuum](#)

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Stark Housing Network, Inc.

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Lisa Warden, Program Manager lwarden@starkhousingnetwork.org

Allissa Arrendale, Program Administrator aarrendale@starkhousingnetwork.org

Questions & Answers:

Q: When you say Annual Assessment, do you mean from the time they come in until time of exit?

A: Annual Assessment is for any participant that has been in the program for longer than 1 year, and this must be entered into HMIS or comparable database

Q: Sage Performance Spotlight mentioned before the video – outcomes related to employment income, but did not see them on the recording

A: HUD recently added these and are active in Sage. HUD provided a disclaimer on the video that performance spotlights are continually updated and may not be reflected in the video.

Q: Are the income percentages related to PSH and Rapid?

A: It is all permanent housing; HUD did not separate by RRH and PSH