**Supportive Services for Veteran Families (SSVF) Program**

**Monitoring Visit Checklist**

In order to be ready for your on-site monitoring visit and make the most of the monitoring experience, use the checklists below to prepare for the visit, execute the visit, and take action after the visit.

**When Notified by the Monitor:**

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| --- | --- | --- |
| **Completed** | **Person Responsible** | **Checklist** |
| [ ]  Yes [ ]  No |  | Reply to Monitor to confirm date, location, and return required forms within 48 hours. |
| [ ]  Yes [ ]  No |  | Closely read **all** email language and attachments provided by the monitor. |
| [ ]  Yes [ ]  No |  | Notify all required front line, management, fiscal, and subcontracted staff of the monitoring date and reserve a space for the visit to take place. |
| [ ]  Yes [ ]  No |  | Begin gathering all documents that are required per the **Documentation Checklist** as some may need to come from other departments.  |

**Preparing for the Visit:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Completed** | **Person Responsible** | **Date to Complete** | **Checklist** |
| [ ]  Yes [ ]  No |  |  | Email the required documents to the monitor at least one week prior to the visit. Be sure to redact any Personally Identifiable Information. |
| [ ]  Yes [ ]  No |  |  | Gather all remaining documents from the **Documentation Checklist** and put them in either a tabbed binder or organized electronic file. |
| [ ]  Yes [ ]  No |  |  | Watch **How to Ace Your Monitoring Visit** Webinar. |
| [ ]  Yes [ ]  No |  |  | Complete the **SSVF Self-Monitoring Tool** on your program |
| [ ]  Yes [ ]  No |  |  | Review the **Uniform Monitoring Package (UMP)** to ensure that you are up to date on all measures and policies.  |
| [ ]  Yes [ ]  No |  |  | Ensure that all staff know what time they are needed and what to bring, if required to bring something. |
| [ ]  Yes [ ]  No |  |  | Ask questions prior to your visit. The monitor and regional coordinator are there to help you if needed and can demystify any unclear elements. |

**Day of the Visit:**

|  |  |  |
| --- | --- | --- |
| **Completed** | **Person Responsible** | **Checklist** |
| [ ]  Yes [ ]  No |  | Double check **all** required documents from **Document Checklist** are ready and organized in a tabbed binder or organized electronic file. |
| [ ]  Yes [ ]  No |  | Verify parking is available for the monitor.  |
| [ ]  Yes [ ]  No |  | Make sure all staff have the agenda and are ready when needed. |
| [ ]  Yes [ ]  No |  | Have a contact person available for the monitor all day in case the monitor needs access to something or needs to speak with someone. |
| [ ]  Yes |  | Stay positive. This visit is not meant to reprimand, but is meant to be a helpful tool to improve your program and inform the VA of your practices. |

**After the Visit:**

|  |  |  |
| --- | --- | --- |
| **Completed** | **Person Responsible** | **Checklist** |
| [ ]  Yes [ ]  No |  | Implement changes, or updates, based on the results of your UMP. Reach out to your regional coordinator for any clarification needed.  |
| [ ]  Yes [ ]  No |  | Respond to the VA, if needed, when you receive results from the visit, Results are emailed to you from the VA within 60 days after the visit.  |
| [ ]  Yes [ ]  No |  | Monitor your program using the **SSVF Self-Monitoring Tool** 90 days after the monitoring visit, and again every quarter, to ensure compliance. |
| [ ]  Yes [ ]  No |  | Monitor your program files using the **SSVF Case File Tool** and your subcontractors using the **SSVF** **Subcontractor Monitoring Tool** quarterly. |

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