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

**Monitoring Visit Checklist**

In order to be ready for your onsite 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 subcontract staff of the monitoring date and book 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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