**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:**

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| --- | --- | --- | --- |
| **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:**

|  |  |  |
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| **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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