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

**Subcontractor Monitoring Tool**

***For use with SSVF Program Subcontractors***

Per 38 CFR Part 62.22(c)(2)(i), SSVF grantees need to have adequate controls in place to regularly monitor the program, **including any subcontractors**, for compliance with all applicable laws, regulations, and guidelines. The goal of the **Subcontractor Monitoring Tool** is to ensure that any third-party contractor working directly for an SSVF Program is delivering the same high-level of service expected of direct recipients of SSVF funds. SSVF grantees should use this tool when monitoring subcontractors. As grantees subcontract for a range of services, not all sections of this tool may be needed for all subcontractors.

**For All Subcontractors**

*A signed Memorandum of Understanding(MOU) is required for all subcontractors receiving SSVF program funds.*

[ ]  An MOU is in place, signed by all parties, and current for this fiscal year.

[ ]  The MOU has payment guidelines and a statement about how it can be amended.

[ ]  The MOU contain descriptions of the type of activities that the subcontractor will perform.

[ ]  The MOU, or separate written policy, describes how often and in what ways the subcontractor will be managed

 by the grantee.

[ ]  The MOU, or separate written policy, describes how often and in what ways the subcontractor will be

 monitored by the grantee. Should include quarterly assessments and annual monitoring of performance.

[ ]  The grantee has a copy of the subcontractor SSVF policies and procedures, if the subcontractor follows the

 SSVF policies and procedures developed by the grantee this is stated in the MOU or in a separate document.

[ ]  The subcontractor submits invoices to the grantee in the time periods specified in the MOU.

[ ]  The invoices include all backup documentation so that the grantee can confirm all costs are eligible.

**Depending on the type of services subcontracted, use the additional checklists below:**

**Subcontract for Legal Services**

[ ]  The legal provider responds to clients referred to them within \_\_\_ hours/days.

[ ]  Clients report to case managers that they are satisfied with the services provided by the legal team.

[ ]  Legal subcontractor provides reports to grantee outlining type of referral and outcomes, deidentified if needed.

[ ]  Legal outcomes are overall positive and clients get legal needs addressed, deidentified results are sufficient.

[ ]  Legal provider trains case management staff on legal issues to listen for with clients and when to refer.

[ ]  Legal provider is responsive to grantee when there are client or contract needs to address.

[ ]  Additional Contractual Requirements: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Subcontract for Screening/Prescreening Services**

[ ]  The number of clients referred meets the expectations set out in the MOU.

[ ]  Most referrals from the provider are for eligible clients.

[ ]  The provider has a clear understanding of SSVF as demonstrated through conversations with those referred.

[ ]  Additional Contractual Requirements: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Subcontract for Employment Services**

[ ]  The employment provider responds to clients referred to them within \_\_\_ hours/days.

[ ]  Clients report to their case managers that they are satisfied with the services provided by the subcontractor.

[ ]  Employment subcontractor tracks client progress and outcomes and provides reports to grantee outlining

 each client’s employment plan and outcomes.

[ ]  Employment outcomes are overall positive and clients find work in a timely manner if engaged with provider.

[ ]  A variety of employment is achieved from entry level to specialized and higher paying positions.

[ ]  Employment subcontractor attends job fairs for leads and sends employment postings to clients and grantee.

[ ]  Additional Contractual Requirements: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Subcontract for Outreach Services**

[ ]  Outreach logs and records are submitted for grantee’s review within the time period identified in the MOU.

[ ]  Outreach logs indicate clear outreach to all counties/towns that the subcontractor is required to cover.

[ ]  Outreach is consistent and occurs in the frequency required per the MOU.

[ ]  Outreach activities include engaging hard-to-reach, low-income Veterans.

[ ]  Outreach logs include evidence of outreach to: private organizations, state agencies, local government

 agencies, community providers, local CoCs, local law enforcement, faith-based organizations, Veteran court

 programs, and show evidence of other “out-of-the-box” outreach strategies employed.

[ ]  Additional Contractual Requirements: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Subcontract for Case Management Services**

*It is highly recommended that on a quarterly basis, grantees complete the SSVF Case File Tool on a random selection of subcontractor files.*

Eligibility

[ ]  Files have clear evidence of eligible Veteran status.

[ ]  Files have evidence of Veteran’s housing status: Homeless Prevention (HP) or Rapid Rehousing (RRH).

[ ]  HP files have the completed screening tool and meet the set threshold score, if receiving TFA.

[ ]  Files have clear income and asset documentation to show client is under 30% or 50% AMI.

[ ]  Clients in the program over 3 months are recertified, including updated income documentation.

[ ]  Exited files document exit criteria or have the SSVF Program Exit Checklist.

[ ]  If self-certifying housing status or income, there are clear written attempts at getting third party documentation.

[ ]  All client files have signed releases of information for each third party addressed, including HMIS release.

[ ]  All files have a signed Staff Certification of Eligibility and a Staff Re-certification of Eligibility (if applicable).

[ ]  There is evidence the client has been entered into HMIS through case file note or a manager’s HMIS log.

[ ]  There are “screened but not enrolled” logs, including reasons for denial and where Veterans were referred.

Services

[ ]  Staff clearly understand Housing First and how to implement and house Veterans stably using the approach.

[ ]  Files have clear referrals to VA programs and follow up to those referrals documented in the files.

[ ]  Files have clear referrals to mainstream programs and follow up to those referrals documented in the files.

[ ]  Files have individualized plans with goals, action steps, person responsible, and ongoing assessments of

 plans with updated goals and actions steps as steps and goals are accomplished.

[ ]  Files have clear evidence of housing counseling, including assistance with housing search, if needed.

[ ]  Files have clear evidence of assessing client needs and offering services or referrals based on those needs.

[ ]  Files have rent reasonableness assessments if paying housing costs.

[ ]  Files have proof of housing inspection for Veterans moving into new or different units.

[ ]  Files with TFA payments have statements regarding “but for” and the necessity of the payment for stability.

[ ]  Files have proper backup documentation and invoices for all costs paid on behalf of a client and subcontractor

 is taking clear steps to prevent fraud.