**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.