2019 Monitoring Data
Year in Review and Analysis

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Why we monitor

Monitoring ensures all shelters are following the various regulations and laws that govern federal and state funding.

• The goal of monitoring is to HELP shelters get the most money they can get.

• The goal of monitoring is NOT to “catch” shelters doing things wrong.

• We like hanging out with cool people.
Regulations on which we monitor

• Federal Emergency Solutions Grant regulations. 24 CFR§576, it’s a thrilling read.

• Other federal regulations and laws (FedHOME, HMIS, General Grant Admin regs, Federal Privacy Act, etc). More thrills!

• Maine Homeless Solutions Rule. Formulated by MaineHousing with input from providers, passed by the State Legislature.

• ESHAP Program Guide. The basic process of how ESHAP functions.
Monitoring Data 2019

Number of ESG (ALL) Compliance Deficiencies - Needs Improvement

- Incomplete documentation: 1
- CoC attendance: 4
- Data And Security Policy: 2
- Data Quality Errors: 2
- Emergency procedures not posted: 2
- Habitability standards missing: 2
- Housing referrals out of range: 4
- Housing first/RRH implementation: 3
- Missing Homeless Verification: 2
- Missing HSP: 6
- Missing HSP updates: 5
- Missing letter of ineligibility: 6
- Missing VI-SPDAT: 4
- Navigator Services Not Provided: 1
- Releases of Information: 1
- Record Retention Policy: 1
- Termination policy notice: 1
Monitoring Data 2018

Number of ESG (ALL) Compliance Deficiencies - Needs Improvement

- Allocation of funds: 2
- CoC attendance: 5
- Drug free Awareness: 1
- Data And Security Policy: 2
- Fair Housing notice: 1
- Fair Housing policy: 2
- Financial Control: 0
- Grievance policy: 1
- Housing referrals: 10
- HSP policy: 11
- Housing referrals: 11
- HSP not: 12
- Homeless referrals: 16
- Literally Homeless: 9
- Mainstream referrals: 9
- Missing Homeless: 8
- Missing HSP: 6
- Missing HSP updates: 4
- Missing letter of Ineligibility: 4
- Missing Non Discrimination policy: 2
- Missing Privacy Notice: 1
- Missing Release of Information: 0
- Missing Services provided: 0
- Stabilization services: 0
- Termination policy: 0
- Termination policy notice: 0

[Bar chart showing the number of deficiencies in each category]
Monitoring Data 2017

Number of ESG Compliance Deficiencies - Needs Improvement

- CoC Attendance
- Drug Free Awareness
- Data & Security Awareness
- Fair Housing Notice
- Food Policy
- Grievance Procedure
- Housing Policy
- Housing Referrals Out of Range
- Housing Referrals Missing
- Individualized
- Mainstream Homeless
- Verification
- Missing HSP
- Missing ineligibility
- Missing Letter of Termination
- Missing VISPAT
- Missing VISPAT < 3
- Non-Discrimination
- Releases of Information
- Services Provided
- Stabilization Services
- Termination Policy
- Notice
Trends in Monitoring

- Total Findings
- Types of findings
- Average number of findings per agency
- Maximum number of findings for an agency
- Agencies with no findings
Total Findings, 2017-2019

TOTAL NUMBER OF FINDINGS

Year | Total Number of Findings
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2017 | 200
2018 | 137
2019 | 54
Max Findings, 2017-2019

MAX NUMBER OF FINDINGS

2017  2018  2019

18  11  9
Zero Findings, 2017-2019

AGENCIES WITH 0 FINDINGS

2017: 2
2018: 3
2019: 10
Average Findings, 2017-2019

Average Number of Findings

- 2017: 7.69
- 2018: 5.48
- 2019: 2.07
Conclusions

- First year included a lot of policy findings
- Knowledge base is expanding
- Acuity of client file findings has decreased
- Most findings are now procedural errors
- Findings will always be with us
- Huge improvement across the board
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