

TX-601 Continuum of Care CoC Program Monitoring Handbook

Updated: August 2026

Background and Introduction

TX-601 has selected Partnership Home as the HUD-recognized lead agency, collaborative applicant, and Homeless Management Information System (HMIS) administrator within the Fort Worth/Arlington/Tarrant County Continuum of Care Program – TX-601. The geographical area includes both Tarrant and Parker Counties.

As the continuum's collaborative applicant, Partnership Home is responsible for program monitoring, evaluation, and reporting for all CoC and ESG-funded programs in Tarrant and Parker County.

The purpose of the TX-601 Monitoring Handbook is to take an intentional and systematic approach to improve homeless program performance. The U.S. Department of Housing and Urban Development (HUD) continues to emphasize CoC Homeless Assistance Program performance evaluation for purposes of receiving federal funds. Program performance is regularly used during the annual CoC application process, making it a critical component of the system's success. The program monitoring process will assist with TX-601's performance improvement efforts.

Continuum of Care Programs

Monitoring Process Overview

Partnership Home will conduct annual monitoring reviews of CoC projects to assess recipient compliance with HUD requirements, project performance, and progress toward the goals established in the approved project application and by the CoC Board of Directors. All projects awarded funds through the Continuum of Care grant competition are required to participate in an annual monitoring review.

The annual monitoring review will consist of the following components:

- **HUD Compliance**

- **Desk Review**
- **Performance Review**

Partnership Home will notify the designated project contact approximately 30 days prior to the scheduled annual monitoring review and will provide information regarding the review process and any documentation that may be requested.

As part of the annual monitoring review, Partnership Home will conduct an on-site review of project files and supporting documentation to assess compliance with applicable HUD requirements and project standards. Following the on-site review, Partnership Home will meet with the project to discuss the results, address any identified concerns or areas for improvement, and provide an opportunity for the project to respond to the findings.

Partnership Home will prepare a monitoring report summarizing the results of the annual review and provide the report to the designated project contact. The monitoring report will provide project-specific information and an opportunity for organizations to evaluate their performance, identify areas for improvement, and develop strategies to address any identified concerns.

Monitoring reports may be reviewed by the CoC Board of Directors and respective committees and may be considered as part of the annual CoC funding competition.

More information on this process can be found below.

[HUD Compliance](#)

In alignment with [HUD's Internal Wellness Top Ten Checklist](#), Partnership Home will review the following documents and items as part of a project's midterm monitoring:

- Standard Operating Policies and Procedures for:
 - The program intake process for determining "homeless/at risk of homelessness" status
 - Program operation
 - Recordkeeping
 - Subrecipient oversight/monitoring, if applicable
- Financial Policies and Procedures for:
 - Maintaining fiscal controls
 - Accounting procedures
 - Procurement procedures

- Ensuring CoC program funds are used in accordance with requirements
- Violence Against Women Act (VAWA) Policy and Emergency Transfer Plan Template
- Antidiscrimination/Fair Housing Policy and Compliance
- Termination Policy
- Housing First Policy
- Environmental Review, if applicable
- The program has a designated staff person responsible for ensuring children being served are enrolled in school and connected to appropriate services, if applicable.

Additional documentation or information may be requested as needed.

As stated above, Partnership Home will request the necessary documents prior to the on-site review. Programs must submit all requested documents no later than two weeks prior to the scheduled annual monitoring review in order to receive credit for the applicable monitoring section.

Desk Review

Partnership Home will randomly select five client files for review to assess file completeness and compliance with applicable program requirements. Partnership Home will notify the program approximately 1–2 days prior to the on-site review of the selected client files. In alignment with [HUD's Internal Wellness Top Ten Checklist](#), program participant files to be reviewed may include:

- Documentation participants are entered into HMIS or a comparable database
- Documentation participant was screened via the coordinated entry system
- Documentation of homelessness/at risk of homelessness/disability at intake (Participant Eligibility)
- Documentation of ongoing assessment of service needs of all participants and adjustment of services as necessary
- Documentation of initial and follow-up Housing Quality Standards inspections at least annually
- Leasing and rental assistance documentation and compliance
 - There is an occupancy agreement, lease, or sublease in the file (for individual units); All program participants have a signed lease

- agreement of at least one year that was renewable (for at least one month) and terminable only for cause.
 - Rents charged for a structure or unit assisted with leasing or rental assistance funds meet standards of FMR or rent reasonableness.
 - If a participant is being charged for rent, the amount charged meets income requirements listed in 24 CFR Part 578.77
 - Compliance with lead-based paint requirements listed in 24 CFR Part 35, if applicable
- The recipient or sub-recipient examines all program participants' income at intake and at least annually.
- Participant Engagement in Supportive Services
 - Participants are offered and connected to supportive services appropriate to their individual needs.
 - Participant engagement with supportive services is documented throughout the period of program participation.
 - Services and goals are reviewed and updated as appropriate based on the participant's needs and circumstances.
 - Documentation reflects ongoing efforts by program staff to engage participants in supportive services.

Desk reviews will be completed during the scheduled on-site visit.

Performance Review

Performance reviews will include a program's performance from April 1st of the previous calendar year to March 31st of the current calendar year. Agencies will be responsible for sending documentation by the requested deadline. Documentation will include an eLOCCS screenshot or other financial statement demonstrating the program's current spend down. Partnership Home will review the following to evaluate program performance:

- A review of the program's Annual Performance Report (APR) to date
- A review of grant management and financials:
 - Total grant amount
 - Quarterly eLOCCS drawdowns (spending to date)
 - Match documentation demonstrating grant funds, except leasing funds, are matched with no less than 25 percent of cash or in-kind contributions from other sources
- A review of project goals as determined in the initial application

- A review of the organization's CoC and Coordinated Entry System participation:
 - Case Conferencing, and Sub-Population Committee attendance.
 - # of referrals from the Coordinated Entry System that have been accepted and denied; If denials exist, the recipient provides reasoning
 - Staff members attend required training based on the assigned training pathway.
 - Staff members attend CoC meetings and training.

Partnership Home will conduct an on-site review to complete the annual project review and discuss the results from each section. On-site reviews will also serve as an opportunity for open dialogue, technical assistance, and performance improvement. Project contacts will receive more detailed information on the full on-site Review when it is scheduled.

At the end of the on-site Review, agencies will have the opportunity to answer the following questions:

- How can Partnership Home better support you?
- Is there training you would like to see offered?
- Is there other technical assistance needed from Partnership Home?
- Additional Feedback?

Annual Summary Report

Once an on-site review has been completed, the program contact(s) will receive a summary report from Partnership Home staff within 30 days. The report will include the following:

- Midterm Monitoring Overall Summary
- Performance Summary
- Desk Review Summary
- HUD Compliance Summary

Based on the results, the report will indicate whether the project has been selected for a Quality Improvement Plan (QIP). See *Actions Against Poor Performance* for more information on the QIP process. If a project is not selected for a QIP, it may be considered in good standing or receive suggestions for minor improvements that do not require a formal plan.

Actions Against Poor Performance

Quality Improvement Plan

A [Quality Improvement Plan \(QIP\)](#) is a grantee-developed plan to aid the improvement of program performance. QIPs will be provided upon request of the recipient organization, for agencies performing below 60%, or as determined by Partnership Home. Areas of concern or areas needing improvement may include grant spending to date, inconsistent data within HMIS, HUD compliance issues, or significant shortfalls against performance targets. Partnership Home will contact the grantee to inform them of the decision to target the project for a QIP and the next steps.

Impacted grantees will be required to participate in monthly meetings of QIP implementation and program improvement with Partnership Home for three months. The meeting will generally take place via conference call with Partnership Home staff and grantee staff to review the progress of QIP implementation and performance improvement. QIPs are terminated when a project successfully implements the plan and demonstrates significant improvement. Grantees who still need to meet their QIP goals, have made only slight (or no) progress in their areas targeted for improvement, or have yet to implement all the activities identified in their QIP fully, may be required to continue their QIP for an additional three months or until QIP goals are met.

QIPs may be reviewed by the CoC Board of Directors and the Allocations Committee.

See the [Quality Improvement Planning & Process](#) for more information.

Additional Information

Documentation Requirements

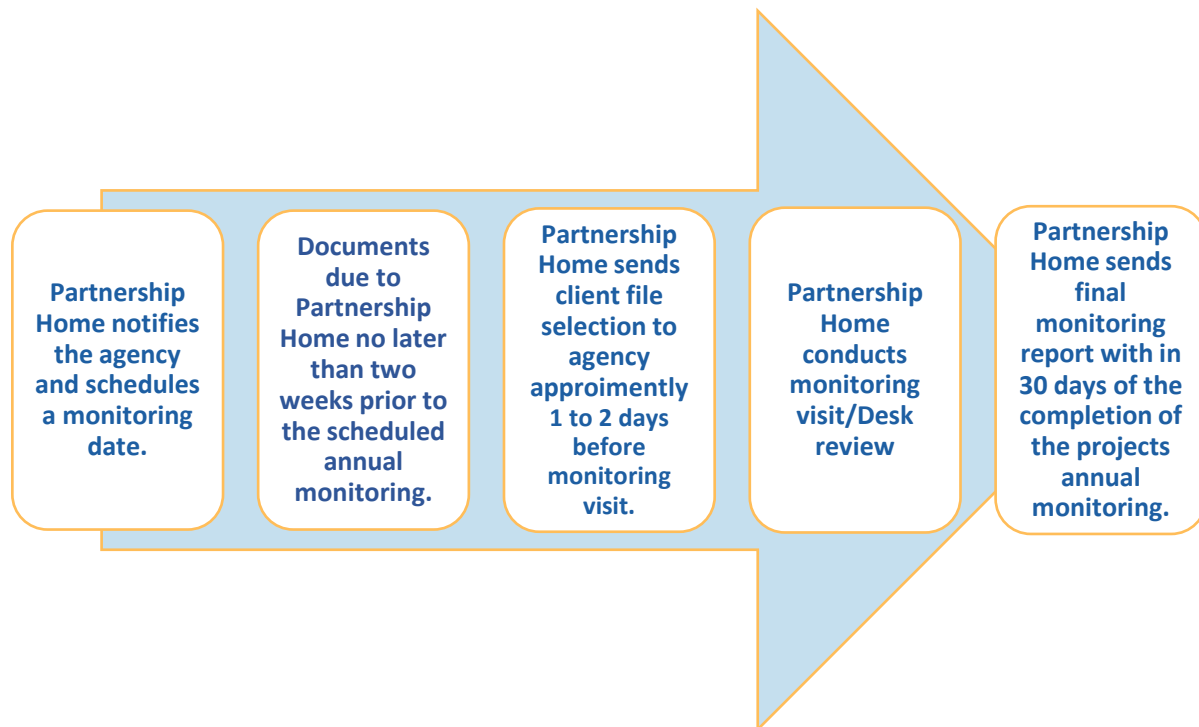
Once documents have been received from HUD, all CoC grant recipients must provide the following documents to Partnership Home for official planning files. In addition to those required during the monitoring process, these documents are used to make system updates in HMIS and to provide programmatic reporting and evaluation. Please submit these documents to Partnership Home to ensure a complete program file.

- Annual grant close-out letters
- Final eSNAPS C1.9a technical submission, where applicable

- Annual award letter and grant agreement
- Documentation of grant amendments, including request and approval, if applicable
- General communications with HUD, if applicable
- HUD audit, if applicable
- Documentation of homeless participation
- Subrecipient agreements/procurement contracts, if applicable

Partnership Home will also pull the final, HUD-approved APR and original eSNAPS application from Sage and eSNAPS, respectively, to keep on file.

Annual Monitoring Timeline



Annual Performance Report (APR)

HUD uses the APR to track the progress and accomplishments of the projects they fund. The APR is also used to develop annual project performance scorecards during the CoC funding competition and measure CoC-wide achievements.

All CoC Program recipients are required to complete an APR in the [Sage HMIS Reporting Repository](#) within 90 days from the operating year-end date.

Procedures

Partnership Home will work with each CoC recipient during the preparation of their APR to ensure timely submission and provide technical assistance as needed.

- Partnership Home staff will email the designated contact person a 90, 60, and 30-day notification that the APR is due. Initial contact will also include a confirmation of the APR due date. Examples of items included in the error report include missing or inconsistent data.
- CoC recipients will be responsible for contacting Partnership Home staff with any issues with data correction so that Partnership Home can provide technical assistance. **To ensure timely submission, requests for assistance should be made at least 30 days before the HUD due date.**
- Partnership Home staff will conduct a final data review by the first week of the month of the HUD submission deadline to ensure necessary corrections have been made for successful Sage CSV upload.
- CoC recipients are responsible for entering ALL applicable information into Sage, including basic grant information, bed and unit inventory/utilization, financial information, and the CSV containing data from HMIS.

HUD has provided the [CoC APR Guidebook](#), which provides steps for APR submission through the Sage HMIS Reporting Repository. Grant recipients can request additional SAGE training by contacting Partnership Home staff. If the person responsible for submitting the final APR does not have a SAGE account or needs assistance generating the APR data, contact the Partnership Home Planning Department.

Partnership Home Contact Information

CoC Planning Department

Ash Campbell

Director of System Response

ash@ahomewithhope.org

Casey Davis

CoC Manager

casey@ahomewithhope.org

Kris Smith

CoC Coordinator

kris@ahomewithhope.org



2601 Scott Ave, Suite 504

Fort Worth, TX 76103

www.partnershiphome.org