

# REPORTING REQUIREMENTS

## HOME VISIT REPORTS (HVR) AND RENTAL SUBSIDY PAYMENTS

The Shelter Plus Care sponsoring agency/Case Management Advocate (CMA) is required to complete a Shelter Plus Care Home Visit Report (HVR) on behalf of the participant no later than the 10<sup>th</sup> calendar day of each month. If the 10<sup>th</sup> day of the month falls on the weekend, reports must be submitted on the Friday prior to the HVR due date.

The submission of HVR's is the program's mechanism for verifying the following information:

- CMA has visited the participant in the unit during the reporting month to determine supportive service needs
- Participant(s) still resides in unit
- Income source(s)/amount/changes
- Maintenance issues
- Landlord/participant concerns
- Other participant issues

All HVR's must be signed and dated by the staff person conducting the home visit and the program participant. Rental subsidies will not be authorized if both signatures are not provided. HVR's submitted after the 10<sup>th</sup> day of the month are subject to delayed rent payments and late fees.

In cases of late HVR submission, the sponsoring agency is responsible for all late fees and other fees associate with tardiness. Sponsoring agencies/CMA's should not sign the HVR on behalf of the participant nor have the participant back date HVR's. HVR's must be forwarded to the program's Property Administrator located at:

**The Community Partnership**  
**801 Pennsylvania Avenue, Suite #360**  
**Washington, DC 20003**  
**Fax # (202) 543-5361**

**ADHERANCE TO THE HOME VISIT REPORTING PROCESS IS MANDATORY FOR CONTINUED PROGRAM PARTICIPATION. RENTAL SUBSIDIES WILL NOT BE PAID WITOUT THE SUBMISSION OF A COMPLETED HOME VISIT REPORT.**

# REPORTING REQUIREMENTS

## **HOME VISIT REPORT WAIVER**

In the event that a participant is unable to sign his/her Shelter Plus Care (S+C) Home Visit Report as a result of hospitalization, in-patient treatment, incarceration, etc. the Shelter Plus Care (S+C) sponsoring agency is required to forward a Shelter Plus Care Home Visit Report Waiver Request in addition to documentation supporting the request to waive the Shelter Plus Care Home Visit Report. The Property Administrator will review each request and make the final decision regarding waiver authorization. A separate Home Visit Report Waiver Request must be submitted for each month that a waiver is being requested (i.e., if an agency is requesting a Home Visit Report Waiver for September and October separate requests must be submitted in September and in October).

It is the responsibility of the S+C sponsoring agency to ensure that staff and Case Management Advocates conducting home visits are aware of these requirements.

**HOME VISIT REPORTS WILL NOT RECEIVE WAIVER CONSIDERATION  
WITHOUT SUBMISSION OF A SHELTER PLUS CARE HOME VISIT REPORT  
WAIVER REQUEST AND SUPPORTING DOCUMENTATION.**

# REPORTING REQUIREMENTS

## **CLIENT SATISFACTION SURVEY & TALLY SHEET**

The Sponsoring Agency must submit the Client Satisfaction Surveys along with a Tally sheet of all responses twice per year (January 10<sup>th</sup> & July 10<sup>th</sup>). The Survey must be completed with each active program participant in a fair and transparent manner where the participant's satisfaction with the program services is accurately expressed.

With submission of this information, the Sponsoring Agency must ensure the Partnership receives the hard copy completed surveys and tally sheet. We are also requesting an electronic version of the tally sheet only to assist with calculations from the overall continuum.

# REPORTING REQUIREMENTS

## SUPPORTIVE SERVICES MATCH REPORT

Twice a year, TCP requests from each Shelter Plus Care Sponsoring Agency a match documentation report outlining the supportive services received by the participants in your program(s). The information acquired from this report allows the District of Columbia to continue receiving federal subsidies for the permanent housing of your program participants. TCP is then responsible for the completion of an Annual Progress Report to HUD from the information received.

The reports submitted by the sponsoring agencies must cover the full contract year (**February 1<sup>st</sup> to January 31<sup>st</sup>**). The first report is due to TCP by August 30<sup>th</sup> covering the period of February 1<sup>st</sup> – July 31<sup>st</sup>. The second report is due by February 28<sup>th</sup> covering the entire year and including information submitted in the 1<sup>st</sup> match report.

New Shelter Plus Care sponsoring agencies should complete this report for those persons in your program identifying the services the person received after the date they were housed and the subsidy began during the time period.

# REPORTING REQUIREMENTS

## POINT IN TIME SURVEY

### **Purpose:**

–To understand the number and characteristics of people sleeping in shelters and on the street, or in other places not meant for human habitation

### **Shelter Plus Care:**

–Programs must complete the Point in Time Survey using electronic survey forms provided by TCP

### **Required Data:**

–Unduplicated one-night count or estimate of sheltered and unsheltered adults, children, and youth  
–Subpopulation information

### **Annual Count**

- One-night count must occur during last seven days in January
- Must collect information about chronic homelessness from all homeless people
- Must use statically acceptable methods

### **Informs the SuperNofa process**

–One-night count of sheltered and unsheltered homeless persons; reported in the population and subpopulation charts of the CoC SuperNofa application  
–Inventory of beds for homeless persons, including seasonal and overflow beds reported in the Housing Inventory Chart  
–Annual unduplicated data on persons served (unsheltered, sheltered, and housed), characteristics, service needs/use, and program effectiveness

# REPORTING REQUIREMENTS

## UNUSUAL INCIDENTS

The Contractor shall report on the handling of any allegations of mistreatment and/or Unusual Incidents, in accordance with the procedures established by the Partnership. These procedures include reporting all unusual incidents by telephone or facsimile to the Programs Manager within twenty-four (24) hours of the incident, and additionally in writing within 48-hours of the incident. An unusual incident is an event which affects the Contractor's staff or program participants in a manner that is significantly different from regular routine or established procedures. All incidents involving staff and/or program participants must be documented in the staff or program participant's file and include the method of resolution.

Examples of unusual incidents include, but are not limited to:

Death; injury; unexplained absence of a program participant; physical, sexual, or verbal abuse of a program participant by staff or other program participants; staff negligence, fire, theft, destruction of property, sudden or serious problems within the physical facility; complaints from families of program participants; requests for information from the press, attorneys, or government officials outside of the Partnership, US Dept. of Housing and Urban Development, and the DC Department of Human Services or Development (DHS/DHD).