



Milwaukee Continuum of Care Technical Assistance Policy

This policy outlines the Technical Assistance (TA) process for the Milwaukee Continuum of Care (CoC).

Purpose for Technical Assistance

The HUD CoC Interim Rule states that Continuums of Care (CoC), such as our Milwaukee CoC, are responsible for monitoring recipients ([24 CFR 578.7](#)). As the lead applicant, it is our role and responsibility to evaluate programs within our system to ensure programs are effectively managing their grants and are in accordance with HUD federal guidelines and standards established by the CoC. This Technical Assistance process also provides assistance on performance and technical areas in the delivery of services to the homeless population in our community.

Definitions

Concern - A deficiency in program performance not based on a statutory, regulatory or other program requirement. There are no sanctions or corrective actions involved. However, CoC will bring the concern to the agency's attention and, if appropriate, recommend actions to address concerns and/or provide technical assistance.

On-Site Technical Assistance - Conducted at agency location. Includes review of system performance measures and standard policies. Majority of process will be reviewing answers from TA form sent prior and discussing any challenges and successes identified.

Desk Technical Assistance - Conducted remotely. Forms and supporting documentation submitted electronically.

Approach to Technical Assistance

This process is intended to provide guidance and assistance, along with observing progress and quality of services. It should open communication and ongoing evaluation to make this coalition successful. The overall goals of MCHH Technical Assistance are:

- To ensure successful housing placement and long-term retention, by focusing on supporting compliance with HUD Housing Standards;

- Enhance staff and facility capacity to deliver optimal services, by ensuring funds are managed effectively and allocated on time; and
- Contribute to the success of our CoC Network by showcasing our achievements and meeting challenges, helping us maintain our status as a high performing continuum of care network.

Levels of Technical Assistance

- Financial: project financial records to ensure compliance with the grant agreement, match requirements, and other contractual obligations.
- System Performance: performance of a project to measure progress toward project and overall CoC goals along with assurance that each grantee has two registered eSnaps users.
- Housing First: agency and project adherence to housing first philosophy.
- Data Integrity & Security: performed by ICA to ensure participant data is confidential and secure.

Technical Assistance Timeline

It is the intent of Milwaukee CoC to conduct this Technical Assistance process every 2 years in order to keep in time with the 2-year Notice of Funding Opportunity Grant cycle.

The process outlined below will be followed when Onsite TA is to occur:

1. CoC Lead Applicant will issue a notice to the agency at least 30 days prior. The notice will be addressed to the Executive Director, will also include the Program Manager, and will be sent electronically. The notice and TA checklist are sent to the agency in order to prepare for TA.
2. Agency should respond by at least 7 days prior to the TA visit.
3. The Onsite TA will occur per the date listed on the notice.
4. After visit, CoC will send a response letter with a summary of visit along with any concerns discussed to the agency **within 10 business days of the Onsite TA**.
 - a. If any follow-up is required, the agency should set up a meeting (can be virtual) within 30 days of receiving TA Response Letter.

Conclusion to Technical Assistance

Results from the CoC Technical Assistance process can be used in the following ways:

- Better alignment of your program with outstanding needs and priorities;
- Better allocation of resources;
- NOFO Program Competition;
- Address issues before HUD comes to monitor;
- Recognize work being completed successfully for our community;