

FY 11
Grantee New Hampshire

Attachment G

Program Monitoring

2605 (b) (10) The State will monitor by the following methods:

OEP monitors each subgrantee using a combination of desk monitoring of database and software capabilities and on-site monitoring to assess compliance with program procedures. Each on-site visit includes an entrance and exit interview between the OEP monitor and the CAA FAP Director. OEP provides the subgrantee with a written report following each monitoring visit. If follow-up or corrective action is required, the time frame for corrective action will be given in this report.

Applications are specifically monitored for accuracy including household information, income documentation, annual energy costs and benefit determination.

Monitoring by OEP may also include, but is not limited to:

Intake and Outreach Monitoring

1. Adequacy of sites - number of staff and hours covered
2. Accessibility of sites and telephone
3. Privacy and waiting accommodations for applicants
4. Compliance with state procedures

Community Outreach and Public Relations

1. Type of outreach completed
2. Type of outreach now engaged in
3. Type of outreach planned
4. Number of home visits done
5. Examples of advertising and publicity

Intake Interview Monitoring

1. Information given to applicants
2. Politeness/sensitivity and referrals to other social services organizations
3. Privacy

Application Monitoring

1. Length of time from date of application to certification
2. Review denied applications
3. Number of Phase I Fair Hearings and a report on status
4. Fair Hearing process mailed out with Letter of Denial
5. Examples of letters sent to applicants/clients

Program Monitoring

Emergency Application Monitoring

1. Eighteen and forty-eight hour timelines
2. Resolution (referral, fast-track FAP, emergency application)
3. Documentation of follow-up counseling

Vendor and Landlord Relations Monitoring

Signed vendor and landlord agreements

1. Payment procedures
2. Timelines for payments
3. Review letters sent to vendors

Coordination

1. Coordination with Weatherization Program
2. Coordination with other Social Services/Organizations
3. Coordination within CAA

The above will be included in the monitoring of the weatherization component. In addition, technical monitors will make site visits to the homes receiving weatherization services to ensure program compliance.

OEP monitors energy suppliers for compliance with State and Federal laws.

Monitoring will include: timeliness of bill submission and payments, prices charged, quantity charged and the general accounting methods employed by a vendor.