

## PLANNING

<b><i>Mission Statement</i></b>	<b><i>Promise Statement</i></b>	<b><i>Strategies</i></b>	<b><i>Projects</i></b>	<b><i>Tasks</i></b>
We strive to end homelessness in our community.	We promise to bring all available resources to address the needs of the homeless in a way that is respectful, humane, progressive, fiscally sound and federally compliant.	Ensure all CoC planning decisions are made with up to date data	1. Annual PIT Count	1. Plans for Urban , Rural, Youth Coordination (A,B,C) 1. Volunteer Recruitment (B,C)
		Engage stakeholders in design and implementation of solutions		
	We promise to be responsive to the needs of the region through collaborative leadership and engagement of stakeholders.	Partner with agencies to review allocation of resources to ensure effective and efficient use	2. Action Planning	2. AdHoc Action/Strategic Plan Meetings (A,B,C)2. Governance Structure updates (B,C)
			3. Youth Homelessness	3. establish Youth Task Group or subcommittee (B) 3. Develop written plan on ending youth homelessness (A,B,C)

## EVALUATION

<b><i>Mission Statement</i></b>	<b><i>Promise Statement</i></b>	<b><i>Strategies</i></b>	<b><i>Projects</i></b>	<b><i>Tasks</i></b>
We strive to end homelessness in our community.	We promise to bring all available resources to address the needs of the homeless in a way that is respectful, humane, progressive, fiscally sound and federally compliant.	Annual preparation, response to, and review of NOFA	Oversee Collaborative Application Process	1. Create, distribute, review, score and rank local project applications
		Ensure compliance with HUD priorities		2. Make recommendations to the SNH CoC Board for approval to included local project applications into the HUD CoC Application
				3. Know HUD regulations, policies and priorities and work with CoC Coordinator
	We promise to be responsive to the needs of the region through collaborative leadership and engagement of stakeholders.	Coordination of other federal funding streams	ESG Coordination	Coordinate with ESG grantees
			Consolidate Plan Coordination	Coordinate with Jurisdictions responsible for HUD Consolidated Plans
		Review and make recommendations on funding opportunities as appropriate		Respond to requests from funders for review, score and/or recommendations for project applications

## HMIS

<b><i>Mission Statement</i></b>	<b><i>Promise Statement</i></b>	<b><i>Strategies</i></b>	<b><i>Projects</i></b>	<b><i>Tasks</i></b>
We strive to end homelessness in our community.	We promise to bring all available resources to address the needs of the homeless in a way that is respectful, humane, progressive, fiscally sound and federally compliant.	Comply with the Hearth Act	Review and update the HMIS Governance Charter	1. Update new data standards. 2. Identify the requirements with the two different CoC (Northern NV and Rural NV)
			Develop a monitoring tool for the state-wide HMIS	Meet with Home Base for best practices
	We promise to be responsive to the needs of the region through collaborative leadership and engagement of stakeholders.		Establish HMIS Policies and procedures	1. Contact Home Base for guidance. 2. Pose concern to National Alliance to End Homelessness re: scan cards or biometrics. 3. Review with State COC. Update clarity passport cards
			Establish a formal application process using criteria to evaluate agencies requesting access to the HMIS system	1. Contact Home Base for legal opinion. 2. Meeting with Home Base to establish baseline criteria to consider. 3. Establish a survey to the end-users on their needs for public alerts. 4. HomeBase to make a policy recommendation to the HMIS Working group
			Establishing privacy standards-- youth, families, sex trafficking and domestic violence	
		Expand the capacities of HMIS to include upgrades, customizations, enhancements, and programming	Share data to serve/meet the needs of our homeless clients, i.e., TB, Emergency preparedness, health care exchange, etc.	
			Custom interface for agencies other than CoC sub-recipients	
		Collaborate/Coordinate with state-wide HMIS	Data intergration-- TA funded by HUD (Home Base) to help with various systems	
			Meet with State of NV's CoC	Telephone conference a minimum of twice a year

## MONITORING

<i><b>Vision</b></i>	<i><b>Promise Statement</b></i>	<i><b>Strategies</b></i>	<i><b>Projects</b></i>	<i><b>Tasks</b></i>
We strive to end homelessness in our community.	We promise to bring all available resources to address the needs of the homeless in a way that is respectful, humane, progressive, fiscally sound and federally compliant.	A. Ensure compliance with the HEARTH Act by reviewing Performance Measures	1. Partner with other working groups to Define Performance Measures	a. Solicit feedback from HMIS and Evaluation working groups for continuous improvement of Agency Scorecards. b. Provide direction to BitFocus to revise Scorecard and develop queries to meet the needs of other working groups
	We promise to be responsive to the needs of the region through collaborative leadership and engagement of stakeholders.	B. Ensure Sub Recipients are Compliant annually	2. Coordinate with County Social Service and HUD to review financial, data and operational requirements under sub-recipient contracts	a. Identify any gaps in existing financial and operational reviews to maintain HEARTH compliance and to promote the sharing of best practices among similar service providers b. Perform supplemental compliance investigations where gaps in existing reviews are found.
		C. System and Provider Capacity Assessment	3. Evaluate community housing stock in relation to unsheltered homeless population. Evaluate facility utilization by provider. Calculate our progress in reaching functional zero.	a. Create a system wide metric for capacity and utilization beyond the scope of CoC funding for use in supporting additional private and public fund raising efforts b. Review and validate existing HMIS methodology for calculating facility utilization c. Create progress metric for progress to functional zero similar to VA model to share with community and funders.
		D. Audit/assess operational capabilities in agencies of concern	4. Accept operational audit referrals from other working groups on areas of concern within HUD funded agencies.	a. Find volunteer group to serve as internal audit function to review Clark County Social Service and HUD work product. Group must not include County or HUD staff.
		E. Give our community and clients a voice.	5. Create an Ombudsman's Office to receive inquiries and resolve issues from clients, agencies, funders and elected officials.	a. Find a volunteer group to serve as a sounding board for issues and serve as central point of contact for all issues, appeals and grievances within the community wide homeless services system.

## COMMUNITY ENGAGEMENT

<b><i>Mission Statement</i></b>	<b><i>Promise Statement</i></b>	<b><i>Strategies</i></b>	<b><i>Projects</i></b>	<b><i>Tasks</i></b>
We strive to end homelessness in our community.	We promise to bring all available resources to address the needs of the homeless in a way that is respectful, humane, progressive, fiscally sound and federally compliant.	Align and Formalize Messaging from COC	Establish Communications Plan	<ol style="list-style-type: none"> <li>1. Develop standards of communication and branding</li> <li>2. Endure plan is culturally competent</li> <li>3. Write and publich formal outlined communications regulations for board and committee use</li> </ol>
			Formalize vetting process of logo and messaging	<ol style="list-style-type: none"> <li>1. Determine who can send messages with HHH branding.</li> <li>2. Determine who can approve messages with HHH branding</li> </ol>
We promise to be responsive to the needs of the region through collaborative leadership and engagement of stakeholders.		Improvement of Communications Tools	HHH website	<ol style="list-style-type: none"> <li>1. Establish ownership of website.</li> <li>2. Assist in content development.</li> <li>3. Assistance with regular updating.</li> <li>4. Reconfirm trust fund donation link.</li> </ol>
			Maintenance of Newsletter	<ol style="list-style-type: none"> <li>1. Expand email list.</li> <li>2. Expand mailing capacity.</li> <li>3. Coordinate content for advocacy, events, messaging campaigns, opportunities for involvement</li> </ol>
			Social Media Development	<ol style="list-style-type: none"> <li>1. Develop and open social media accounts.</li> <li>2. Link to existing providers and jurisdictions. 3. Use promotions and activity to increase social media following</li> </ol>
			Increase volunteer Opportunities	<ol style="list-style-type: none"> <li>1. Project Homeless Connect</li> <li>2. Family Connect</li> <li>3. Census</li> <li>4. Veteran Stand Down Provider Services</li> </ol>
			Development of and Promotion of Donation Directory	<ol style="list-style-type: none"> <li>1. Complete survey of agency donation needs and accepted items.</li> <li>2. Publish donation directory on HHH website and information on when, how, and what to give.</li> </ol>
			Increase PSA exposure	<ol style="list-style-type: none"> <li>1. Advertisement campaign: PSA at DMV and Emergency room TV's; Media Interviews; and Movie theaters</li> <li>2. Post on partner agency social media and websites</li> </ol>
			Educate Community on Involvement: faith groups, civic groups, and individuals in regards to donating responsibly, and responsible ways of getting involved	

## COMMUNITY ENGAGEMENT

<b>Mission Statement</b>	<b>Promise Statement</b>	<b>Strategies</b>	<b>Projects</b>	<b>Tasks</b>
		Educate Community on General Homeless and Services Information	Develop Speaker's Bureau	<ol style="list-style-type: none"> <li>1. Recruit/Assign representatives from each service subgroup: Commitment to speak at ____ number of speaking engagements quarterly.</li> <li>2. Representative speakers present at schools, universities, and conferences regarding information in Community Engagement toolkit.</li> <li>3. Request for speakers to receive credit in grant applications.</li> </ol>
			Social Media campaign	<ol style="list-style-type: none"> <li>1. Host pledge drive (I/We, the ____ Give SMART) targeted at businesses, faith groups, and elected officials.</li> <li>2. Ask for online pledges on HHH website (google form).</li> <li>3. List of pledgees will be published on HHH website.</li> <li>4. Pledgees will be provided with a logo/image to post on their websites and signs for their place of business/worship.</li> </ol>
			Develop educational materials on outreach and referral	<ol style="list-style-type: none"> <li>1. Develop Outreach 101 training</li> <li>2. Support 25 Cities monthly coordinated outreach meetings</li> <li>3. Promote use of referral and resource guides by general public</li> </ol>