



EXECUTIVE SUMMARY

Southern Nevada Homeless Continuum of Care 2016 Process Survey Report

As part of an ongoing effort to improve the Southern Nevada Homeless Continuum of Care (SNH CoC) Local Application Process, various surveys were sent out in late January to gather information for process improvement. This process offered participants an opportunity to provide feedback and recommendations anonymously, as all responses were collected by HomeBase. Total participation was important to ensure that the process was reflective of the entire community served by this CoC.

There were a total of **22** responses:

- CoC Evaluation Group Members and Subcommittees: **9**
- CoC Applicants and Providers: **12**
- Agencies that started but did not complete the CoC application process: **1**

The survey was comprised of two sections: multiple choice and narrative. Overall, multiple choice responses were very positive with a majority of the responses expressing satisfaction with the local application process and methodologies. The narrative section provided an opportunity for respondents to express ideas or concerns not reflected in the multiple choice options or an opportunity to provide further detail to their responses:

Positive comments recognized and supported:

- Capacity building and community partnerships
- Transparency
- Technical assistance and program/agency support
- Scoring and ranking tools, processes, and methodologies
- Staff support and assistance to group members, providers, and other interested parties
- Protocols and tasks
- Advanced scheduling of trainings and meetings

Negative comments focused mostly on:

- NOFA (timeframe, application requirements, project requirements)
- Constant change
- Subjective and unprepared group members
- Membership – need more active and diverse group members
- Quality of provider applications
- Unprepared and unconcerned provider presentations
- Communication with providers

Recommendations for process improvement are detailed on the last page of the report and focus on improving communication, knowledge, fair representation, transparency, efficiency, and effectiveness among other things. The SNH CoC Evaluation Working Group is developing a plan on how best to address and implement the suggested recommendations.

For more information regarding the survey, please contact Tara Ulmer at (702) 455-5788 or at t2u@clarkcountynevada.gov.