Southern Nevada Homeless Continuum of Care
2016 Process Survey Report

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Overview of Survey Process and Responses

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**

Overall, multiple choice responses were very positive with a majority of the responses expressing satisfaction with the local application process and methodologies.

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 at the end of this report provide suggestions to improve the SNH CoC Local Application Process and detail the benefits of implementing each recommendation.

Report - So NV CoC Survey - EWG and Subcommittees

1. How well does the EWG prepare and plan for the local application process?

Response	Chart	Percentage	Count
Very well		55.6%	5
Well enough		44.4%	4
Not well at all		0.0%	0
		Total Responses	**9**

2. How effective is the EWG in leading and directing the CoC Local Application Process?

Response	Chart	Percentage	Count
Extremely effective		11.1%	1
Very effective		77.8%	7
Slightly effective		11.1%	1
Not at all effective		0.0%	0
		Total Responses	**9**

3. How effective is the Continuum of Care Coordinator in leading and guiding the EWG through the CoC Local Application Process?

Response	Chart	Percentage	Count
Extremely effective		77.8%	7
Very effective		22.2%	2
Slightly effective		0.0%	0
Not effective at all		0.0%	0
		Total Responses	**9**

4. The EWG members should have term limits.

Response	Chart	Percentage	Count
Yes		33.3%	3
No		66.7%	6
		Total Responses	**9**

5. I believe my input and feedback is heard and taken into consideration by the group.

Response	Chart	Percentage	Count
Yes		77.8%	7
Sometimes		22.2%	2
No		0.0%	0
		Total Responses	**9**

6. How useful is the scorecard tool in reviewing applications?

Response	Chart	Percentage	Count
Extremely useful		44.4%	4
Very useful		55.6%	5
Slightly useful		0.0%	0
Not at all useful		0.0%	0
		Total Responses	**9**

7. How useful is the scorecard in ranking applications?

Response	Chart	Percentage	Count
Extremely useful		44.4%	4

Response	Chart	Percentage	Count
Very useful		55.6%	5
Slightly useful		0.0%	0
Not at all useful		0.0%	0
	Total Responses		**9**

8. How easy is Zoomgrants to use to review applications?

Response	Chart	Percentage	Count
Extremely useful		0.0%	0
Very useful		100.0%	9
Slightly useful		0.0%	0
Not at all useful		0.0%	0
	Total Responses		**9**

9. There is great benefit to having the applicants present their projects.

Response	Chart	Percentage	Count
Very beneficial		66.7%	6
Somewhat beneficial		11.1%	1
Not beneficial at all		22.2%	2
	Total Responses		**9**

10. The EWG timeline is sufficient and allows for ample review, discussion, and completion of tasks.

Response	Chart	Percentage	Count
Yes		55.6%	5
No		44.4%	4
	Total Responses		**9**

11. The performance review subcommittee is effective.

Response	Chart	Percentage	Count
Extremely effective		14.3%	1
Very effective		57.1%	4
Slightly effective		28.6%	2
Not at all effective		0.0%	0
	Total Responses		**7**

12. The application review subcommittee is effective.

Response	Chart	Percentage	Count
Extremely effective		28.6%	2
Very effective		57.1%	4
Slightly effective		14.3%	1
Not at all effective		0.0%	0
	Total Responses		**7**

13. The appeals subcommittee is effective.

Response	Chart	Percentage	Count
Extremely effective		12.5%	1
Very effective		75.0%	6
Somewhat effective		12.5%	1
Not effective at all		0.0%	0
	Total Responses		**8**

14. Would you say the EWG has too many, to few or just the right number of meetings?

Response	Chart	Percentage	Count
A great deal too many		0.0%	0
About the right number		100.0%	9
A great deal too few		0.0%	0
		Total Responses	**9**

15. How fair and equitable is the CoC local application process to all who participate?

Response	Chart	Percentage	Count
Very fair		77.8%	7
Somewhat fair		22.2%	2
Not fair at all		0.0%	0
		Total Responses	**9**

16. How clear and concise is the pre-application?

Response	Chart	Percentage	Count
Very clear and concise		66.7%	6
Somewhat clear and concise		33.3%	3
Not clear and concise at all		0.0%	0
		Total Responses	**9**

17. How clear and concise is the application?

Response	Chart	Percentage	Count
Very clear and concise		44.4%	4
Somewhat clear and concise		55.6%	5
Not clear and concise at all		0.0%	0
		Total Responses	**9**

18. How clear and concise is the instructions?

Response	Chart	Percentage	Count
Very clear and concise		44.4%	4
Somewhat clear and concise		55.6%	5
Not clear and concise at all		0.0%	0
		Total Responses	**9**

19. How fair is the appeals process?

Response	Chart	Percentage	Count
Very fair		87.5%	7
Somewhat fair		12.5%	1
Not fair at all		0.0%	0
		Total Responses	**8**
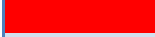
20. How helpful is the Clark County staff in meeting your needs?

Response	Chart	Percentage	Count
Extremely helpful		22.2%	2
Very helpful		77.8%	7
Slightly helpful		0.0%	0
Not at all helpful		0.0%	0
		Total Responses	**9**

21. How convenient is the meeting location?

Response	Chart	Percentage	Count
Very convenient		77.8%	7
Somewhat convenient		22.2%	2
Not convenient at all		0.0%	0
		Total Responses	**9**

22. How convenient are the meeting times?

Response	Chart	Percentage	Count
Very convenient		55.6%	5
Somewhat convenient		44.4%	4
Not convenient at all		0.0%	0
		Total Responses	**9**

23. How well does the meeting space meet the group's needs?

Response	Chart	Percentage	Count
Very well		100.0%	9
Somewhat well		0.0%	0
Not well at all		0.0%	0
		Total Responses	**9**

24. Overall how satisfied or dissatisfied are you with the CoC Local Application Process?

Response	Chart	Percentage	Count
Very Satisfied		55.6%	5
Somewhat satisfied		44.4%	4
Somewhat dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
		Total Responses	**9**

NARRATIVE RESPONSES

25. What is the best thing about the CoC local application process?	
Scoring and ranking.
Provides an opportunity to build capacity among smaller non-profit organizations and it allows for the CoC to learn about the projects on an individual basis.
I enjoy the fact that our process is as transparent as possible and I feel that it's extremely fair to the applicants/providers. Agencies are provided an opportunity to defend performance outcomes or answer questions on expenditures.
Quite helpful in preparing the HUD application.
Assistance from EWG coordinator, the opportunity to answer questions from reviewers and to clarify; Coordinator is available for face to face technical assistance.
We have one that despite its glitches runs relatively well, is beginning to have some protocols around our tasks, and has great direction from coordinator and champion staff.
Assistance is available and given when requested. It brings the community providers together.

26. What is the most frustrating thing about the CoC local application process?	
Changing criteria when NP is missing information.
Things change too often. Methodologies and processes are not consistent. Only a small group of members contribute substantive feedback to support the process. Without CoC Coordinator educating and informing the group, they would be lost. I believe they need to educate themselves more on the process so they can provide substantive feedback and not always rely on the CoC Coordinator.
Waiting for HUD to provide direction.
Providers cut and paste from previous applications.
Inability to schedule reviewing, ranking etc. until release of the NOFA.
Sometimes members of the group are very subjective instead of putting the needs priorities firsts and being more objective.
Lack of consistency w/individuals who need to not weigh in on applications due to their or a partners affiliation w/applicants.
The matching process.

27. How can the EWG itself be improved?	
Have a set standard and stick to it.
Reading the laws, NOFA, regulations. Becoming emerged and educated on changes and having a pulse on the community and the issues
I would like to see more members at the table. More representation from other groups.
More active members.
More diversity among participants/ different community entities represented.
Maybe let a few providers on the group and recipients participate in every step of the process.
Expand membership and lock in commitment to the group and actually do the work as opposed to just attending meetings.
Give more training to providers.

28. What do you see as a "bottleneck" to the process?	
Not knowing when the application is going to be released.
The NOFA in general. I also believe that when the EWG does not take the time to read applications thoroughly, they do not come prepared at the presentations to ask the 'right' questions
HUD timelines/deadlines.
Not a bottleneck but the majority of the application process falls on one person.
The NOFA.

The release of the NOFA which we have no control over and the limited number of EWG members reviewing the applications and participating in ranking. We need more of both.
Time of trainings and application due.

29. What can be done to improve the application review and/or deliberation process? |

I think it would help to quiz the EWG on the NOFA and on how to score and rank applications. This will force them to do their part and read and help ensure that everyone is informed on the process.
I think having policies and procedures in place would help improve the process by eliminating questions on how the group would like to proceed when different situations arise.
Providers need to read the application to provide appropriate answers.
Having informed applicants available (not just a rep who can't answer questions) ON SITE to respond.
Training.

30. Do you have any other comments, questions, or concerns? |

I like meeting once a month and adding extra meetings as needed during the application process. Also, I don't have a problem getting to the meetings and I plan ahead the weeks that we meet but sometimes meeting first thing on Monday morning is hard to accommodate.

31. Further explanation for above responses: |

I left some questions blank because the available responses weren't broad enough on a scale to accurately respond. Others I wasn't familiar w/monitoring duties.

So. NV CoC Survey: Applicants

1. How did you hear about the CoC Local Application grant opportunity?

Response	Chart	Percentage	Count
Website or Internet		25.0%	3
Newspaper		0.0%	0
Colleague or Friend		25.0%	3
Public meeting		33.3%	4
Other, please specify...		16.7%	2
		Total Responses	**12**

How did you hear about the CoC Local Application grant opportunity? (Other, please specify...)

Response
HUD and Clark County Email
Current CoC grantee

2. How helpful was the technical assistance you received prior to applying?

Response	Chart	Percentage	Count
Very helpful and sufficient		91.7%	11
Helpful but not sufficient		8.3%	1
Not helpful at all or sufficient		0.0%	0
		Total Responses	**12**

3. How well did you understand the technical assistance session?

Response	Chart	Percentage	Count
Very well		91.7%	11
Somewhat well		8.3%	1
Not well at all		0.0%	0
		Total Responses	**12**

4. How easy was the pre-application process?

Response	Chart	Percentage	Count
Very easy		83.3%	10
Somewhat easy		16.7%	2
Not easy at all		0.0%	0
		Total Responses	**12**
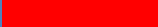
5. How well did you understand the application instructions?

Response	Chart	Percentage	Count
Very well		66.7%	8
Somewhat well		33.3%	4
Not well at all		0.0%	0
		Total Responses	**12**

6. How well did you understand the application?

Response	Chart	Percentage	Count
Very well		66.7%	8
Somewhat well		33.3%	4
Not at all well		0.0%	0
		Total Responses	**12**

7. How easy were the CoC application questions to understand and complete?

Response	Chart	Percentage	Count
Extremely easy		36.4%	4
Very easy		45.5%	5

Response	Chart	Percentage	Count
Not so easy		18.2%	2
Not easy at all		0.0%	0
		Total Responses	**11**

8. The presentation requirements and process was reasonable.

Response	Chart	Percentage	Count
Very reasonable		91.7%	11
Somewhat reasonable		8.3%	1
Not Very reasonable		0.0%	0
		Total Responses	**12**

9. How effective is the scoring and ranking process?

Response	Chart	Percentage	Count
Very effective		33.3%	4
Somewhat effective		66.7%	8
Not at all effective		0.0%	0
		Total Responses	**12**

10. How effective would you rank the scorecard and the evaluation tool utilized to rank your program(s)?

Response	Chart	Percentage	Count
Very effective		16.7%	2
Somewhat effective		83.3%	10
Not at all effective		0.0%	0
		Total Responses	**12**

11. The timelines for the application process was reasonable.

Response	Chart	Percentage	Count
Very reasonable		66.7%	8
Somewhat reasonable		33.3%	4
Not Very reasonable		0.0%	0
		Total Responses	**12**

12. Did you participate in the Appeals Process?

Response	Chart	Percentage	Count
Yes		0.0%	0
No		100.0%	12
		Total Responses	**12**

13. If yes to question 12, how would you rank your experience with the Appeals Process?

Response	Chart	Percentage	Count
Very positive		0.0%	0
Somewhat positive		0.0%	0
Somewhat negative		0.0%	0
Very negative		0.0%	0
		Total Responses	**0**

14. The entire local process was fair.

Response	Chart	Percentage	Count
Very fair		63.6%	7
Somewhat fair		36.4%	4
Not fair at all		0.0%	0
		Total Responses	**11**

15. The entire local process was unbiased.

Response	Chart	Percentage	Count
Very unbiased		75.0%	9
Somewhat biased		16.7%	2
Not biased		8.3%	1

		Total Responses	12

16. How would you rate your experience with the local application process

Response	Chart	Percentage	Count
Very positive		58.3%	7
Somewhat positive		41.7%	5
Somewhat negative		0.0%	0
Very negative		0.0%	0
		Total Responses	**12**

17. Overall how easy was Zoom Grants to use?

Response	Chart	Percentage	Count
Extremely easy		58.3%	7
Very easy		33.3%	4
Not so easy		8.3%	1
Not at all easy		0.0%	0
		Total Responses	**12**

18. Overall how satisfied or dissatisfied are you with the CoC Local Application Process?

Response	Chart	Percentage	Count
Very Satisfied		45.5%	5
Somewhat satisfied		54.5%	6
Somewhat dissatisfied		0.0%	0
Very dissatisfied		0.0%	0
		Total Responses	**11**

19. How effective do you believe the Evaluation Working Group was at coordinating the Local Application process

Response	Chart	Percentage	Count
Very effective		66.7%	8
Somewhat effective		33.3%	4
Not at all effective		0.0%	0
		Total Responses	**12**

Narrative Responses

20. What is the best thing about the CoC local application process?	
It starts the process of bringing a significant amount of funding to house the most vulnerable community members.
Good collaboration with qualified agencies & individuals.
Technical Assistance.
Scorecard.
The amount of assistance provide to applicants when they have questions and the class our CoC provides for applicant entrance in zoom grants.
Presentation and Scorecard.
Learning about other agencies.
The Board asking legitimate questions.
The members know the community and the providers offering services.
The CoC is always so helpful and willing to answer any questions.
The committed personnel knowledge and willingness to assist.

21. What is the most frustrating thing about the CoC local application process?	
Things change too much and there is no process or procedures that a person interested in the process can reference to ensure what is happening. The process of pulling data for 4/1/14-3/31/15 without sufficient notice was unfair and there was no policy to convey that method. Then using that data to populate the scorecard made it difficult to trust the process. The EWG should have discussed the methodology with providers first instead of the last minute surprise.
Some members of the Evaluation Working Group seemed to have personal relationships with the agencies that had applications in the pool, and the ranking felt biased toward those agencies.
Nothing, the process was smooth this year.
Nothing, smoothly ran this year.
Speaking to the committee.
Some of the scoring. I believe non-profits should know the backend of how it is scored and why. Go into more detail.
The ranking process. There does not appear to be a standard, definable process for ranking applications.
Some of the word count limitations.
Gets earlier every year.

22. What do you see as a "bottleneck" to the process?	
The NOFA and poor planning. I believe the EWG should meet more often during the local application process to ensure proper training and consistency.

The wait between the time the application was completed and the national application process.
Changes to questions or requirements i.e.(Medicaid allowance).
What do you mean by "bottleneck"?
Nothing that I am aware of.
The Federal government's delay in issuing notices and applications.

23. What can be done to improve the process? |

Proper educating by the EWG members would help improve the process. It appears that not all are engaged and do their due diligence with learning about the rules and regulations that govern the process. For this reason so members just take up space and say nothing. You can tell they are not sure about their role, the process, or the applications in general.
I'm not sure if bias can be avoided if some people in the EWG have personal relationships with the nonprofits/agencies being ranked.
I think the process works well as it is.
Streamline the two processes a little better.
No complaints.
For agencies just to submit the grants only and not use Zoom grants.
Educating on how the scores calculate.
Training prior to the application being put out.

24. Please describe in detail any steps in the local application process (pre-application, application, presentation, scoring/ranking, appeals) you had the most difficulty with. |

Scoring/ranking needs to have a policy or procedure that governs when data is pulled, for what time period, and what information will be utilized to populate the score card. Providers should have access to all data on the spreadsheet and not just the performance measure portion.
Scoring/ranking -- seemed biased, with some agencies given more leniency than others for the same sorts of faults in their applications or data reporting.
Presenting.
Sometimes the required forms are difficult to work with, specifically formatting.
Understanding the scoring/ranking.

25. Are there any parts of the local application process you would add, modify or delete? |

The presentations do not seem helpful. I also feel as if though there needs to be clear directions in the application process of how applicants will be evaluated with points attributed to each question and how the scorecard will contribute to the overall score. Applicants need clear instructions on the front in about the entire process, provided modifications will be needed when the NOFA is released, so applicants can speak to challenges and inconsistencies in their grant application and not wait until scoring and ranking to justify or speak to concerns. New projects without performance should not have the same scoring process and projects that have data. There are too many questions in the local

application process that are not in eSnaps. The EWG really needs to ask critical questions and determine if all of the questions are needed, are redundant or service a true purpose. Renewal and New applications should not answer the same questions.   HMIS needs an application like every other funded program.

Repetitive Questions. It seems like there were a few of them.

It is cumbersome to have to enter a grant into zoom grants and later have to put it in eSnaps. It would be much more convenient if it could be imported from one program to another.

26. Do you have any other comments, recommendations, or concerns? |

I think the application process should be very simplified, turned in and the committee ranks them.

Generally, this is a wonderfully organized process.

27. Further explanation for above responses: |

Thank you for sending this.

Report: So. NV CoC Survey: Interested

1. How did you hear about the CoC local grant application opportunity?

Response	Chart	Percentage	Count
Website or Internet		100.0%	1
Newspaper		0.0%	0
Colleague/Friend		0.0%	0
Public meeting		0.0%	0
Other		0.0%	0
		Total Responses	**1**

2. Why didn't you submit an application?

Response	Chart	Percentage	Count
My program did not meet the eligibility requirements.		100.0%	1
Not enough time to complete the process.		0.0%	0
Unable to provide match or leveraging resources.		0.0%	0
The application process was too demanding.		0.0%	0
Other, please specify...		0.0%	0
		Total Responses	**1**

3. If you attended the mandatory technical assistance training was the information helpful?

Response	Chart	Percentage	Count
Very helpful		100.0%	1
Somewhat helpful		0.0%	0
Not helpful at all		0.0%	0
Not applicable		0.0%	0
		Total Responses	**1**

4. How well did you understand the technical assistance session?

Response	Chart	Percentage	Count
Very well		0.0%	0
Somewhat well		100.0%	1
Not at all well		0.0%	0
Not applicable		0.0%	0
		Total Responses	**1**

5. How well did you understand the application instructions?

Response	Chart	Percentage	Count
Very well		0.0%	0
Somewhat well		100.0%	1
Not at all well		0.0%	0
Not applicable		0.0%	0
		Total Responses	**1**

6. How well did you understand the application?

Response	Chart	Percentage	Count
Very well		0.0%	0
Somewhat well		100.0%	1
Not at all well		0.0%	0
Not applicable		0.0%	0
		Total Responses	**1**

7. How likely are you to apply in the future?

Response	Chart	Percentage	Count
Very likely		0.0%	0
Not so likely		100.0%	1
Not at all likely		0.0%	0
		Total Responses	**1**

8. The timelines for the application process was reasonable.

Response	Chart	Percentage	Count
Very reasonable		0.0%	0
Somewhat reasonable		0.0%	0
Not Very reasonable		100.0%	1
Not applicable		0.0%	0
		Total Responses	**1**

Recommendations:

- Implement ways to be able to capture ongoing feedback *(to ensure continuous quality improvement efforts)*.

- Encourage objectivity of group members vs. subjective opinions and input (*to ensure fair representation and input and to avoid the perception of bias and favoritism*).

- Continue to establish standards, tools, and protocols around processes and decision-making (*to ensure fair representation and input. resulting in improved informed processes*).

- Increase group membership diversity, participation, and attendance (*to ensure fair representation and input, resulting in improved informed processes*).

- Recruit service providers and recipient representatives to participate on committees throughout every step of the process (*to ensure fair representation and input, resulting in improved informed processes*).

- Provide additional and ongoing training opportunities to group members, providers, and citizens (*to improve knowledge of all stakeholders*).

- Continue to schedule meetings and trainings as far in advance as possible (*to improve attendance and participation*).

- Develop and enforce standards for accountability with providers on applications, presentations and project performance (*to educate the provider, resulting in improved applications, presentations and project performance*).

- Develop ways to improve communication with providers regarding scoring and ranking tools, processes, and methodologies before implementation (*to educate the provider and avoid provider misunderstanding*).

- Ensure clear communication regarding the local application process vs. the regional application process with regard to HUD requirements vs. local decisions (*to educate the provider and avoid provider misunderstanding*).

- Develop/improve standards regarding the scoring and ranking process that include timeframes and information for what data will populate the scorecard and other tools (*to help better inform providers and group members ahead of time*).

- Standardize the presentation process for different project types and share the information with providers ahead of time (to *improve provider presentations*).

- Develop a "provider portal" on the HHH website where providers can access information and resources (*to improve provider communication and education*).