



Southern Nevada Homeless Continuum of Care

2016 Process Survey Report

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- 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.



- There were a total of **22** responses (77 received survey):
 - 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.



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 recommendations focused on three key areas:

- SNH CoC Board/Evaluation and Other Working Groups
- Local Application Process
- Provider/Citizen Engagement



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Recommendations

SNH CoC Board/Evaluation and Other Working Groups

- Encourage objectivity of group members
- Increase group membership diversity, participation, and attendance
- Recruit representatives to participate on committees throughout every step of the process
- Continue to schedule meetings and trainings as far in advance as possible



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Recommendations cont....

Local Application Process

- Establish standards, tools, and protocols around processes and decision-making.
- Develop and enforce standards for accountability with providers on applications, presentations and project performance.
- Develop ways to improve communication with providers regarding scoring and ranking tools, processes, and methodologies before implementation.
- Ensure clear communication regarding the local application process vs. the regional application process with regard to HUD requirements vs. local decisions.
- Develop/improve standards regarding the scoring and ranking process that include timeframes and information for what data will populate the scorecard and other tools.
- Standardize the presentation process and share the information with providers ahead of time.
- Schedule meetings and trainings as far in advance as possible.

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Recommendations cont....

Provider/Citizen Engagement

- Provide additional and ongoing training opportunities to group members, providers, and citizens.
- Develop a “provider portal” on the HHH website where providers can access information and resources.
- Implement ways to be able to capture ongoing feedback.

**Copies of the 2016 Process Survey Report
and Executive Summary can be found at:**

www.helphopehome.org

