

Southern Nevada Homelessness Continuum of Care Board CoC Monitoring Working Group Report to the CoC Board

Working Group: Monitoring working group

Champions: Lorena Candelario, Vice-Chair, City of North Las Vegas, Marilyn Provost, Vice-Chair, United Way of Southern Nevada,

Working Group Attendance Marilyn Provost – Vice Chair (UWSN), Leone Lettsome (City of North Las Vegas), Lourdes Wong (SNAMHS), Karen Schneider (CCSS), Bridget Claridy (HELP), Julee King (Bitfocus), Tara Ulmer (CCSS), Tameca Ulmer (CCSS CRM), Michelle Johnston (US Vets), and Stacey Youngblood (City of Henderson).

October 11, 2017: **Held in-person 1:30pm – 3:00pm @ United Way of Southern Nevada located at 5830 W. Flaming Road LV 89103, on the 1st floor conference room.**

Accomplishments – Action Items Completed:

- Review of Monitoring Forms Update: There was discussion about how to proceed with presenting the update of forms to the CoC Board. MWG would need to simply inform the CoC Board of the decision. The MWG would need to inform all CoC-funded agencies of the decision. CNLV staff and UWSN staff offered to present at the meeting (10/12/17);
- On-Site Monitoring: CC staff provided an update on the RFP for the External Monitoring Team, indicating that ESG monitoring has also been incorporated into the scope of work. Therefore, the performance measurement portion was removed and made more generalized to capture both CoC and ESG programs requirements. Members should consider participating in the proposal evaluation process when the time comes. Group considered whether onsite monitoring needed to be done in the meantime, the group decided to defer on-site monitoring until the External Monitoring Team came on board; however, if that does not occur before January, then on-site monitoring by MWG members could be revisited as a topic for discussion.
- Monitoring Tool/V3 Report Updates: the MWG obtained draft V3 tool with proposed changes marked. Regarding the new section ‘Reduce new and Return Entries into Homelessness’, Bitfocus indicated that the logic for this comes from the Recidivism Report in HMIS. Bitfocus then introduced elements around SOAR, especially if clients are not able to work, so that increased self sufficiency can be captured in ways other than increased income, etc. Clark County Staff suggested that they could possibly have VA disability income and work through SOAR. Bitfocus suggested that we could apply points to the SOAR questions; for example, if the total of the SOAR questions is 10 points, for those programs where clients do have a source of income and are somewhere in the SOAR process, they automatically score 10 points. The scored SOAR questions would only apply to clients with no income. The group

decided that programs with zero exits will get full points, giving credit to programs that help clients stay in housing, as there is a lot of work that goes into keep clients successful and stably housed in a program. If a program continues to score poorly, that may be a trigger to the EWG to see how that program has performed. If an agency scores 50 or below, something may need to be noted, for example, as subject to further monitoring, etc.

Near term: Action Items In-progress / Pending:

- CoC grantees will be provided training on the forms and how to use them for the next grant term.
- CoC grantees will be informed of scheduled onsite monitoring once the contract had been awarded
- Points must be assigned to the performance monitoring tool. MWG members are to look at the current structure and determine a point structure that will enhance the revised tool.
- There was concern with regard to errors during the last cycle in the monitoring reports to providers. The suggestion was made for a mechanism to double check reports prior to them being shared with the providers. This could perhaps be added to the scope of work for the External Monitoring Team (Still needs to be addressed).

Goals not yet met / Issues:

- The Environmental Reviews and follow-up from the CCSS staff member that attended the recent HUD training.
- Updating the RFP for the External Monitoring Team scope of work and proceeding with that process with Purchasing
- Discuss Housing First monitoring tool at the next meeting
- Bitfocus to send out the revised V3 draft to the group

Announcements:

- Next Meeting: Wednesday, November 8th 2017 at United Way of Southern Nevada, 1:30-3:00pm.