

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

**August 2018**

## **Working Group: Monitoring Working Group (MWG)**

**Champion: Alfredo Melesio**

**Chair, Leone Lettsome, City of North Las Vegas; Vice-Chair Tameca Ulmer, Clark County Social services**

**Working Group Attendance: Present** In attendance: Leone Lettsome – CHAIR (City of North Las Vegas), Karen Schneider (CCSS), Danita Osborne (CCSS), Jennifer Huse (SNAMHS), Michelle Johnston (US Vets), Julee King (Bitfocus), Tanya Sutton (Bitfocus), Tara Ulmer (CCSS), Tameca Ulmer (CCSS), Joel Loaiza (Homeless Advocate), Stacey Youngblood (City of Henderson), and Dr. Justin Gardner (External Monitoring Team).

**8/8/18 Meeting: Held in-person 1:30pm – 3:00pm @ Clark County Social Service located at 1600 Pinto Lane, 3<sup>rd</sup> Floor Training Room.**

### ***Accomplishments – Action Items Completed:***

- 1) Local Application Updates: CC Staff shared the upcoming steps with regard to the local application process, including that the MWG will be finalizing the desk monitoring results today; these will be presented to the EWG at the 8/13 meeting, and will be used during the clarifying discussion between the scoring and ranking team and the MWG at the next meeting.
- 2) Desk Monitoring Updates: CC staff then directed the group to the monitoring spreadsheet containing the desk monitoring results. There was discussion and agreement among the group to score the STAR PSH programs with the average of the existing CCSS PSH programs, and the STAR TH-RRH program with the existing RRH program. There was also discussion and agreement among the group to score the Salvation Army program with the overall agency's RRH results; given the HMIS challenges around separating out the Housing the Homeless program from the rest of the RRH program data. This request to Bitfocus is currently in process, but will not be completed in time for scoring and ranking, as the client data will have to be worked with manually. CC staff also asked for a double check on the calculations prior to the 8/13 meeting; no volunteers outside of CCSS offered, therefore, CC Staff will tag team to double check in advance of that 8/13 meeting.
- 3) Performance Monitoring Tool/ V3 Updates: Bitfocus staff reported that the programming is still the works; has been slightly delayed due to some other critical items. Estimated timeline will be within the next few months (perhaps around October). She will provide another update at the next meeting. Henderson staff asked how this affects the next full monitoring. CC staff explained that the External Monitoring Team will be conducting

their CoC scope of work 8/1/18-3/31/19 for the time period of 7/1/17-6/30/18. Since the V3 will not have been in place by then, she suggested that the V2 continue to be used, which will enable the MWG to introduce the V3 and provide adequate time for providers to understand the new parameters in advance of the next round (CoC scope of work 8/1/19-3/31/20 for the time period of 7/1/18-6/30/19)

- 4) ESG Written Standards Discussion: Leone reported that this has been on the agenda for a few months. The External Monitoring Team has mentioned that each of the recipients have different expectations from different jurisdictions. To streamline, Leone has suggested that jurisdictions consider a standard set of written standards for all jurisdictions. NLV Staff, CC Staff, and LV Staff will create a subgroup to work through: CC Staff will coordinate a meeting to get started and will include a state ESG representative. (This person will be added to the meeting information to attend the MWG meetings.)
- 5) Continuation of the Policies and Procedures Discussion: CC staff shared the most current version of the P&Ps for discussion. She directed the team to the highlighted areas, noting that she is working on developing content for a designated MWG page on the HelpHopeHome website where links to documents will be located. This would allow for references to the links in the P&Ps, not only minimizing the length of the P&Ps, but also making it easier to apply updates. She shared a copy of a screenshot from the draft version MWG page and the group agreed to proceed with publishing the page upon completion. There was also discussion about the last section regarding Noncompliance. CC staff will include the verbiage suggested at an earlier meeting around HMIS noncompliance; however, the group talked about general noncompliance as it pertains to monitoring. If a program/agency is noncompliant, the information will be provided to the EWG. An appeals process will also be included; Henderson staff offered to work on this section, to be completed by the next MWG meeting (9/12/18).
- 6) External Monitoring Team Update: Dr. Justin Gardner provided the External Monitoring Team update on behalf of Strategic Progress. He shared the status of all programs (attached) and provided some additional information around some agency feedback regarding the quick turnaround time and challenges around this first process. He shared an example of the ESG monitoring tool, as well as a copy of the accompanying monitoring profile, which provides a snapshot of a program's monitoring results (attached). There was discussion around the need for a communication plan for monitoring results with providers. For this initial ESG round, the results will be shared with the jurisdictional leads for further review before shared with the providers, in order to discuss concerns and any changes needed first. There will also need to be a decision made as to where the reports sent to agencies will come from, the jurisdictional leads directly or the HelpHopeHome email, as they would for CoC programs. Justin then shared some observations that will be included in the ESG recommendation report to assist with improvement of processes, such as including grant numbers on all contracts, having proper documentation of grant/contract extensions, etc. There will also be the need to determine consistent guidance to providers when it comes to case file

documentation (HMIS or hard copy paper), as well as technical assistance around HMIS reporting.

***Near term: Action Items In-progress / Pending:***

- 1) Included in sections above (finalizing P&P draft, sharing ESG monitoring results, etc.).

***Goals not yet met / Issues:***

- Final Draft policies and procedures- MWG is expected to have a completed version of P&Ps by April 17<sup>th</sup>
- Final Updated V3
- Uniform Written Standards for ESG

***Announcements:***

Next Meeting: Wednesday, September 12th at 1:30pm-3:00pm at Clark County Social Service.