



Working Group Report to the Board June 2021

Working Group: Monitoring Working Group (MWG)

Champion: Jani Christison, City of North Las Vegas (CNLV) & Danita Osborne-Morris, Clark County Social Services (CCSS)

Meeting date, time, and location: May 12, 2021 (2nd Wednesdays) at WebEx

Attendees: Bitfocus: Nora Saldivar; CCSS: Danita-Osborne Morris, Matt Manlangit, Natalie Grajeda, Nichole Hancock, Tameca Ulmer; City of LV: Andrea Blanco; City of North LV: Jani Christison; HELP: Bridget Claridy; Homebase: Max Discher; Strategic Progress: Dr. Justin Gardner; US Vets: Michelle Johnston

Accomplishments - Action Items Completed:

- Monitoring updates and general scores were shared with the group and compared to last year's scores. Areas that were lower than normal because of COVID were discussed, and programs who had lower scores due to COVID-related issues were encouraged to send documentation for appeals.
- The external monitoring team's final survey results were discussed as a group and follow-up with unsatisfied providers will be conducted to see how these processes can be improved.
- The monthly drawdowns reporting spreadsheet was shared with the group, and programs that had concerning drawdowns reported were discussed. Follow up letters were sent to these programs that were outside of the expected range for further information.
- The group and Bitfocus are planning to meet about consistent issues found in HMIS reports as well as the ability to include an Eligibility Tab for programs in HMIS.

Next Meeting on July 14, 2021 at 1:30 pm thru WebEx