



Presentation Agenda



Overview of External Monitoring Process



Monitoring Results Year 5 and Rankings (CoC)



Monitoring Results Year 5 and Rankings (ESG)



Discussion of 5-year Cumulative Outcomes



Recommendations



Conclusion



Questions

Overview of External Monitoring Process



RECENTLY CONCLUDED
YEAR 5



VIRTUAL SITE VISITS –
EXTERNAL MONITORING
IN A COVID/POST-
COVID WORLD



TOOLS AND SCORING



EFFICIENCY,
EFFECTIVENESS, AND
EFFICACY



FUTURE CHANGES FOR
CONSIDERATION



Accomplished Recommendations in Year 5

- System-wide recommendation to finalize and provide clear consistent written standards for ESG and CoC programs (Year 1 Carryforward Recommendation).
- Task the EMT in collaboration with the MWG and CA to develop a project profile template for review and approval and deployment in Year 4 at the conclusion of monitoring activities (Year 3 Carryforward Recommendation).
- Task the EMT in collaboration with the MWG and CA to develop a project-based outcome summary checklist that will serve as a to-do-list for providers based on monitoring outcomes to accompany the monitoring profile (Year 3 Carryforward Recommendation).
- Task the EMT in collaboration with the MWG and CA to develop final monitoring profiles to include 5-year comprehensive history on project-by-project basis (Year 4 Recommendation).
- Task the EMT in collaboration with the MWG and CA to develop a comprehensive outcome report and presentation to be submitted at the conclusion of the contract on 30 June 2023 (Year 4 Recommendation).
- Task the EMT in collaboration with the MWG and CA to provide a comprehensive folder of template files related to monitoring at the conclusion of the contract on 30 June 2023 (Year 4 Recommendation).
- Task the EMT in collaboration with the MWG and CA to review HUD Performance Measures to add elements at the provider level to the Monitoring Tools to track compliance towards reporting on HUD Performance Measures (Year 4 Recommendation).

CoC Monitoring Results Year 5

- 19 CoC Projects Monitored for 1 July 2021 – 30 June 2022
- Overall scoring decreased in Year 5 (ongoing COVID related impacts)
 - Average Score: 81.7 (+0.9)
 - Highest Score: 92.8 (-1.8)
 - Lowest Score: 65.4 (-0.8)
 - 1 projects scored 90-points or higher
- 17 projects integrated with Scoring and Ranking process scored higher than other projects
 - Average Score: 82.3 (+0.6)
 - Highest Score: 92.8 (-1.2)
 - Lowest Score: 65.4 (-0.8)
 - 1 project scored 90-points or higher

Highest Scoring Quartile Projects			Higher Scoring Middle Quartile Projects			Lower Scoring Middle Quartile Projects			Lowest Scoring Quartile Projects		
Rank	Project	Score	Rank	Project	Score	Rank	Project	Score	Rank	Project	Score
1	US Vets PH3	92.8	6	NPHY Independent Living	85.0	11	St. Jude's New Crossings	81.7	16	Safe Nest: Operation Fresh Start	77.6
2	HopeLink HomeLink Expansion	88.9	7	SNAMHS Stepping Stones	84.7	12	CCSS/HELP New Beginnings	81.3	17	LSSN Welcome H.O.M.E.	72.1
3	US Vets PSH Consolidation	87.7	8	HELP SWHYC	84.6	13	St. Jude's Crossings	81.2	18	The Salvation Army Housing the Homeless	71.9
4	St. Jude's A Place Called Home	86.2	9	CCSS STAR PSH	83.9	14	St. Jude's Moving Forward	79.8	19	CCSS/HELP Healthy Living	65.4
4	CCSS STAR TH/RRH Consolidated	86.2	10	HELP HELP them HOME Combined	81.9	15	HELP A New Start	78.6			

Ranking CoC Providers by Program Performance

ESG Monitoring Results Year 5

- 15 ESG Projects Monitored for 1 July 2021 – 30 June 2022
- Overall scoring increased from the previous monitoring year.
 - Average Score: 85.1 (+0.5)
 - Highest Score: 100.0 (+0.5)
 - Lowest Score: 67.9 (-2.7)
 - 6 projects scored 90-points or higher

Highest Scoring 5 Projects			Middle Scoring 5 Projects			Lowest Scoring 5 Projects		
Rank	Project	Score	Rank	Project	Score	Rank	Project	Score
1	HELP SWHYC (CC)	100.0	6	WestCare Downtown Homeless Outreach (CLV)	90.6	11	The Salvation Army Rapid Rehousing (CC)	74.4
1	HELP Youth Emergency Shelter (CNLV)	100.0	7	The Shade Tree Emergency Shelter Services (CC)	89.6	11	The Salvation Army Rapid Rehousing (CNLV)	74.4
3	Family Promise LV Navigation Home Project (CC)	96.5	7	The Shade Tree Emergency Shelter Services (CNLV)	89.6	13	Lutheran Social Services of Nevada Homeless Prevention (CNLV)	71.8
4	Nevada Partners Inc Homeless Prevention (CNLV)	95.9	9	S.A.F.E. House, Inc Emergency Services Program (CC)	87.2	14	St. Jude's New Crossings Homeless Youth Families	70.7
5	NPHY Emergency Shelter for Homeless Youth (CC)	91.0	10	The Salvation Army Downtown Homeless Outreach (CLV)	77.0	15	Safe Nest Emergency Shelter for Domestic Violence Victims (CC)	67.9

Ranking ESG Providers by Program Performance

5-year Cumulative CoC Outcomes



- Monitoring scores were generally improving annually with negative impacts observed related to COVID that were most commonly observed in V3, Spending/Drawdown, and Utilization Rates.
- Compliance scores have improved and almost all providers are scoring at 95% or above in terms of available compliance weighted points.
- The Performance Monitoring Report V3 has shown compounding limitations since COVID and has not updated to continue to align with HUD Performance Measures.
- Limited new providers observed during COVID period with a few new projects in current NOFO competition. Many projects have been combined or consolidated.
- Technical Assistance and other monitoring related support has been more requested in the past two monitoring periods with increased engagement from providers in the monitoring process as an operations best practice.

5-year Cumulative CoC Results

Monitoring Year	Monitoring Period	Projects Monitored	<u>V3</u> (30-pts)	<u>Spending</u> (10-pts)	<u>Utilization</u> (10-pts)	<u>Performance</u> (50-pts)	<i>Main</i> (18.75-pts)	<i>Program</i> (12.5-pts)	<i>Client</i> (6.25-pts)	<i>Housing First</i> (12.5-pts)	<i>Compliance</i> (50-pts)	Total (100-pts)
Year 2	Jul 2018-Jun 2019	32	18.67	6.26	6.26	31.2	18.36	11.75	4.97	11.94	47.0	79.6
Year 3	Jul 2019-Jun 2020	29	22.37	4.86	6.41	33.6	18.04	12.05	6.05	11.99	48.1	81.9
Year 4	Jul 2020-Jun 2021	25	22.01	5.12	5.13	32.3	18.18	12.01	5.88	12.08	48.1	80.8
Year 5	Jul 2021-Jun 2022	19	20.72	5.63	6.26	32.6	18.42	12.30	6.09	12.29	49.1	81.7

5-year Cumulative ESG Outcomes



- ESG had more new projects annually compared to CoC and new providers were able to successfully implement monitoring training into operations and score higher than initial monitoring year scores and comparable to current and historically funded ESG providers.
- Performance Monitoring Report V3 is N/A or has limited applicability for many ESG funded programs.
- Annual improvements observed with higher Performance Monitoring compared to CoC projects, but lower Compliance Scores, specifically on Client Case File and Housing First Standards Assessment Tools.
- Additional customized tools for Homeless Prevention, Street Outreach, and Emergency Shelter Services will improve monitoring capacity.
- Technical Assistance related to monitoring outcomes should be prioritized as part of annual monitoring process.

5-year Cumulative EGS Results

Monitoring Year	Monitoring Period	Projects Monitored	<u>V3</u> (30-pts)	<u>Spending</u> (10-pts)	<u>Utilization</u> (10-pts)	<u>Performance</u> (50-pts)	<i>Main</i> (18.75-pts)	<i>Program</i> (12.5-pts)	<i>Client</i> (6.25-pts)	<i>Housing First</i> (12.5-pts)	<i>Compliance</i> (50-pts)	Total (100-pts)
Year 2	Jul 2018-Jun 2019	23	19.06	6.00	6.59	31.6	18.06	11.74	3.67	11.88	45.3	77.0
Year 3	Jul 2019-Jun 2020	21	22.41	7.50	7.62	37.5	17.02	11.52	5.44	11.52	45.5	83.1
Year 4	Jul 2020-Jun 2021	13	22.04	7.25	8.10	37.4	17.59	11.98	5.51	11.89	47.0	84.6
Year 5	Jul 2021-Jun 2022	15	21.34	6.40	9.00	36.7	18.05	12.33	5.72	11.99	48.1	85.1

Recommendations



Continue review of HUD Performance Measures to align Performance Monitoring with current HUD metrics.



Work to revise or replace the Performance Monitoring Report V3 with a HUD aligned, non-local tool such as components of the Annual Performance Report.

Include HMIS Data Quality and APR Timeliness in alignment with HUD (Year 1 and Year 2 Carryforward Recommendations).

Include Coordinated Entry related performance metrics (Year 1 and Year 2 Carryforward Recommendations).



Develop more specific and customized tools for ESG program monitoring to include Performance Monitoring and specific programs such as Street Outreach, Emergency Shelter Services, and Homeless Prevention.



Continue collaboration with Scoring and Ranking process to integrate monitoring scores into NOFO Competitions in alignment with HUD requirements and best practice recommendations.

Develop a rating process for ESG funded projects to define highest performing projects for biennium monitoring in lieu of annual monitoring.



Expand Monitoring-related Technical Assistance and Compliance Standards to improve deficiency areas as noted in previous monitoring year.

Include annual updates to standards, processes, and expectations (Year 2 Carryforward Recommendation).



Develop an annual calendar for running HMIS data reports in alignment with 6-month follow-up period for case management to be run on 31 December.



Conclusion

1

- Additional Year of External Monitoring will commence in October 2023 with adjustments to tools in the Performance Monitoring Section.

2

- Modify Performance Monitoring tools to align with Performance Measures from HUD and Scoring and Ranking process.

3

- Expand integration of the Client Interview Tool and conduct data reporting at 6-months post monitoring period in alignment with regulations.

4

- Continued engagement with SNHCoC Board (should the MWG be disbanded) and Scoring and Ranking Team to better integrate and deploy Monitoring Scores.

5

- Update Project-based Monitoring Profiles and Outcome Summaries and recommend Technical Assistance as recommended from outcomes.



Questions