
Southern Nevada CE Review Methodology, Findings & Recommendations

— June 2023 —

CE Review Team



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CoC Review & Recommendations

In January 2023, the CoC board approved a recommendation from the Ad-hoc Governance Committee for HUD TA to conduct a review of the CoC. This review includes 5 components:

1. CoC Board Purpose & Structure
2. CoC Working Group & Committee Structure
3. Collaborative Applicant Roles & Responsibilities
4. Data & HMIS Lead Roles & Responsibilities
5. Coordinated Entry (in partnership with the Lived X Consultants)

Guiding Principles

- Person centered systems & practices
- Equity
- Housing-focused
- Transparency in community
- Inclusivity and diversity of perspective
- Data-informed
- Action-oriented

CE Review Purpose / Goal

Core Elements

(1) access

(2) assessment

(3) prioritization

(4) referral

(5) community queue / list management

Gather community input, understand the data and outcomes, and elevate recommendations for improvements. Goals: create a stronger Coordinated Entry system foundation, and make immediate improvements for people experiencing a housing crisis.

CE Review Methodology

- **Community Survey:** 32 responses from diverse perspectives and roles
- **Focus Groups** with people accessing the system, frontline, managers, supervisors, work group and task force participants
- **Quantitative Data Analysis** primarily looking at including HMIS data
- **Access Point Secret Shopping Review** at 11 sites advertised on CE system [flyer](#) on Help Hope Home website.

Themes From Community Surveys & Focus Groups

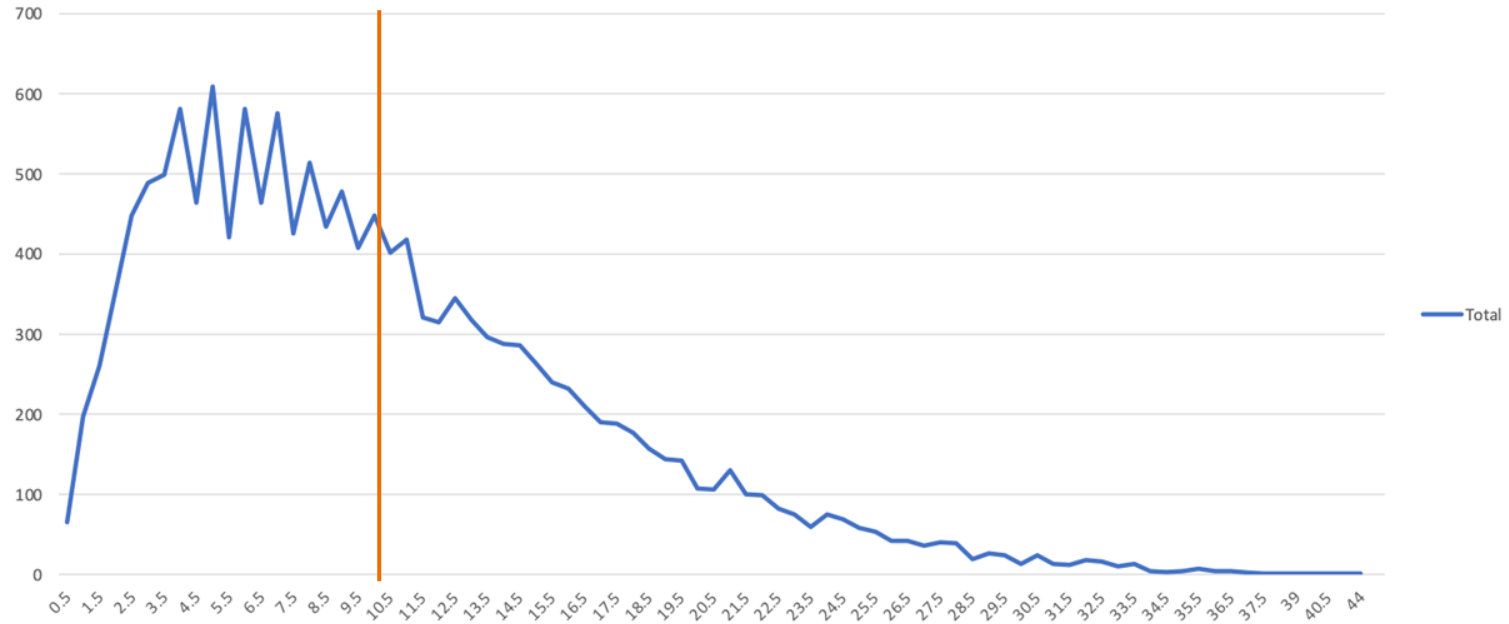
- “I would like to take away that change is going to come and that we’re going to be part of the group of people who develop that change...” - Work Group member
- Too rushed / not trauma-informed (solutions: take time with people via HPS, update assessment questions [TIC+brevity] + phased approach; person-centered training)
- We need to do more for people scoring “in no man’s land” and ensure frontline staff know the community’s resources (*+ more housing, more housing, more housing*)
- Negative narrative about people experiencing homelessness within focus groups. People accessing the system feel that animosity, as seen within Secret Shopping. Tendency to blame individuals for system failures.
- Utilize HMIS to its fullest potential

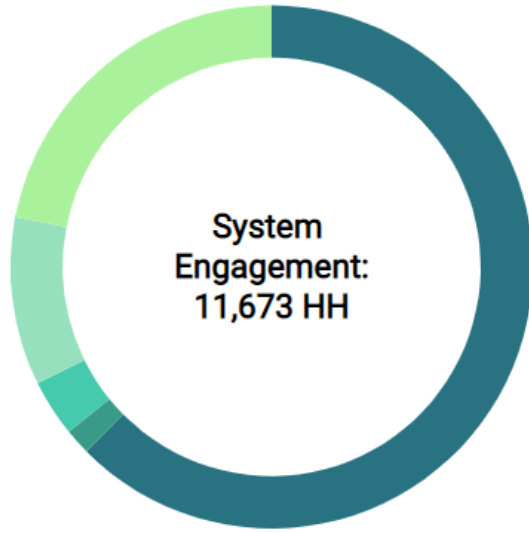
Quantitative Data Highlights

- Between July 2021 and December 2022 the community completed **13,830** assessments.
- During that same time period there were **1,689** total permanent housing placements

About 1 in 8 assessments resulted in a referral w/housing placement.

Assessment Score Distribution - All





- 63% | 7,300 First time homeless in the system
- 2% | 187 Returning from a permanent destination
- 4% | 412 Re-engaging from a temporary destination
- 10% | 1,214 Re-engaging from an unknown destination
- 22% | 2,560 Continuously homeless

**Of all sheltered
people enrolled in
HMIS FY 2022,
most clients (63%)
were First Time
Homeless**

The Length of Time Homeless

CoC Code: NV-500

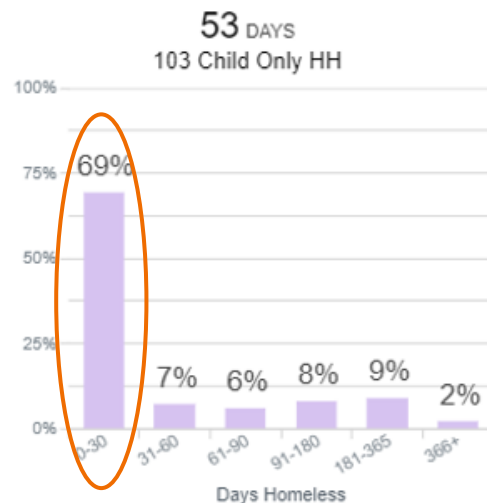
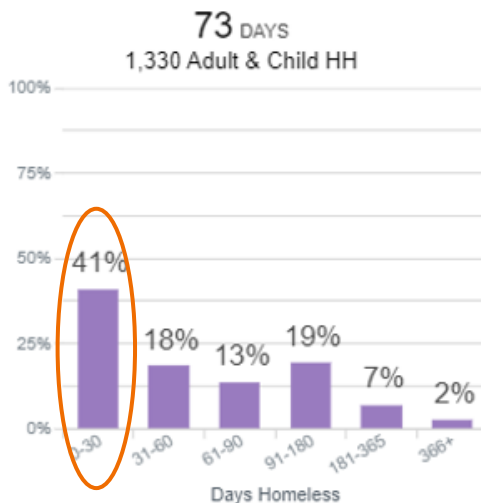
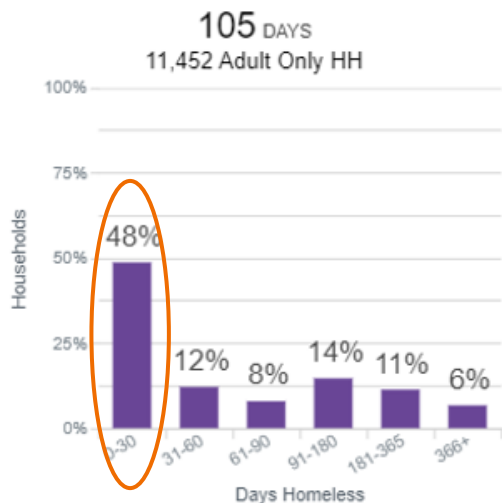
Name: So. NV-500 LSA #1

Report Period: 10/01/2021 - 09/30/2022

Submission Type: official

Time Distribution of Days Homeless

Average cumulative days homeless and distribution by defined time intervals for each household type.



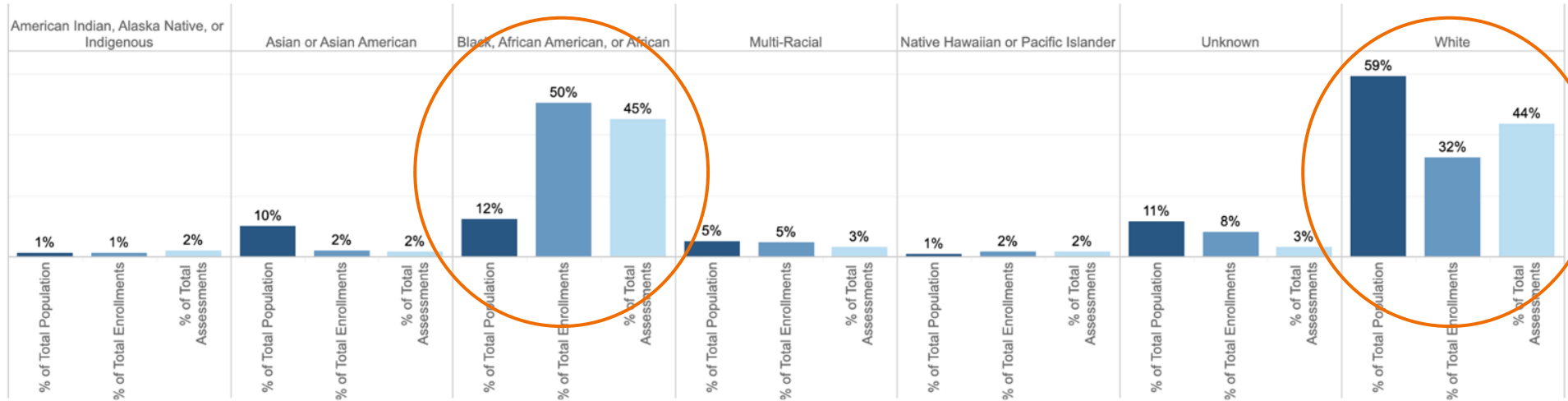
Mean Assessment Scores by Demographics & Assessment Type						
	Female		Male		All Genders	
	SN CHAT	SN FAMILY CHAT	SN CHAT	SN FAMILY CHAT	SN CHAT	SN FAMILY CHAT
American Indian, Alaska Native, or Indigenous	12.6	10.5	10.4	*	10.9	11
Asian or Asian American	10.3	9.2	8.3	*	8.8	9
Black, African American, or African	11.2	10	9	9.3	9.8	9.9
Multi-Racial	12.8	11.6	9.7	12.2	10.9	11.7
Native Hawaiian or Pacific Islander	11.6	11.5	9.6	*	10.6	11.5
White	13.3	11.7	10.3	11.8	11.2	11.7
All Races	12.3	10.5	9.7	11.8	10.5	10.5

*Categories with less than 10 Individuals were excluded to avoid identifying specific individuals

Reasons for Denial of Referral	
Referral time expired	81%
Missing	10%
Lack of Eligibility	4%
Client did not show up or call	2%
Client out of Jurisdiction	<1%
Client previously received service	<1%
Client refused services	<1%
Denied by Landlord/Property Manager	<1%
Disagreement with rules	<1%
Full Capacity/No Availability	<1%
Needs could not be met by program	<1%
Self-Resolved - Client Housed	<1%
Total	100%

% of Population vs. HMIS enrollments vs. assessments

% of Census Data, Project Enrollment Data, and Coordinated Entry Assessment Data by Race (all clients)

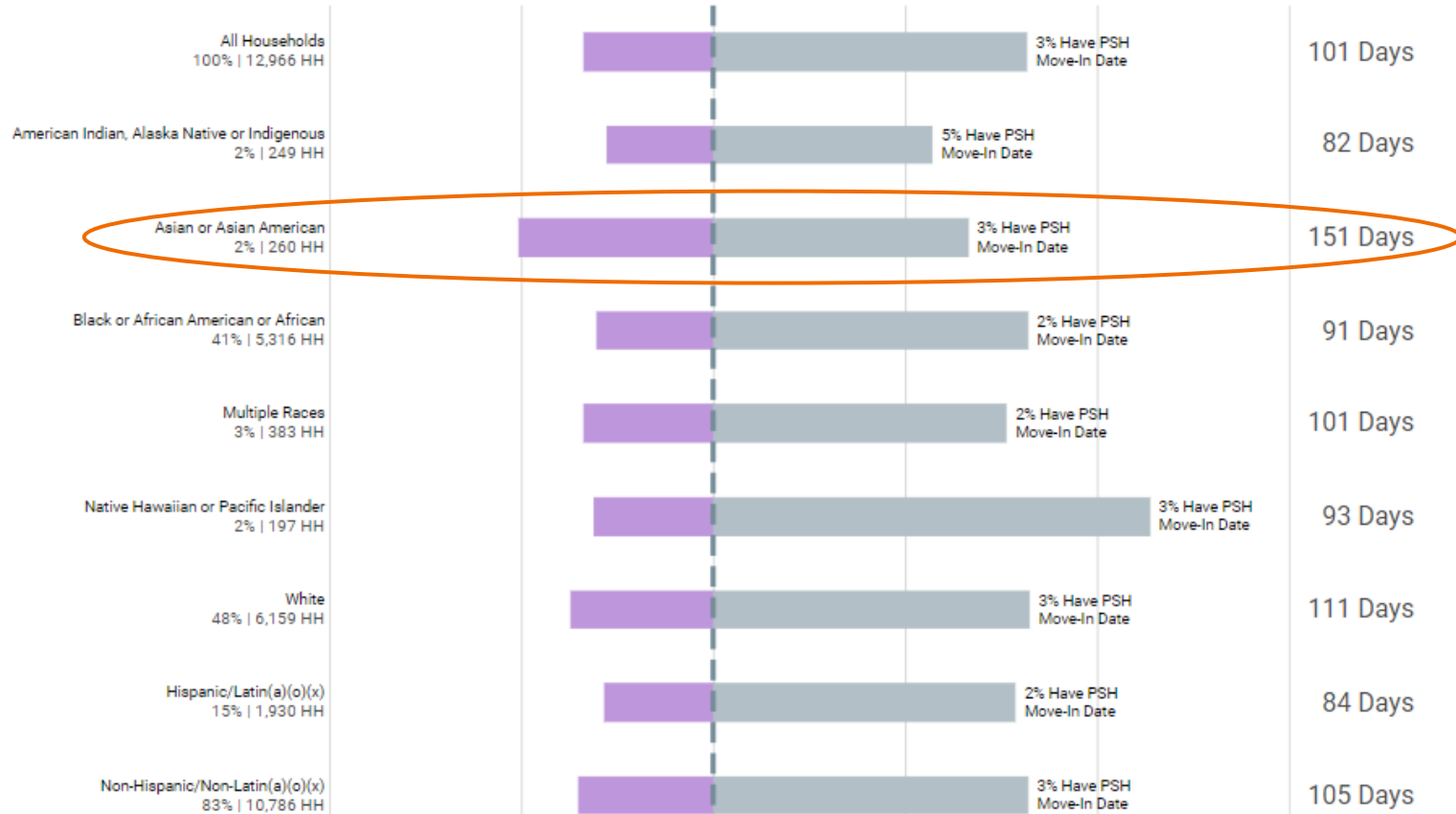


Project Type by Race (all clients)

	PH - Rapid Re-Housing	PH - Housing Only	PH - Housing with Services (..	PH - Permanent Support Ho..	Coordin Entry Shelter	Emergency Shelter Outreach	Street Transitit	HomelePrevent	Services Only	Other	
American Indian, Alaska Native, or Indigenous	1%	1%		3%	2%	2%	2%	2%	1%	0%	2%
Asian or Asian American	1%	0%		2%	1%	2%	1%	2%	1%	2%	2%
Black, African American, or African	48%	42%	44%	37%	48%	43%	42%	43%	54%	56%	42%
Missing Information	2%	7%	5%	1%	5%	5%	3%	2%	10%	9%	6%
Multi-Racial	5%	2%	2%	2%	4%	4%	3%	4%	2%	6%	3%
Native Hawaiian or Pacific Islander	2%	1%		2%	1%	1%	1%	3%	1%	2%	1%
White	41%	45%	49%	54%	39%	44%	48%	45%	30%	24%	43%

101 Days Homeless

Average Days Homeless



Length of Time Homeless

Race & Ethnicity

Secret Shopping Experience

Coordinated Entry Review: Secret Shopping Review Conducted by Lived X Consultant Team & HUD TA

Sites: Selected based on [public advertisement on Help Hope Home website](#) (not including DV or veteran focused sites)

Visit Dates: April 23- May 15, 2023

Visits Completed: 11 (includes physical visits & email/phone communications where flyer instructed to email or call)

Metrics focused on accuracy of advertised information, customer service experience, & quality of support received.

Secret Shoppers used a 1-5 rating system:

1 = Poor

2 = Unsatisfactory

3 = Satisfactory

4 = Very Satisfactory

5 = Outstanding

Secret Shopping Experience

- Out of 11 secret shopper experiences, not a single person received the real-time help they needed; and only 2 of the 11 secret shopper experiences included completion of a housing assessment.

**Keasia's story,
*told by Ally***

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- Access points felt more focused on process than real-time needs and resources.

Davion's story

Secret Shopping Experience

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- Access point communication about what to expect received a community score of 1.9 out of 5.

Daryl's Story

Secret Shopping Experience

- Out of 11 secret shopper experiences, not a single person received the real-time help they needed; and only 2 of the 11 secret shopper experiences included completion of a housing assessment.
- Access points felt more focused on process than real-time needs and resources.
- Access point communication about what to expect received a community score of 1.9 out of 5.
- How the person accessing supports was made to feel received a community score of 2 out of 5

Jamal's story

Secret Shopping Team's Top 5 Recommendations

- 1. Make accessing information & support easier** (Ex: establish supported Access Points, update the CE flyer, update Access Point websites in real time including hours/days/address)
- 2. Provide strong, recurring training** – on the HMIS database, on the purpose and process of Coordinated Entry, having person centered and empathetic interactions, knowing local resources, and effective housing problem solving.
- 3. Emphasize actual help and real-time resources.** Consider a phased approach, starting with Housing Problem Solving and resource connection, and then only doing a full housing assessment when there's no other option.
- 4. Ensure follow-through** for referrals and wrap around services for people as they are housed so they are less likely to return to homelessness
- 5. Establish measurements and metrics** so we know what's working, and what needs to be improved (ex: HPS metrics, housing outcomes, customer service)

Overall Top 5 Recommendations

1. Designate a neutral and trusted **Coordinated Entry lead entity** (*in alignment with HUD requirements*); the CE Lead Entity should oversee activities associated with Access, the Assessment Process, Prioritization, Referral and Community Queue management.
2. **Fund and implement Housing Problem Solving system-wide**, so interactions with people accessing the system begin with a conversation about *what they need right now* and lead to people with fewer barriers being quickly diverted or **rapidly exited**.
3. **Standardize expectations, messaging and supports of system Access Points** (monitored by the CE Lead Entity).
4. Establish a Priority Pool of the people on the Community Queue who will likely receive a housing referral within 60 days, and **host regular case conferencing** focused on keeping prioritized people located, document collection, housing preferences and barrier reduction.
5. **Revise the housing assessment tool** to a condensed trauma-informed set of critical questions, used for prioritization.