



Brenda Barnes, SNHCoC Director

MESSAGE FROM SNHCoC DIRECTOR

MEMORANDUM

To: Southern Nevada Continuum of Care Board

From: Brenda Barnes, NV-500 Collaborative Applicant/CoC Director

Date: 5/13/2025

Subject: Summary of FY2024 CoC Application Debriefing – System Performance Measures & Monitoring Strategy

Overview

HUD's FY24 CoC Application Debriefing for NV-500 indicates a total score of 154.25 out of 200, down from 170.5 in FY23. While we sustained strengths in HMIS implementation, healthcare coordination, and RRH bed availability, our System Performance Measures (SPMs) saw a significant decline, dropping by 10 points, from 43.5 to 33.5. This area now represents the largest performance gap and requires targeted system improvement efforts.

System Performance Measures – Key Findings

System Performance Measures (SPMs) are designed to assess the effectiveness of the entire homelessness response system within our CoC. They emphasize system-wide results rather than project-level outputs and include:

- Reduction in first-time homelessness
- Length of time homeless
- Exits to or retention of permanent housing
- Returns to homelessness within 6-12 months
- Increases in income (employment and non-employment)
- Overall reductions in homelessness

These measures play a critical role in HUD's assessment of our progress toward ending homelessness and are weighed heavily in funding evaluations.

In FY24, NV-500 scored 33.5 out of 60 points in this category, down from 43.5 points in FY2023. Our most significant point losses in FY24 occurred in the following SPM areas:

- Measure 7b.1 – Exits to Permanent Housing: 0/6 points (previously 7/13 combined in FY23)
- Measure 2 – Returns to Homelessness (6 and 12 months): 0/6 points
- Narrative on Length of Time Homeless Strategy: 2/5 points
- Non-employment Cash Income: 0.5/3 points

These declines directly reduced our competitiveness and highlighted the need for clearer strategies, improved data quality, and more consistent outcomes across the provider network.

Monitoring Plan (CY25–26): A Strategy to Strengthen System Performance

To address these gaps and advance overall system accountability, the SNHCoC is implementing a Monitoring Plan for Calendar Years 2025 and 2026, led by EdeColigny Consulting and supported by the Programs Committee and Collaborative Applicant team. This plan is designed to both fulfill HUD's monitoring requirements and build a framework for continuous quality improvement across our system. Key elements include:

1. Performance Evaluation (CY25 Pilot Year)

- All CoC-funded PSH, RRH, TH, and TH-RRH projects will be assessed based on:
 - Housing stability and exits to permanent housing
 - Returns to homelessness
 - Income and benefits gains
 - Data quality and utilization
 - Benchmarks will be developed based on two years of historic data, with tiered scoring to identify areas of excellence and need for improvement.

2. Quality of Care

- Participant experience will be assessed through anonymous surveys and focus groups led by the Lived Experience consultants.
- Frontline staff input will also be collected to identify training and resourcing gaps.
- While unscored in 2025, this component will inform service standards and may be scored in 2026.

3. Compliance Monitoring

- Desk audits will be conducted to assess alignment with HUD requirements, Housing First fidelity, participant rights, financial management, and grants oversight.
- A self-assessment and TA request process will help tailor support and identify common compliance issues.

4. Reporting and System-wide Impact

- Each project will receive a tailored report with risk levels, recommendations, and TA options.
- A CoC-wide summary report will identify trends, gaps, and strategic actions needed to improve system performance.
- The pilot year results will not affect the NOFO competition but will prepare the community for full implementation in 2026.

This proactive approach is intended to build the foundation for continuous quality improvement and stronger alignment with HUD's priorities in FY25 and future funding cycles.

Next Steps

The FY2024 debrief clearly signals the need for stronger system-wide performance. The CY25 Monitoring Plan creates a foundation for informed decision-making, data-driven improvement, and greater community accountability. By emphasizing participant experience, equity, and quality care

alongside measurable outcomes, the Monitoring Plan will help realign our CoC with HUD's expectations and improve our readiness for the next competition cycle.

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