

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

Working Group: Monitoring working group

Champions: Lorena Candelario, Vice-Chair, City of North Las Vegas, Marilyn Provost, Vice-Chair, United Way of Southern Nevada,

Working Group Attendance Marilyn Provost – Vice Chair (UWSN), Karen Schneider (CCSS), Tara Ulmer (CCSS), Tameca Ulmer (CCSS CRM), Leone Lettsome (City of North Las Vegas), Julee King (Bitfocus), Lourdes Wong (SNAMHS), and Bridget Claridy (HELP).

November 8, 2017: Held in-person 1:30pm – 3:00pm @ United Way of Southern Nevada located at 5830 W. Flaming Road LV 89103, on the 1st floor conference room.

Accomplishments – Action Items Completed:

- Review of Monitoring Forms Update: CNLV staff shared that the Board was informed at the last CoC meeting that the MWG was implementing the use of these forms. Training will need to be done on the use of the forms, and the MWG discussed when in-person training should occur so that new forms could be implemented CoC-wide. CC staff offered to coordinate the logistics of the training and HELP offered to administer the training. The group discussed administering the training after the 1st of the year and agreed upon January 9th and 11th for 1 hour sessions each. This would allow accommodation of all agencies to send a representative to one of the sessions. Training would be approximately 30 minutes, with additional 30 minutes for Q&A. The start date for organizations to begin using the forms was discussed; the group decided that February 1st would be the start date for any new clients beginning February 1st on. By June, all clients served within the current funding year would need to have the new forms included in the client file. Basic eligibility monitoring by the MWG would be completed and include only the checking of client files. For larger programs (100+ clients), some flexibility will be considered. A waiver would be needed from agencies with a large number of clients.
- On-Site Monitoring: RFQ Process: CC staff provided an update on the scope of work for the External Monitoring Team, indicating that the scope has been reviewed by a County Assistant District Attorney and it being finalized for submission to Purchasing on November 9th. The evaluation mechanism and score weighting has already been developed and multiple MWG members have already volunteered to be on the evaluating team. There was discussion on how soon a firm could realistically be chosen; CC staff explained the entire process and it was suggested that perhaps by February 1st, the firm might be contracted to start work. CC staff mentioned that the first year would be a short term, in that the funding year goes until July 31, 2018, but the contract could be renewed for additional terms.

- Monitoring Tool/V3 Report Updates: Bitfocus previously sent out the draft of the V3 report; multiple group members have reviewed it, but further consideration needs to be given to determine appropriate weighting with regard to scoring. The group agreed that the total should remain at 100 and members agreed to provide input on this at the December 13th meeting at Clark County Social Service.

Near term: Action Items In-progress / Pending:

- CoC grantees will receive training on how to complete the chronic homelessness and non-chronic homelessness forms and how to use them.
- Begin developing policies and procedures for the Monitoring Working Group. Perhaps a subgroup could be tasked to work on these. Clark County offered to gather the existing documents and appeals process, in order to share it with the group as a springboard to next steps.
- Points must be assigned to the performance monitoring tool, using a 100 pts scale. MWG members are to look at the current structure and determine a point structure that will enhance the revised tool.
- There was concern with regard to errors during the last cycle in the monitoring reports to providers. The suggestion was made for a mechanism to double check reports prior to them being shared with the providers.

Goals not yet met / Issues:

- Assign points for V3 scoring
- Create policies & procedures for the monitoring working group
- Update on monitoring forms and the training plans
- Update on the RFQ process and define timelines.

Announcements:

Next Meeting: Wednesday, December 13th at Clark County Social Service, 1:30-3:00pm.