

Presentation Agenda



Overview of External Monitoring Process



Discussion of Data Sharing for NOFO/NOFA



Monitoring Results Year 3 and Rankings (CoC)



Monitoring Results Year 3 and Rankings (ESG)



Recommendations for Year 4



Conclusion



Questions

Overview of External Monitoring Process



RECENTLY CONCLUDED
YEAR 3



VIRTUAL SITE VISITS –
EXTERNAL MONITORING
IN A COVID WORLD



TOOLS AND SCORING



EFFICIENCY,
EFFECTIVENESS, AND
EFFICACY



CHANGES FOR YEAR 4



Accomplished Recommendations in Year 3

- Task the EMT in collaboration with the MWG and the Collaborative Applicant to revise the scoring structure of the tools from the current scoring to a five-point Likert-type scale
- Task the EMT in collaboration with the MWG and the Collaborative Applicant to revise the Client Case File tool to create a scoring metric that accounts for each client case file reviewed equitably.
- Task the EMT in collaboration with the MWG and the Collaborative Applicant to revise the Housing First Standards Assessment tool to align with the SNHCoC tools with scoring scale and programmatic specificity.
- Task the EMT in collaboration with the MWG and the Collaborative Applicant to incorporate a Fair Market Rent (FMR) calculation as part of the Main Monitoring Tool.
- Task the EMT to review and revise all tools for the review and approval by the MWG and Collaborative Applicant, as follows:
 - To remove duplicative components and content
 - Revisions related to Chronic Homelessness as programmatically applicable
 - Adjust questions based on CFRs where appropriate
 - Amend questions related to Termination and Conflict of Interest as appropriate
 - To add content concerning Housing First and person-centered case management where applicable
- Task the EMT in collaboration with the MWG and Collaborative Applicant to incorporate Housing Quality Standards into scoring components.



Discussion and Data Sharing for NOFO/NOFA

Selected tools identified for
inclusion in Presto



Projects with at least 1 full
year of implementation
included in data transfer



Total of 19* projects data
integrated with Presto



Recommendations going
forward



CoC Monitoring Results Year 3

- 28 CoC Projects Monitored for 1 July 2019 – 30 June 2020
- Overall scoring increased for a third straight year
 - Average Score: 81.9 (+2.5)
 - Highest Score: 97.3 (+5.5)
 - Lowest Score: 59.7 (+10.6)
 - 9 projects scored 90-points or higher
- 19* Presto integrated projects scored higher than new projects
 - Average Score: 83.6
 - Highest Score: 95.8*
 - Lowest Score: 59.7
 - 8* projects scored 90-points or higher (all of the 90-point projects)

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	Hopelink HomeLink	97.3	8	US Vets CH3	90.4	15	WestCare Safe Haven	81.2	22	CCSS/HELP TVHP Built for Zero	75.0
2	St. Jude's A Place Called Home	95.8	9	SNAMHS Stepping Stones	90.1	16	HELP HELP them HOME Combined	81.1	23	CCSS/HELP Healthy Living	74.1
3	US Vets PH3	95.7	10	HELP SWHYC	89.3	17	HELP SNCE Matching	80.6	24	CCSS/LSSN TVHP Built for Zero	69.5
4	St. Jude's New Crossings	93.7	11	Hopelink HomeLink Expansion	88.8	18	CCSS/HELP New Beginnings	77.7	25	CCSS/HELP FUSE The Next Step	68.0
5	US Vets VIP	92.7	12	HELP A New Start	86.0	19	St. Jude's Moving Forward	76.6	26	CCSS/STAR TH/RRH Bonus	67.1
6	NPHY Independent Living	91.1	13	Safe Nest: Operation Fresh Start	82.3	20	Salvation Army Housing the Homeless	76.5	27	CCSS STAR TH/RRH Consolidated	62.9
7	St. Jude's Crossings	90.9	14	CCSS STAR PSH	81.8	21	CCSS Keeping Families Together	76.3	28	LSSN Welcome HOME	59.7

Ranking CoC Providers by Program Performance

ESG Monitoring Results Year 3

- 21 ESG Projects Monitored for 1 July 2019 – 30 June 2020
- Overall scoring increased from the previous monitoring year.
 - Average Score: 83.1 (+6.6)
 - Highest Score: 99.3 (+3.8)
 - Lowest Score: 64.1 (+7.4)
 - 6 projects scored 90-points or higher

Highest Scoring 6 Projects			Middle Scoring 7 Projects			Lowest Scoring 6 Projects		
Rank	Project	Score	Rank	Project	Score	Rank	Project	Score
1	HELP SWHYC (CLV)	99.3	8	HELP Emergency Resource Services (CC)	88.1	15	The Shade Tree Emergency Shelter Services (CC)	78.5
2	HopeLink HomeLink Shelter Program (CC)	99.0	9	The Salvation Army Rapid Rehousing (CC)	85.4	16	Safe Nest Emergency Shelter for Domestic Violence Victims (CC)	74.9
3	HELP SWHYC (CC)	98.8	10	The Salvation Army Rapid Rehousing Program (CLV)	84.0	17	The Salvation Army Rapid Rehousing (CNLV)	72.4
3	NPHY Emergency Shelter for Homeless Youth (CC)	97.0	11	The Salvation Army Emergency Shelter (CC)	81.9	18	The Shade Tree Emergency Shelter for Homeless & Abused Women & Children (CLV)	71.1
5	St. Jude's New Crossings Homeless Youth Families (CC)	93.7	12	St. Jude's Crossings	81.7	19	LSSN Family Empowerment Program (CNLV)	67.2
6	Family Promise LV Navigation Home Project (CC)	91.9	13	The Shade Tree Emergency Shelter Services (CNLV)	81.5	20	LSSN HOME Rapid Rehousing Program (CLV)	65.8
7	HELP Emergency Resource Services Center (CLV)	89.5	14	S.A.F.E. House Emergency Services Program (CC)	79.5	21	LSSN Family Empowerment Program (CC)	64.1

Ranking ESG Providers by Program Performance

Recommendations for Year 4

Year 1 Carryforward (4 recommendations)

Task the Coordinated Entry Working Group to determine parameters upon which to measure Coordinated Entry compliance and provision of reports to be included in monitoring tool scoring.

Task the HMIS Working Group to determine parameters upon which to measure provider usage of HMIS.

Task Monitoring Working Group in collaboration with External Monitoring Team to create weighting parameters for all new and existing scoring elements

System-wide recommendation to finalize and provide clear consistent written standards for ESG and CoC programs.

Year 2 Carryforward (4 recommendations)

Planned for implementation in Year 4, the HMIS Data Quality and Compliance Tool and/or Coordinated Entry/Intake Tool will need to be incorporated into the external monitoring scoring.

As part of the HMIS Data Quality and Compliance Tool recommendation, task the Evaluation and Monitoring Working Groups to develop and adopt standard rules and expectations concerning data quality and the utilization of HMIS therein.

Task the SNHCoC providers as part of the monitoring process to provide a summary of project specific goals and accomplishments for the monitoring year for consideration in monitoring activities, scoring, and reporting.

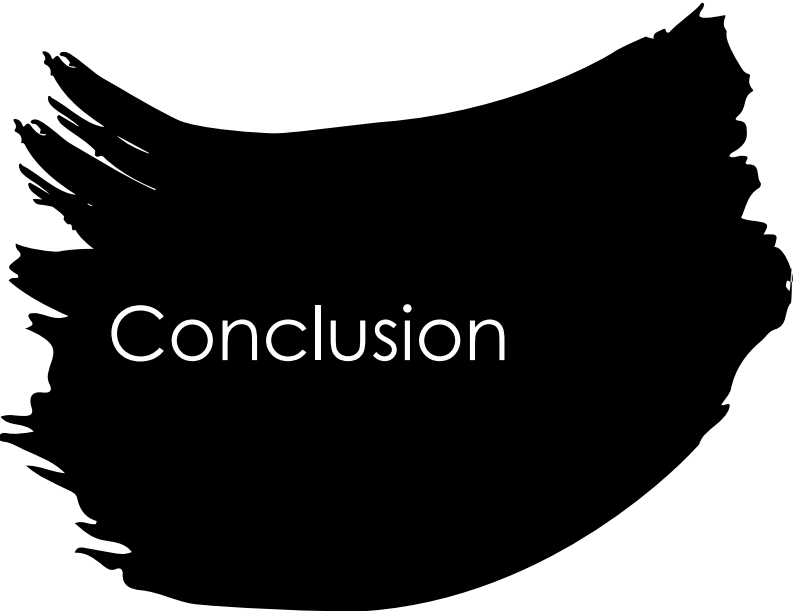
Task the EMT in collaboration with the MWG and Collaborative Applicant to develop a Client Interview Tool as part of the Client Case File Tool.

Year 3 Recommendations (3 recommendations)

Task the EMT in collaboration with the MGW and CA to develop a project profile template for review and approval and deployment in Year 4 at the conclusion of monitoring activities.

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.

Task the EMT in collaboration with the providers, the MWG, and the CA to beta test the developed Client Interview Tool in preparation for deployment in Year 5.



Conclusion

1

Year 4 External Monitoring will commence in November 2021 with limited changes to tools

2

Continued engagement with MWG and HomeBase to better integrate Monitoring Scores

3

Conduct review of Performance Measures from HUD and align Monitoring Tools to those measures

4

Create Project-based Monitoring Profiles and Outcome Summaries



Questions