2025 Continuum of Care Monitoring LAUNCH MEETING

May 7, 2025

Elaine de Coligny

Stacey Murphy

Agenda

I. Welcome and Introductions

II. Goals for Today

III. Monitoring Overview

IV. Process Steps and Tasks for Grantees

1. Project Performance
2. Quality of Care
3. Compliance

V. Next Steps

Welcome and Introductions

Brenda Barnes, Collaborative Applicant

Elaine de Coligny and Stacey Murphy, Consulting Team

CoC Grantees

Monitoring Process to Date

- Individual grantee meetings to gather input and share our ideas about monitoring
- Input gathering from Lived Ex Consultants, Board, and Committees
- Monitoring Plan adopted by the Committees and Board in April 2025

What Will Happen Today

- Consulting Team will introduce:
  - Monitoring process and activities
  - Timeline for activities
  - What grantees will be asked to do
  - What consulting team will be doing
- Today is an overview and opportunity for questions
- Detailed instruction packets will go out next week

Goals for Today

Grantees will:

- **Understand the monitoring process**
- **Know what to do and be ready to go when the instructions packet arrive next week**
  - Please ask questions today
  - You can also ask questions after receiving the detailed instructions.

MONITORING OVERVIEW

Purpose of Monitoring

- Assess and improve performance of CoC-funded projects
- Ensure quality of care
- Maintain compliance with regulations
- Ensure responsible stewardship of public funds
- Required by HUD

Local Priorities for 2025 Monitoring

- Provide actionable suggestions to grantees and the CoC to guide project and system performance improvement
- Further a culture of continuous quality improvement
- Emphasize participant experiences and quality of care through greater input from people with lived experience.
- Create a process that is collaborative and not burdensome

Two-Year Process

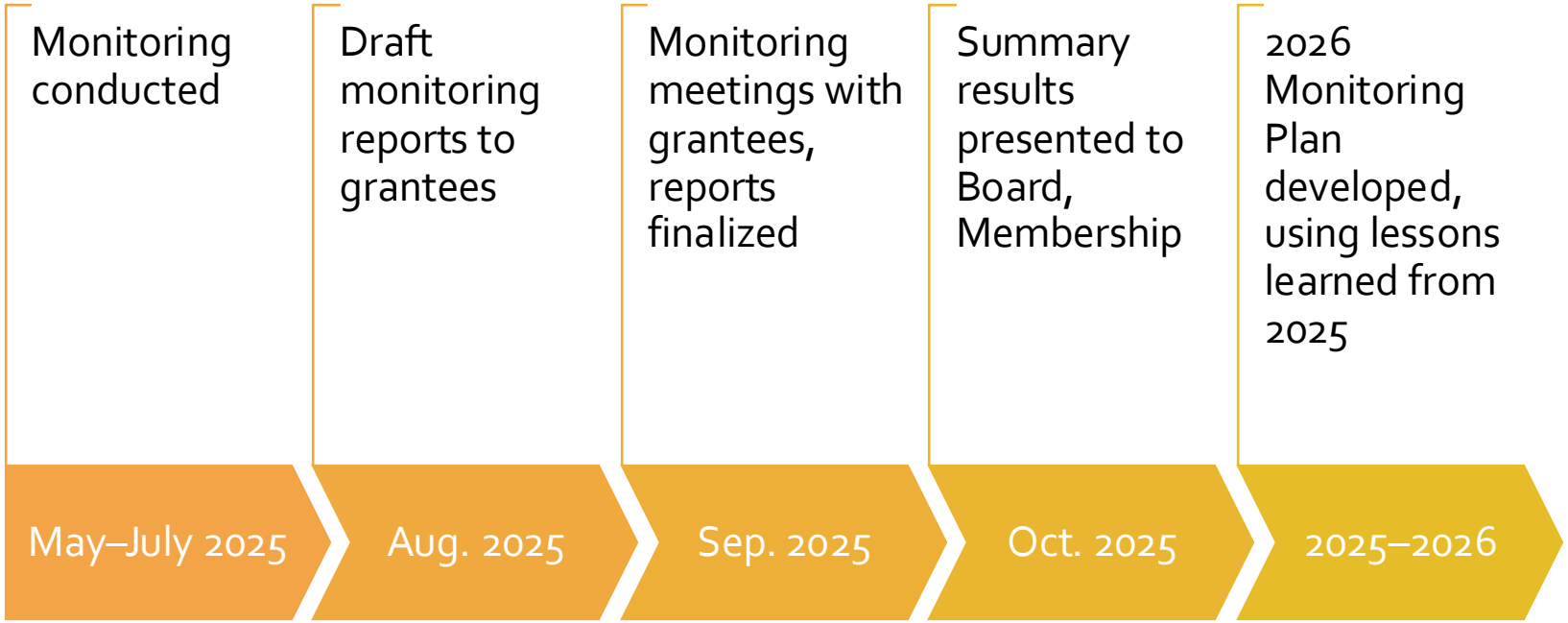
2025 monitoring :

- Will cover CY24 performance and other data
- **Will not inform local competition**
- Learning opportunity for grantees and CoC
- Will cover PSH, RRH, TH, TH-RRH grants – not CE or HMIS yet

2026 monitoring:

- Will cover CY25 performance and other data
- Informed by lessons learned in 2025
- Will directly inform 2026 NOFO competition
- Will likely include CE and HMIS

Monitoring Process Overview



Process Steps and Tasks for Grantees

Three Components of Monitoring

- **Project Performance** – Quantitative assessment of impact and outcomes of the program using standard metrics and benchmarks
- **Quality of Care** – Qualitative assessment of quality of services and participant experiences using participant and staff surveys
- **Compliance with CoC Regulations** – Assessment of compliance with CoC regulations using desk audit, site visit, and a self assessment

Project Performance Overview

- Performance measures are very similar to the measures used in the 2024 NOFO
- In January, we reviewed preliminary results with grantees
- Based on those discussions, we made some minor changes to the calculation methodology, and we have set new targets (based on current performance)
- Details on the updated measures will be available in monitoring instructions

Project Performance Tasks for Grantees

We will re-pull CY24 APRs on June 2, 2025

Please review and clean your 2024 HMIS data by May 30, focusing on the data elements used for the performance measures.

No other grantee actions needed for performance

Once we have calculated your performance, we may reach out with clarifying questions

Quality of Care Overview

The consulting team will work collaboratively with grantees to gather qualitative information on quality of care:

- **Survey of Current Program Participants**
- **Survey of Former Program Participants**
- **Survey of Front-Line Staff**
- Survey of People Referred by CE But Who Never Enrolled (coordinated through CE lead)

Survey of Current and Former Participants

- Initially will be online only (via link or QR code)
- Unique link for each CoC-funded program
- Option for paper collection as 2nd phase
- Questions are brief, accessible, and self-explanatory
- Focus is participant experience of the program
- Confidential and anonymous (no names or IP addresses are collected)
- Opens May 12 and closes June 12

Survey of Front-Line Staff

- For any staff who work directly with clients
- Asks about staff perceptions of quality of care
- Online data collection (link or QR code)
- No names or IP addresses collected
- Staff will identify program from a pick-list and have the option to leave blank
- Opens May 12 and closes June 12

Quality of Care
Tasks for Grantees

Generate lists of current and former participants; check in HMIS for updated contact information (email or phone number)

Reach out to current and former participants, provide online survey link/QR code, and encourage response

Do not interview participants or assist them to complete the survey (beyond offering use of agency devices).

Online survey responses will be collected by consulting team

Consulting team will check in with grantees on response rate and help determine if more or different outreach is needed

For staff survey; provide consulting team with list of staff names and email addresses

You will receive Detailed Instructions with more information

Compliance Overview

The compliance component has three distinct elements:

- Desk audit for of key forms and policies
- On-site audit of selected client files
- Self Assessment Checklist

Compliance
Tasks for Grantees

Consulting team will provide a list of requested documents for the desk audit

Grantees assemble and send documents back by email, file share, or mailed thumb drive due June 12, 2025

Grantees schedule time for site visits and file review – scheduling form available today

Grantees generate list of HMIS IDs; consulting team selects 3 to 5 files at random to review during site visit

Grantees complete the Self-Assessment Checklist

MONITORING RESULTS

In August, grantees receive draft reports, including: (1) summary of all results, (2) issues, concerns and suggestions for improvement; and (3) risk assessment.

QoC (survey) and Compliance results are not scored but rather presented as qualitative feedback.

Consulting team will meet with grantees to review results, respond to feedback, and make corrections/adjustments.

Final reports issued to grantees in September.

Summary report with aggregated findings presented to Board, Committees, and Membership in October

Next Steps

Today

Determine who will be the point(s) of contact for consultants during monitoring – complete Point of Contact Form

Complete Site Visit Scheduling Form

If needed, forms can be completed after today's meeting and emailed to consulting team

May 12-June 12, 2025 Key Tasks for Grantees

- Detailed Instruction packet emailed on May 12, 2025 and posted on Help Hope Home website
- **Return Site Visit Scheduling Form, Point of Contact Form, and Staff Survey Contact List by May 16, 2025**
- **Return HMIS ID Request Form by May 30, 2025**
- **Encourage participants and staff to complete surveys through June 12, 2025**
- **Submit Compliance Document Request Form and Self Assessment Checklist by June 12, 2025**

HELPING COMMUNITIES SOLVE HOMELESSNESS

EdeColigny Consulting LLC

Questions?

After today email questions to:
nv500monitoring@gmail.com

SURVEY DEMO