

TPCH CoC 2016 Evaluation & Monitoring Responses/Recommendations SUMMARY

Section I. Eligibility, Prioritization & Methodology Recommendations

1. **Most common recommendation:** Utilize VI-SPDAT and fully implement Coordinated Entry, including the Family- and Transition Age Youth-VI-SPDAT tools integrated into HMIS software shortly before monitoring began.

To: SPC II; SPC IV; ESHP; Frontiers; SPC-TRA Pima; Oasis; Home Again; Your Place; Homes First; CASA; Catalina House; and Long-Term Housing.

Question: Is this applicable to housing projects other than those operating Community Access Points?

2. **Unique recommendations summarized:**

City of Tucson/Emerge! should:

- a. Clearly and fully report entire project data and provide information for separate parties only as it applies to performance and requirements.
- b. Use a tracking system that captures and reports all information required for CoC reports.
- c. Clarify whether other common barriers than housing readiness, are criteria for program participation.
- d. Work with the CoC to ensure the intake system for DV survivors provides access to all available housing and services whether the applicant presents at Emerge, another victim service entry point, or a mainstream homeless entry point.

Oasis should:

- a. Work to thoroughly incorporate Housing First principles to the extent practical.
- b. Fully utilize the VI-SPDAT assessment and Coordinated Entry.

Your Place is encouraged to utilize case management systems to measure and report qualitative outcomes (because "Qualitative and quantitative service outcome measures are not specified.").

Section II. Performance Measures & Outcomes

1. **Most common recommendation:** Continue efforts to assist project participants to gain training for and employment.

To: SPC II; SPC IV; PSHP; Project Bienestar; Libertad; LifeWorks; Oasis; PHO II.

2. **Second most common recommendation:** Work to improve accuracy of bed utilization rate (BUR) through appropriate HIC and HMIS data recording/reporting.

To: ESHP; PSHP; PHO II (and ensure adequate staff)

3. **Unique recommendations summarized.**

La Casita: should work to shorten the time participants spend obtaining a high school diploma/GED.

Your Place: should enter youth scoring in the RRH project range to the extent possible.

Sonora House should seek educational opportunities for staff on striking a balance between maintaining a safe and a low-demand environment and maintain compliance with the 2012 (last effective date) regulations provided for Safe Havens.

Section III. Budget, Leverage, & Grant Administration

1. **Most common recommendation:** Ensure 100% expenditure
 To: SPC IV; Frontiers; SPC-TRA Pima; La Casita: Project Advent
2. **Second most common recommendation:** Track and properly report match and leverage.
 To: Project Bienestar (match); Your Place and Home Again (leverage)
3. **Unique recommendation summarized: Catalina House** is encouraged to continue working closely with individuals at greater risk of not stabilizing.

Section IV. Policies & Procedures

1. **Most common recommendations summarized:** Increase involvement of homeless or formerly homeless persons in projects and formally gather/use their feedback.
 - **Add to Board or project participation to:** City (re: subrecipients for SPC-IV); Frontiers; Project Bienestar; SPC-TRA Pima; LifeWorks; Sonora House; Catalina House.
 - **Gather or formalize gathering of feedback to:** ESHP; PSHP; Solitude; Sonora House.

Monitor suggestion: When a project cannot add a homeless/formerly homeless member to its parent organization's board, work to establish a policy-making subcommittee focusing on homelessness and including at least one homeless/formerly homeless individual.

2. **Second most common recommendation:** Amend policy to designate a staff person responsible for ensuring children in the project are enrolled in school and connected to appropriate community services.

To: Emerge (person responsible named in City response); ESHP; PSHP.

3. **Unique recommendations.**

To Emerge: *State procedures for documenting homelessness when a participant is referred from a homeless service provider.*

To Oasis: *... Old Pueblo / Oasis must follow through with its HQS inspections policy.*

Section V. Data Quality

1. **Most common recommendation:** Bring and keep all data entry and subsets of data into compliance with HUD data standards within 90 days.
 To: SPC-IV (to City re: subrecipients EEE, CPSA & CBI); LifeWorks; SPC-TRA Pima; Oasis
2. **Second most common recommendation:** Track services and enter this data into HMIS.
 To: Your Place; Homes First.
3. **Unique recommendation:** COPE must assess for and enter all health care insurance information in HMIS.

Section VI. CoC Participation – NO RECOMMENDATIONS