



Homeless Connect

System Monitoring & Evaluation Plan

July 2019

Overview of System Monitoring & Evaluation Activities

Homeless Connect Operating Procedures require multi-faceted oversight to monitor operational efficiencies, ensure adherence to IHCC and HUD policies and strategic goals, and evaluate system performance in preventing and ending homelessness.

This plan provides an outline of Homeless Connect monitoring and evaluation activities to be implemented by the System Administrator with involvement from access points, participating agencies, and other community stakeholders.

Homeless Connect Monitoring/Evaluation Activities & Schedule

Monthly	Quarterly	Annually
Access Point Report	Homeless Connect System Performance Measures	Compliance Review
HMIS Data Review		Access Point Assessment
Housing Queue Review		System Data Analysis
Department Status Report		CoC Project Entry Review
		Client Survey
		Provider Survey
		Stakeholder Survey
		HUD Self-Assessment

Monthly Monitoring

Monthly monitoring activities are intended to provide an ongoing snapshot of operational functions and system efficiency. Information obtained through monthly reporting activities will assist in monitoring compliance with system policies and procedures in order to promptly address operational issues when necessary.

Access Point Report

This report provides data and narrative information on assessment and referral activities, HMIS data review, and Housing Specialist activities. Regional Access Points will prepare a monthly report using a form provided by the System Administrator. Monthly reports must be included with supporting documents and submitted as part of expense reimbursement draws.

HMIS Data Review

Access Points should use the reporting tools provided in HMIS to review accuracy in data entry, prioritization scoring, referral tracking, and entry/exit records. Current reports for monthly review include, but are not limited to:

- Report 1 – Screening and HA or HP Assessment Compare
- Report 2 – Prioritization Score Data Entry Review
- Report 6 – Referral Tracking
- Report 7 – Housing Queue Report

Housing Queue Review

Access Points should review their regional housing queue each month to monitor client length of time on the queue and ensure client referral status is current.

System Status Report

Monthly monitoring data and information included in the Access Point Reports will be evaluated by the System Administrator to identify operational trends and/or issues requiring follow-up with one or more regional Access Points. In addition, the System Administrator will prepare a System Status Report which tracks system statistics including:

- Number of monthly assessments
- Total clients on housing queue
- Number of pending referrals
- Number and type of exits from housing queue
- Housing queue prioritization composition
- Grant budget status

The System Status Report will be included as a regular agenda item for monthly Homelessness Program Department staff meetings. The report will also be reviewed by the IHCC Coordinated Entry Committee.

Quarterly Reporting

Monthly reporting and HMIS data will be assembled each quarter to monitor and assess overall system performance and effectiveness. Data included in the Homeless Connect System Performance Measures Report will incorporate recommendations included in the *HUD Coordinated Entry Management and Data Guide*.

Homeless Connect System Performance Measures Report

At a minimum, the report should include the following:

- Number of assessments – quarterly and annual to-date
- Total households on housing queue
- Average length of time on housing queue
- Average length of time from queue entry to referral
- Average length of time from referral to project enrollment
- Total number of system exits
- Number of system exits with project entry

System performance criteria and benchmarks will be developed by the Coordinated Entry Committee and approved by the IHCC Board of Directors. System Performance Measures Reports should be included on IHCC quarterly meeting agenda for review and discussion.

Annual Monitoring and Compliance Activities

Additional system monitoring and compliance activities should occur annually to 1) ensure compliance with HUD and IHCC policies and procedures; 2) assess operational efficiencies; 3) solicit stakeholder input on system performance; and 4) evaluate service provider status and CoC participation. A variety of evaluation tools may be used to perform an annual system evaluation.

Access Point Compliance Review

The System Administrator will complete a compliance review with all regional Access Points to ensure adherence with critical system policies and procedures including, but not limited to:

- Consistent hours of operation
- After hours assistance
- Evidence of LEP compliance and ADA accessibility
- Data quality and completeness
- Data security and confidentiality
- Case conferencing requirements

Access Point System Assessment

In addition to a compliance checklist, the System Administrator will develop a series of questions to engage each Access Point in a discussion to assess system policies, procedures, and operational efficiencies. Assessment topics may include, but are not limited to:

- Assessment tools and process
- Client referral process
- Collaboration with service providers
- HMIS data entry and reporting
- Staffing capacity
- Housing Specialist activities and results
- Community outreach and engagement
- Appropriate expenditure of grant funding

CoC System Data Analysis

A review of HMIS data, by region and system-wide, will assist in evaluating household characteristics, system effectiveness, and potential operational issues in need of correction. Data for analysis may include but is not limited to:

- Household Composition
- Prior Living Situation
- Length of Stay
- Crisis Factors
- Racial Disparity

In addition, this effort should include a review of all CoC projects to confirm available housing and prevention resources, identify service gaps, and evaluate opportunities for additional resource development.

CoC Project Entry Review

The System Administrator will coordinate with CoC HMIS staff to evaluate CoC project entry data to ensure all HUD-funded CoC service providers are receiving client referrals through the Homeless Connect system.

Client Survey

The System Administrator, in collaboration with the Coordinated Entry Committee and Access Point agencies, will develop and implement a client survey to evaluate client access to, and perception of, the Homeless Connect system. Questions on the survey may include, but are not limited to:

- How the client heard about Homeless Connect
- Reason for visiting the Access Point
- Rating of the assessment process
- Rating of Access Point staff
- Did assistance received help address their housing crisis
- Overall satisfaction with the assistance received

Survey results should be compared to prior year(s) to evaluate trends in client assessment of system components and overall system performance.

CoC Provider Survey

The System Administrator, in collaboration with the Coordinated Entry Committee, will develop and implement a provider survey to evaluate system performance as rated by HUD-funded CoC service providers. This survey will allow providers receiving client referrals through Homeless Connect to rate system performance on topics such as:

- Experience working with the regional Access Point
- Client referral process
- Homeless Connect outreach materials and activities
- System effectiveness

Survey results should be compared to prior year(s) to evaluate trends in provider assessment of system components and overall system performance.

Community Stakeholder Survey

The System Administrator, in collaboration with the Coordinated Entry Committee, will develop and implement a survey for community stakeholders to evaluate their knowledge and perception of the Homeless Connect system. Access Point agencies, regional coalitions, and IHFA should collaborate to assemble a comprehensive list of agencies/organizations who have direct, or indirect, engagement with the system for survey participation.

HUD Self-Assessment

The System Administrator should also review HUD coordinated entry self-assessment tool and/or other HUD documents to ensure Homeless Connect system policies and procedures are consistent with current HUD policies and best practices.