

Title: 3.1 CE Evaluation Plan

Prepared By: CAFTH

Reviewed By: CE Ad Hoc Committee

Approved By:

Date Approved:

The Memphis and Shelby County Coordinated Entry System (CES) will be evaluated and monitored through a variety of methods on an ongoing basis to ensure the mission of the CES remains the same: to end homelessness, prevent new episodes of homelessness, and make future episodes rare, brief, and nonrecurring. The CES will be assessed for:

- Compliance: evaluates whether the CE process meets HUD's requirements and the CoC's design.
- Effectiveness: evaluates how effective the CE process is in connecting people experiencing homelessness to appropriate referrals.
- Process: evaluates how the CE process has been implemented and whether it is currently operating in accordance with the CoC's established policies and procedures.

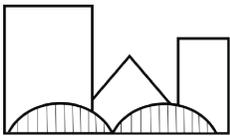
Compliance

In order to assess compliance with current HUD requirements, CoC Lead Agency staff are responsible for monitoring HUD requirements and updates to Coordinated Entry guidelines on a quarterly basis, at minimum. When HUD requirements or guidelines change and require updates to CE policies, the CoC will follow the policies and procedures for updating the CE Manual outlined in Section 4.5.

Effectiveness & Process

In conjunction with ongoing monitoring of the CE system's effectiveness, there will be an annual CE Evaluation which will incorporate client and CoC program feedback, data collection and analysis, and additional feedback collected from CE stakeholders. This evaluation will gather information on the effectiveness and success of the CES through analysis of performance measures, HMIS data, client and CoC program surveys, system goals, assessment tool data, and additional data collected from CE key stakeholders. This evaluation will also look at common tracking indicators for persons moving through the CES including:

- Intake, assessment and referral protocol
- Outcomes for all demographics – exits to permanent housing and recidivism
- Newly identified homeless numbers
- Length of time homeless
- Rate of returns to homelessness
- Gaps in services
- Number of declines, cancellations, and client refusals within the referral process



The Memphis and Shelby County CES will be designed to produce specific outcomes expected by HUD, which may include:

- Length of time individuals and families remain homeless
- Repeated homelessness and returns to Coordinated Entry
- Extent of Outreach efforts
- Decrease in unit vacancy rate and increase in long term occupancy rates
- Reduction in homeless numbers within Memphis and Shelby County
- Job and income growth
- Client-centered programs and services
- Linkages to mainstream benefits and community support
- Prevention Services
- Decrease in homeless episodes, sustainability in housing and retention
- Length of time between entry into Coordinated Entry and housing placement

The primary method of determining the effectiveness of our system will be through analyzing performance measures to evaluate the quality and outcome of CES services. These performance measures are determined by HUD and assessed by the Memphis/Shelby County CES to ensure alignment with HUD goals. Data collected should be able to indicate:

- Length of stay in shelters
- Newly identified homeless episodes
- Re-entry into the Coordinated Entry System
- Rate of matched and mismatched referrals
- Time from identification to move in – and the progress tracked in between
- Rate of vacancies and occupancy among CoC and ESG funded housing
- Time on the By Name List – wait time and placement
- Number of interactions with clients on the By Name List
- Prioritization of vulnerability

In addition to data analysis, the input collected from clients and CoC programs through surveys is also a key component of the CES evaluation. Rather than rely solely on HMIS and collected data, using responses to surveys and questionnaires from clients and CoC providers allows the evaluation to gain a more in-depth look into successes and challenges that the system faces that may not show up on a data level. Suggested survey questions relating to the Memphis and Shelby County Coordinated Entry System will not only address implementation, but also the accessibility of the system and referral process, services, and gaps. Additional information about surveys collected for the annual CE Evaluation can be found in Section 3.3.