



Title: 3.3 Consultation & Feedback

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Prepared By: CAFTH

Reviewed By: CE Ad Hoc Committee

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Approved By:

Date Approved:

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Regular and ongoing evaluation of the CE system will be conducted to ensure that improvement opportunities are identified, that results are shared and understood, and that the CE system is held accountable. The CoC solicits feedback on the Coordinated Entry System via an annual survey that is sent out to CoC programs, clients who have utilized the CES, and HMIS end users. These surveys allow the CoC to better understand what aspects of the CES are effective for program staff and clients, and what areas need to be improved or revised.

### *CoC Program Surveys*

The CoC program surveys are sent out to programs by the CoC Lead Agency. It is the responsibility of all CoC programs to thoroughly review and complete this survey in order to accurately assess the effectiveness and success of the CES. The CoC Lead Agency will review the survey responses and will report any concerns with the CES or a specific program with the Governing Council. After the initial review by Governing Council, any changes to CES policies will be drafted by the CoC Lead Agency with additional feedback if needed solicited from CE stakeholders. This process will follow the policies and procedures for updating the CE Manual, as found in Section 4.5.

### *CES Client Feedback*

Client feedback for those who have participated in the CE is collected through surveys which are provided to all clients at their entry into and exit from CES. These surveys are collected by CoC program staff in order to measure the effectiveness of the CES system and to assess client experiences in CES. It is the responsibility of CoC program agency staff to administer and collect all survey responses and to return all surveys to the CE Lead Agency. The standardized client survey used for the CE evaluation can be found in the appendix. In addition to the CES client feedback survey, clients who are accepted into housing programs such as through RRH and PSH are also given a CoC client satisfaction survey that is completed annually for PSH clients and at the program exit for RRH clients. This survey is administered by CoC program agency staff and returned to the CoC Lead Agency during the annual CoC Competition renewal process.