



Title: 3.7.1. Lead Agency Evaluations

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Reviewed By: Governing Council

Approved By: Governing Council

Date Approved: March 11th, 2020

Purpose:

The following policy outlines the process for the Continuum of Care (CoC) Lead Agency and HMIS Lead Agency evaluation within the Memphis/Shelby County Homeless Consortium (MSCHC).

Scope:

This policy applies to everyone who operates under the umbrella of the CoC, including the CoC and HMIS Lead Agencies, the MSCHC Governing Council, and agencies that receive CoC and/or ESG dollars for program operation.

Policy:

Prior to the annual Governing Council vote to designate the CoC Lead Agency and HMIS Lead agency, outlined in Section 3.7, each Lead Agency will be evaluated by the Governing Council to ensure that they have met expectations set forth by the MSCHC in the Lead Agency agreements. An anonymous satisfaction survey will be sent out electronically to the primary contact identified on the membership application of each member of the Consortium. All responses will be sent directly to the Governing Council Chair, and it is the responsibility of the Governing Council Chair to review results with Governing Council members.

The CoC Lead Agency and HMIS Lead Agency will also be given an opportunity to review all accomplishments and goals met by the CoC and HMIS Lead Agencies throughout the last year with the Governing Council prior to the final vote. The Governing Council will be allowed to ask questions to clarify information on any concerns identified in the satisfaction surveys and agency presentations.