Title: 4.6: Performance Improvement Plans Policy

Prepared By: CAFTH	Reviewed By: Governing Council
Approved By: Governing Council	Date Reviewed: March 8th, 2023

Purpose:

This document serves to outline the policy of developing performance improvement plans for CoC-funded programs with performance or administrative issues identified during the Rank and Review or Monitoring process.
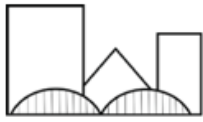
Policy:

Renewal projects that are either scored in the bottom 25% of all renewal projects *and/or* ranked in the bottom 25% of all renewal projects will be selected to draft a performance improvement plan with additional technical assistance to be provided by the Lead Agency within three months after the CoC NOFA process has ended (defined as the due date established by HUD for the CoC Collaborative Application).

The Lead Agency will schedule individual meetings with the agencies selected to develop performance improvement plans. The meeting will review the low-scoring areas of the project's scorecard or monitoring visit report to be improved, and discuss potential technical assistance to be provided by the Lead Agency. Types of technical assistance offered by the Lead Agency may include, but are not limited to: formal or informal discussions, referrals to training, special/tailored training sessions, referrals to written technical assistance articles or resources, and referrals to other content experts within or outside the CoC or Consortium.
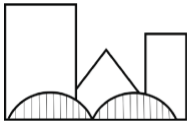
Agencies are encouraged to work collaboratively with the Lead Agency to determine areas in which technical assistance will help drive program performance improvements. Agencies will complete the *Performance Improvement Plan and Goals* form (attached to this policy) provided by the Lead Agency at the performance improvement planning meeting and return the form to the Lead Agency within one week after the meeting. After review and additional feedback from the Lead Agency, the form will be presented to the Governing Council and the plan will be implemented.

Agencies with projects selected for performance improvement plans will be required to provide quarterly updates to the Lead Agency, which will be documented by the Lead Agency. The due dates for these quarterly updates will be provided at the individual planning meeting with the Lead Agency. In addition, projects selected for performance improvement plans must submit an update to the *Performance Improvement Plan and Goals* form as part of the Rank & Review process for the following CoC NOFA competition process. The due date for this *Performance Improvement Plan and Goals* form update will be provided as part of the CoC NOFA competition schedule.

If multiple significant issues are identified by the Rank & Review Committee, or if an agency has not made substantial progress on their previously implemented performance improvement plan as determined by the Committee, the Rank & Review Committee may reallocate a portion or all of
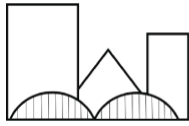
the project's renewal funding following the guidelines in the Policies & Procedures for Rank & Review (Section 4.2).

Agency:	
Project:	
Agency Contact:	
Date Plan Implemented:	

GOAL 1:

Issue identified:	
Specific plan for improvement:	
Timeline for improvement:	
Goal (to be achieved by following CoC NOFA release):	
How specifically will progress toward this goal be measured?	
To be completed and submitted during next CoC NOFA competition:	
What specific progress was made toward this goal?	

**Memphis / Shelby County
Homeless Consortium**

GOAL 2: *(if applicable)*

Issue identified:	
Specific plan for improvement:	
Timeline for improvement:	
Goal (to be achieved by following CoC NOFA release):	
How specifically will progress toward this goal be measured?	
To be completed and submitted during next CoC NOFA competition:	
What specific progress was made toward this goal?	