

3.8 CES Evaluation

PURPOSE

The purpose of this policy is to ensure that the Memphis and Shelby County Coordinated Entry System (CES) is continuously monitored and evaluated to maintain its mission: to end homelessness, prevent new episodes of homelessness, and ensure that any future episodes are rare, brief, and nonrecurring. The CES will undergo regular assessments to evaluate compliance with HUD requirements, the effectiveness of the system in connecting individuals to appropriate housing, and the fidelity of its processes to the established policies and procedures.

FORMS

There are no forms related or required for this Policy

POLICY

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 CES process meets HUD's requirements and the CoC's design.
- **Effectiveness:** evaluates how effective the CES process is in connecting people experiencing homelessness to appropriate matches.
- **Process:** evaluates how the CES 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 CES guidelines on a quarterly basis, at minimum. When HUD requirements or guidelines change and require

updates to CES policies, the CoC will follow the policies and procedures for updating the CES Manual.

Effectiveness & Process

In conjunction with ongoing monitoring of the CES'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 CES 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 CES key stakeholders. This evaluation will also look at common tracking indicators for persons moving through the CES including:

- Intake, assessment and match 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 match 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 matches
- 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/Shelby County CES will not only address implementation, but also the accessibility of the system and match process, services, and gaps.

KEY TAKE AWAYS

- **Ongoing Evaluation and Monitoring:** The CES will be continuously evaluated through various methods, including compliance checks, effectiveness assessments, and process evaluations, to ensure it meets HUD's requirements and the CoC's design.
- **Compliance Monitoring:** The CoC Lead Agency staff are responsible for quarterly monitoring of HUD requirements and updates to ensure that the CES remains in compliance with current HUD guidelines. Any necessary updates to CES policies will follow established procedures.
- **Annual CE Evaluation:** An annual evaluation will be conducted to assess the CES's effectiveness, incorporating feedback from clients, CoC programs, and key stakeholders. This evaluation will analyze performance measures, HMIS data, and

common tracking indicators such as length of time homeless, rate of returns to homelessness, and gaps in services.

- **Performance Measures and Data Analysis:** The primary method for determining CES effectiveness will involve analyzing HUD-determined performance measures, including metrics such as length of stay in shelters, newly identified homeless episodes, and time from identification to housing placement. This data will ensure alignment with HUD goals and guide system improvements.
- **Client and Program Feedback:** In addition to data analysis, the CES evaluation will include input from clients and CoC programs through surveys and questionnaires. This qualitative feedback will provide insights into the system's successes and challenges that may not be evident through data alone, helping to identify areas for improvement.
- **Outcome-Oriented Design:** The CES is designed to produce specific outcomes expected by HUD, including reducing the length of time individuals remain homeless, decreasing rates of repeated homelessness, improving long-term occupancy rates, and increasing access to mainstream benefits and community support.

By implementing this policy, the Memphis/Shelby County CES will ensure that its operations are continuously refined to better serve the community and achieve its mission of ending homelessness.