

CoC Check-Up and Technical Assistance Process Overview

Thank you for participating in the CoC Check-up process! Phoenix was selected by the U.S. Department of Housing and Urban Development (HUD) to participate in HUD's newly developed Continuum of Care (CoC) Check-up and technical assistance process. The process is designed to help communities identify their most critical capacity needs relative to preventing and ending homelessness, as well as to prepare for changes occurring as a result of the HEARTH Act amendment to the federal McKinney-Vento Act, which provides support for homeless assistance efforts. This presents a great opportunity for both HUD and CoCs to move forward strategically and with better understanding of where to devote resources.

This process will have no effect on funding, HUD scoring of annual Homeless Assistance applications, or competitiveness of future opportunities and is meant only as a means to help the community improve in areas where improvement is needed.

CoC Check-up and Technical Assistance Process

The CoC Check-up and technical assistance process is meant to be a self-directed capacity and performance improvement process, with support from HUD-funded TA providers. The purpose is to reveal the overall health of the CoC, where the CoC might want to focus its limited resources, and where HUD may want to focus its resources moving forward. This Check-up will create a baseline against which the CoC can measure its progress for the next several years.

Components of the Check-up and TA process include:

- *CoC Self-Assessment Tool*: Scaled indicators for community self-assessment of capacity and functioning (see below). CoC self-assessments have been tabulated and a summary reports has been prepared by the TA team.
- *Community Dashboard*: Summary report of historical and most recent homelessness-related data including Housing Inventory Count, Point-in-Time Count, Annual Homeless Assessment Report (AHAR), and PULSE.
- *TA Provider Support*: A TA provider team (funded by HUD) has reviewed the assessment responses, related data, and supporting materials and has developed a report that highlights the CoCs strengths and possible challenges. Now, the TA provider will work with the CoC to create an action plan. If requested by the CoC and approved by HUD, the TA provider will assist with achieving specific action steps. The TA provider is available at any point during the process to offer guidance where needed.

Self-Assessment Tool

For the Phoenix/Maricopa County CoC, eleven stakeholders completed and returned CoC self-assessments, representing: 1 CoC Lead, 1 HMIS Lead, 2 HPRP/ESG grantees, 2 homeless service/housing providers, 2 consumers of services, 1 representative from the AZ Coalition to End Homelessness, and 1 representative from the Homeless Education Coordinator.

The CoC Check-up Self-Assessment Tool is designed to help stakeholders assess the community's capacity and level of functioning across four key areas:

- CoC governance and structure;
- CoC plan and planning process;
- CoC infrastructure and administrative capacity; and
- CoC housing and services.

Within each of these four areas are a number of indicators that are rated based on the stakeholder's experience or opinion.

All self-assessment responses and any communications between CoC respondents and the HUD funded TA provider have been kept confidential. All responses to the survey were de-identified and aggregated before they are shared with HUD or other CoC members to ensure that participants felt comfortable reporting all relevant information. Individual assessments *were not* reviewed by the CoC Lead and all responses were aggregated to protect the anonymity of all respondents.

Purpose of Today

The technical assistance team assigned to the Phoenix/Maricopa County CoC has reviewed assessment results from CoC stakeholders submitted through the CoC self-assessments as well as other Check-up data, including CoC “dashboard” data submitted by the CoC into www.HUDHDX.info, and additional data. At today's meeting, we will review the CoC Check-up results, observations and recommendations. The observations and recommendations are those of TA team and not HUD. All recommendations are intended as helpful suggestions and should not be construed as prescriptions for action. Additionally, the observations are based on a specific set of data. The CoC's Lead Agency and decision-making group include the people most knowledgeable about homelessness in the community and they are best positioned to guide the CoC's activities and decision-making.

Also during today's meeting, we will begin developing an action plan that addresses the CoC's most urgent priorities. This is an opportunity to brainstorm strategies to improve system capacity and performance. Since the CoC Check-up is meant to be a self-improvement process, it is up to you, as stakeholders, to decide on the most critical issues to address as a result of the Check-up, how to create an action plan, whether and how the plan aligns with existing plans, and the format of the action plan itself.

We will provide a template community action plan for you to consider. This template is intended to serve as an example of the type of community action plan you could work to develop as a result of the CoC Check-up. Local stakeholders are encouraged to develop an action plan that includes goals and strategies related to **capacity**, framed around CoC check-up self-assessment domains/elements/indicators, and improving **performance**. The Action Plan, at a minimum, should identify the goals, related strategies and action steps for each goal, responsible party/organization, timeframe, whether HUD technical assistance and/or USICH connecting/convening assistance is needed, and the CoC capacity area (per Check-up domains/elements/indicators) and/or performance indicator that will be improved as a result of achieving the goal.