
Forsyth County Continuum of Care

Action Plan for CoC Assessment Report

October 2022





Homebase

ADVANCING SOLUTIONS TO HOMELESSNESS

- ❖ Mission Driven
- ❖ Work at the federal, state, and local levels
- ❖ Customized and community specific
- ❖ Focused on successful plan implementation
- ❖ Address equity as integral part of evaluation and planning
- ❖ Honor Local Expertise, especially People with Lived Experience of Homelessness

Innovative Thinking & Solutions

Transformational | Strategic | Practical

Continuum of Care (CoC) Assessment Process

- Environmental Scan
- Data Gathering
- Community Engagement
 - Interviews
 - Focus Groups
 - Surveys
 - Community meeting
- Analysis
- Assessment (Report) & Recommendations



interviews



focus groups



Surveys

Forsyth County CoC

Areas of Strength:

- Coordinated and effective response to COVID-19
- Organizations funded by the CoC are engaged
- Long-time members are comfortable reaching out and calling each other
- Action Camp engaged a broad cross-section of provider staff
- Generally strong compliant policies

Forsyth County CoC

Opportunities for Improvement:

- CoC Structure
- CoC Leadership
- Engagement
- Coordinated Entry processes
- Shelter and Housing
- Services
- Data



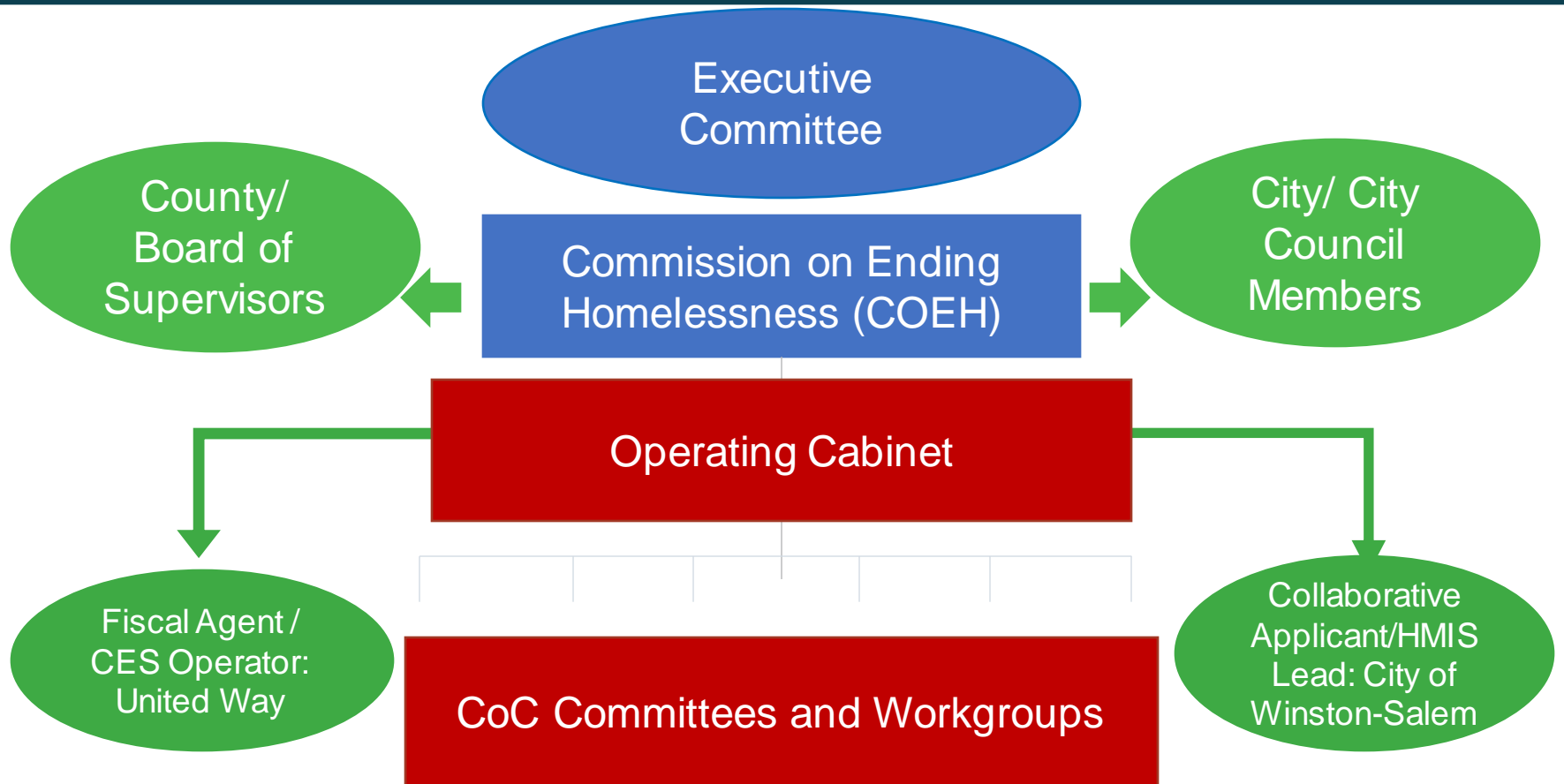
Action Plan

CoC Structure

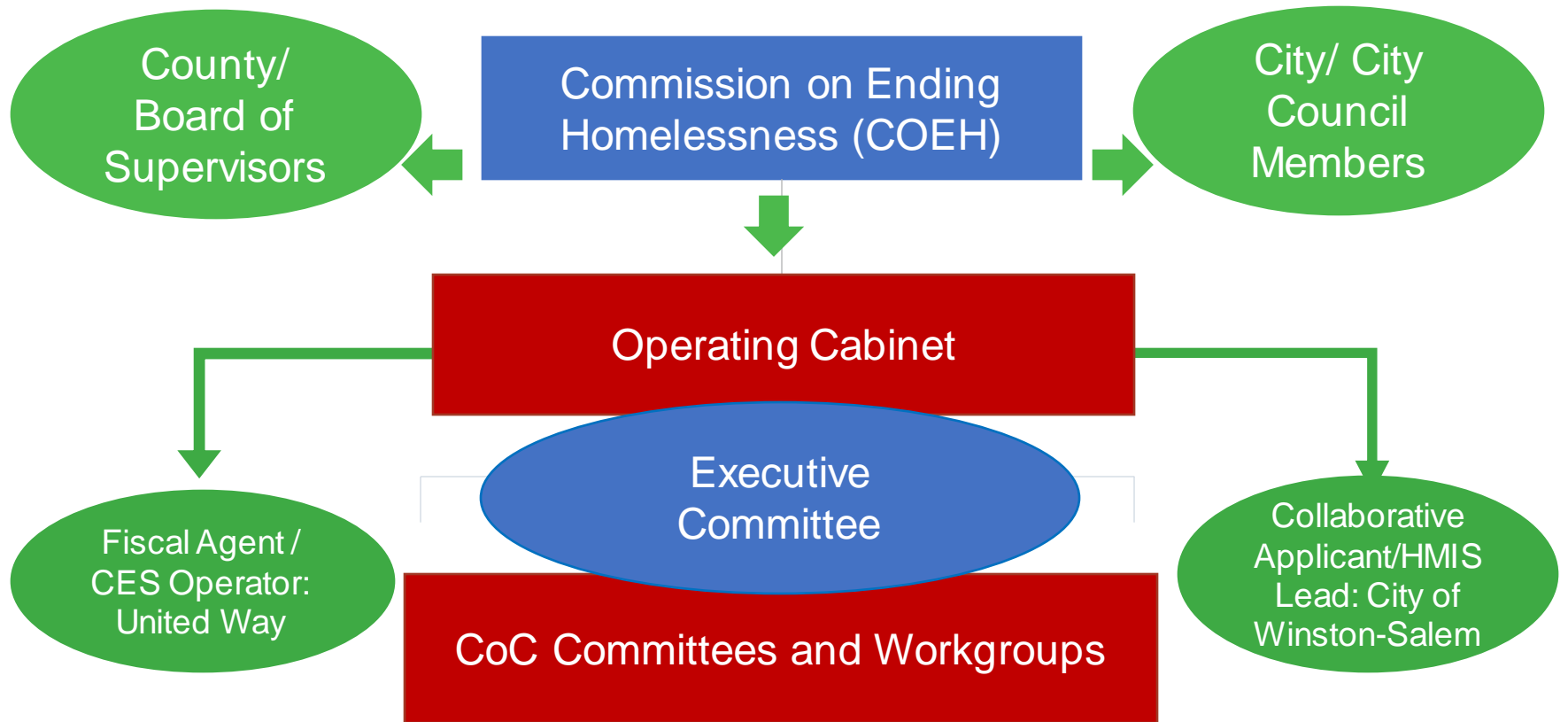
Recommendation: Empower the Operating Cabinet with decision-making and leadership authority and adopt an action-oriented formal committee structure.

#	Action
1.1	Recast the Commission on Ending Homelessness (COEH) in an Advisory Role
1.2	Revise the role of the Operating Cabinet to be the primary decision-making body of the CoC
1.3	Create an Executive Committee to the Operating Cabinet
1.4	Adopt a Formal Committee Structure for the Operating Cabinet
1.5	Review the roles and responsibilities of the Homeless Caucus

Current CoC Structure



Proposed CoC Structure



Leadership

Recommendation: Clearly delineate roles and responsibilities for lead staff / organizations.

#	Action
2.1	Empower the Executive Committee to create agendas for and facilitate meetings of the Operating Cabinet
2.2	Identify where staff support is needed for CoC activities to ensure the CoC's priorities are moving forward, and members are actively participating
2.3	Create new processes for Operating Cabinet meetings

Engagement

Recommendation: Develop a robust orientation, education, and training program to support new members, as well as active members, including frontline staff

#	Action
3.1a	Conduct introductory trainings for the new Executive Committee, all Operating Cabinet members, and all Commission members
3.1b	Develop a regular and ongoing educational training program that is available to all CoC members
3.2	Undertake activities to build collaboration and coordination across the CoC
3.3	Bring more opportunities for engagement to front-line staff

Community Intake Center

Recommendation: Contract with a 3rd party to do a comprehensive Coordinated Entry (CE) evaluation and include a review of the assessment process and exploration of alternatives to the current assessment tool (VI-SPDAT)

#	Action
4.1a to 4.1c	Identify financial resources to conduct a deep and thorough evaluation of the Community Intake Center (CIC) processes and policies; Contract with a third party to conduct an evaluation in accordance with local needs and expectations and national best practices.
4.1d	Implement the recommendations from the Coordinated Entry Evaluation

Shelter and Housing

Recommendation: Review and revise CoC policies on housing placements including setting CoC-wide goals for System Performance Measures

#	Action
5.1	Identify an expert on permanent supportive housing (PSH) to provide info, advice, and support about PSH development and operation.
5.2	Review and revise policies and procedures around housing placement to ensure that individuals and households are being appropriately matched and referred to housing that fits their needs
5.3	Set CoC-wide goals to reduce the returns to homelessness, to help ensure people are placed in appropriate permanent housing and are receiving the supportive services they need to retain stable housing
5.4	Expand supportive services available to people awaiting housing placements.

Services

Recommendation: Expand the types of services people receive while waiting for housing placement and once in stable housing

#	Action
6.1	Review and revise case management requirements
6.2	Streamline how the CoC helps people become document ready
6.3	Create portfolios for the client to help improve access to RRH
6.4	Focus resources on hiring and training staff to better serve special sub-populations whose needs are not currently being met by the CoC, including the Latino community, older adults, youth, and LGBTQ+ individuals

Data

Recommendation: Integrate data analysis and evaluation into decisions and strategies of the CoC

#	Action
7.1	Develop a data committee who can focus on data for the CoC.
7.2	Delegate responsibility to the data committee to review the current HMIS system to identify where it is working and where it can be improved to better support activities of the CoC.
7.3	Train CoC member organization on the value of data and on HMIS
7.4	Begin to integrate data analysis and evaluation into decision-making and strategic planning of the CoC.

Thank you

We welcome your feedback at:

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