

## Information Item

**Date:** August 9, 2022

**To:** Mayor, Mayor Pro Tempore, and Members of the City Council

**From:** Patrice Toney, Assistant City Manager  
Marla Y. Newman, Community Development Director

**Subject:**

Presentation of Preliminary Findings and Recommendations from an Operational and Programmatic Assessment of the Winston-Salem/Forsyth County Continuum of Care (CoC)

**Strategic Focus Area:** Livable Neighborhoods

**Strategic Objective:** No

**Strategic Plan Action Item:** No

**Key Work Item:** Yes



After a request for proposal (RFP) process, the City of Winston-Salem, on behalf of the Forsyth County Continuum of Care (CoC), contracted with the nonprofit organization, Homebase, to conduct a quantitative and qualitative analysis and make recommendations to the City and the CoC on how to strengthen and improve how the CoC functions. The project began in March 2022.

Homebase has used a variety of strategies and methodologies to ascertain key facts, assess the strengths of the CoC, and identify opportunities to improve its structure and functionality, including:

- An environmental scan, which included analysis of data, CoC policies and procedures, available funding streams, and additional reports and documents done for or on behalf of the CoC, e.g., past strategic plans, committee, and membership meeting notes, etc.;
- Surveys of service providers and the broader Winston-Salem/Forsyth County community;
- Interviews of CoC members and other stakeholders from partner organizations;
- Focus groups of providers, people with lived experience of homelessness, and all nine City Council members;
- An open community meeting; and
- Convenings of the CoC membership.

Drawing from the findings, Homebase has developed a CoC Assessment Report. The Assessment includes findings on the overall system of care, as well as by system component. A high-level overview of the findings and recommendations for next steps are attached. City staff expects to receive a final CoC Assessment Report and Implementation Plan no later than August 31, 2022.