

**MIAMI-DADE COUNTY COMMUNITY HOMELESS PLAN**

*2021 ALIGNMENT OF PLAN WITH NEW PRIORITIES*

**2021: PRIORITY  HOME**

## Federal/HEARTH Act Drivers for Policy and Programs & Performance Objectives

### Federal Strategic Plan Objectives to Prevent and End Homelessness

- Ensure homelessness is a rare experience
  - Collaboratively build lasting systems that end homelessness
  - Increase capacity and strengthen practices to prevent housing crises and homelessness
- Ensure homelessness is a brief experience
  - Identify and engage all people experiencing homelessness as quickly as possible
  - Provide immediate access to low-barrier emergency shelter or other temporary accommodations to all who need it
  - Implement coordinated entry to standardize assessment and prioritization processes and streamline connections to housing and services
  - Assist people to move swiftly to permanent housing with appropriate and person-centered services
- Ensure homelessness is a one-time experience
  - Prevent returns to homelessness through connections to adequate services and opportunities
- Sustain an end to homelessness
  - Sustain practices and systems at a scale necessary to respond to future needs

### United States Interagency Council on Homelessness Federal Strategic Plan: Expanding the Toolbox: The Whole-of-Government Response to Homelessness (October 2020)

- Solution 1: The Importance and Power of the Dignity of Work
- Solution 2: Mental Health and Trauma Informed Care Are Critical
- Solution 3: Affordable Construction Leads to Affordable Housing
- Solution 4: Prevention Will Save Money While Reducing Trauma
- Solution 5: The Need for Population Specific Programming
- Solution 6: Renewed Focus on Racial Disparities
- Solution 7: Promote Alternatives to Criminalizing People Experiencing Homelessness
- Solution 8: Importance of National Emergency Readiness

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### HUD System Performance Measures

- Length of Time Persons Remain Homeless (Reduce Length of Time Homeless)
- Extent to which persons who Exit Homelessness to Permanent Housing Return to Homelessness within 6 to 12 months (Reduce Recidivism) / Extent to which persons who Exit Homelessness to Permanent Housing Return to Homelessness within 2 Years (Reduce Recidivism)
- Number of Homeless Persons (Reduce Homelessness)

- Employment and Income Growth for Persons in CoC Program Funded Projects (Increase Financial Resources)
- Number of Persons who Become Homeless for the First Time (Homeless Prevention)
- Successful Placement from Street Outreach (Outreach Coverage) / Successful Placement In or Retention of Permanent Housing (Stably House)

#### **HUD Policy Priorities**

- Ending homelessness for all persons
- Creating a systemic response to homelessness
- Strategically allocating and using resources
- Use an Evidence-Based approach
- Increasing Employment
- Providing Flexibility for Housing First with Service Participation Requirements

### **Miami-Dade County Community Homeless Plan**

## **20210: PRIORITY HOME**

1. Housing: Emergency, Transitional, Permanent Housing & Rapid Re-Housing
2. Coordinated Entry, Assessment and Referral
3. Homeless Prevention and Diversion
4. Support Services
5. Effective Use of Data
6. Governance & Resource Maximization

7. Quality Assurance
8. Homeless Plan

**1. Housing: Emergency, Transitional, Permanent Housing & Rapid Re-Housing**

Implementation Measure	Strategies / Status
<p>Review inventory of Emergency Housing and allocate beds based on need</p>	<p>Reduce reliance on hotel/motel for families &amp; increase percentage of families who move from hotel/motel directly to Permanent Housing (PH)</p> <p>Ensure adherence to Coordinated Entry policies</p> <p>Strengthen housing navigation and mediation resources</p> <p>Prioritize rapid placement into PH</p> <p><u>Establish protocols and operate quarantine and isolation centers in the event of a pandemic</u></p>
<p>Target <u>seniors; persons identified by the CDC at high risk of death during a pandemic; long-term stayers in Emergency Shelter, Transitional Housing and Safe Haven; unsheltered persons; persons with high systems utilization; persons fleeing DV, human and sex trafficking; youth; families; and veterans</u> for Permanent Housing</p>	<p><u>Prioritize seniors (65 or older) and persons identified by the CDC at high risk of death during a pandemic for Permanent Housing</u></p> <p><u>Target persons with high systems utilization; persons fleeing DV, human and sex trafficking; youth; families; and veterans for Permanent Housing</u></p> <p>Reduce system-wide average Length of Time (LOT) to less than 126 days</p> <p>Prioritize <u>unsheltered</u> persons who meet chronic homeless definition for Permanent Supportive Housing (PSH)</p> <p>Create partnerships/interventions to serve hard-to-serve undocumented clients <u>(consulates, legal services)</u></p> <p>Map process from homelessness to housing to reduce redundancies and referral to placement in Tenant Based Rental Assistance (TBRA)</p> <p><u>Prioritize elderly long-term stayers 62+ for specialized PH-Utilize rental assistance funding to target persons experiencing homelessness or those most likely to enter the homeless system</u></p> <p>Encourage and perfect shared housing solutions</p> <p>Seek performance improvement plans for low performers</p>
<p>Reduce unsheltered homelessness for single adults</p>	<p>Create bridge housing to provide quick permanent housing placement for clients not likely to thrive in a congregate living facility.</p> <p>Further partnerships with the Managing Entity for substance abuse and mental health to better engage unsheltered adults and provide more timely access to detox and/or treatment resources as needed/requested</p> <p>Develop additional strategies to assist unsheltered sub-populations, including sex offenders</p> <p><u>Target newly funded ES beds to single, unsheltered women</u></p> <p>Further coordinate discharge planning efforts (hospitals, jails, prisons, crisis units)</p> <p><u>Continue unsheltered By-Name List meetings focused on housing solutions</u></p> <p>Enhance peer support, <u>including using persons with lived experience</u></p>

	<p>Continue coordination with PATH Program, <a href="#">Healthcare for the Homeless grantees and Miami-Dade Public Library System</a> ensuring clients have access to housing resources</p> <p>Enhance diversion/mediation for single adults</p>
Assess Transitional Housing needs	<p>Use system data to determine need for Transitional Housing (TH)</p> <p>Consider special populations including unaccompanied homeless youth, safety for survivors of domestic violence, and assistance with recovery from addiction</p> <p><del>Consider creation of Transitional Housing with Rapid Re-Housing (TH:RRH)</del></p> <p>Expedite successful exits from TH programs not funded through the CoC by promoting RRH</p> <p><a href="#">Consider creation of Transitional Housing with Rapid Rehousing (TH:RRH)</a></p> <p><del>SS</del>Support Mental Health Diversion Facility development and completion</p>
Sustain an Effective End to Veteran Homelessness	<p>Use CoC resources, including housing choice vouchers, when <del>when</del> VASH resources are insufficient to sustain functional zero on veteran homelessness</p> <p>Continue <del>bi-weekly</del> conferencing with VA, SSVF partners and other stakeholders</p> <p>Continue maintaining veteran by-name list</p> <p>Collaborate with other stakeholders to fill targeted system gaps (i.e. United Way Mission United)</p> <p>Monitor GPD length of stay and adjust as necessary</p> <p>Promote diversion strategies for vets using Rapid Resolution techniques</p>
End homelessness among persons experiencing chronic homelessness	<p>Maintain by-name lists for chronic households and continue to staff cases monthly (youth, veterans, families with minor children, singles/unsheltered)</p> <p>Develop HMIS assessment to record who is document ready</p> <p>Assign clients who are not document ready to case management</p> <p>Use a low-barrier, housing first approach for PH programs</p> <p>Expand unsheltered data collection <a href="#">using survey instrument during January 2020 PIT</a></p>
End youth homelessness and family homelessness	<p><del>Maintain youth and family by-name lists</del></p> <p>Continue targeted monthly youth and family case staffing meetings with CoC partners</p> <p>Address racial and LGBTQ+ disparities through A Way Home America Grand Challenge</p> <p>Allow CoC Youth Voice Action Council (Youth Action Board) Sub-committee to further develop youth system of care; explore funding to provide stipends for youth w/lived experience</p>

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	<p>Support and coordinate with Housing Our Miami-Dade Youth (HOMY) collective</p> <p>Continue using TAY-VI-SPDAT youth vulnerability instrument and F-VI-SPDAT family vulnerability tool as part of the CE process</p> <p>-Continue to pursue goals outlined as part of 100-Day Challenge, including rapid placement of all youth experiencing homelessness, emphasis on connections to employment/education/behavioral health connections as needed; <u>P</u>romote permanent connections for youth</p> <p>Review Youth Homelessness Plan as needed</p> <p>Apply for USHUD Youth Homelessness Demonstration Project, -Family Unification Program (FUP) vouchers and other youth-focused solicitations as opportunities arise</p> <p>Explore feasibility of creating new Coordinated Entry (CE), Emergency Shelter (ES), TH:RRH, PH, shared housing, host homes or other innovative model(s) to serve youth</p> <p>Continue to coordinate with Public Child Welfare Agency (PCWA) to coordinate FUP referrals</p> <p><u>Collaborate with Miami Homes for All to c</u>ontinue youth focused Point-in-Time Count (iCount)</p> <p>Enhance diversion for youth and families with minor children</p>
<p>Reallocate underperforming, unsatisfactory or cost-ineffective Transitional Housing, Safe Havens, Rapid Rehousing and Permanent Supportive Housing to provide new PSH or RRH</p>	<p>Rate renewal providers using modified HUD Rating and Ranking tool; developed improved formula to determine cost effectiveness</p> <p>Look at provider level System Performance Measures (SyS PM) together with <u>newly created</u> Performance Evaluation Committee to identify trends and recommend action steps for performance improvement</p>
<p>Incorporate Housing First approach into all housing types</p>	<p>Discuss possibility of service participation requirements in targeted programming</p> <p>Reduce barriers to entry (such as poor credit history, poor rental history, criminal convictions, engagement in therapeutic goals, use of alcohol/drugs.)</p> <p>Focus on housing planning, navigation and document requirements</p> <p>Map process from homelessness to housed, look for ways to reduce length of time homeless</p> <p>Create system to track and notify CoC of pending evictions and opportunities to troubleshoot</p>
<p>Review inventory of Rapid Rehousing programs and allocate funds based on need</p>	<p>Improve coordinated referrals to RRH using CoC Housing Coordinator</p> <p>Ensure all RRH programs offer appropriate level of support services and housing navigation</p> <p>Explore RRH models that provide longer lengths of stay</p> <p>Ensure RRH is available to unsheltered persons</p> <p>Review and lower barriers to RRH entry</p>

	<p>Continue collaboration with Emergency Solutions Grant (ESG) partners</p> <p>Continue collaboration with State Housing Initiatives Partnerships (SHIP) entitlement jurisdictions</p> <p>Continue collaboration with HOME Investments Partnership Programs; <a href="#">seek CDBG partnerships for rental assistance</a></p> <p>Continue collaboration with SSVF providers</p> <p>Continue to advocate for rental assistance as a priority for EFSP funding</p> <p>Continue to advocate use of <del>South Florida Behavioral Health Network</del><a href="#">Thriving Mind (SFBHN)</a> transitional funding for rental assistance</p> <p>Continue using local, state and HUD funding to maintain/increase RRH inventory</p> <p>Review <del>new</del>-ES &amp; -RRH performance <a href="#">and standards of care</a></p> <p><del>Develop</del>-<a href="#">Maintain</a> RRH for survivors of <a href="#">domestic violence</a>, human <a href="#">and sex</a> trafficking</p> <p>Ensure DV RRH providers collect UDEs <a href="#">in homeless module of their MIS</a></p> <p>Use RRH to bridge households waiting for PSH</p>
<p>Review inventory of Permanent Supportive Housing programs and allocate resources based on need, serving people with greatest need and longest histories of homelessness; expand Other Permanent Housing (OPH)</p>	<p>Promote the importance of homeless set-asides as an integral part of affordable housing development</p> <p>Continue collaborating with PHAs to establish homeless set-asides</p> <p>Partner with PHA's on USHUD voucher opportunities</p> <p>Promote and expand continuum-wide, coordinated Move-Up strategies</p> <p>Partner with developers on Florida Housing Finance Corporation development/financing and referral opportunities; <a href="#">work with developers/property managers to reduce barriers to entry (credit, income, background, etc.)</a></p> <p>Support community, statewide and federal efforts to expand affordable housing</p> <p>Advocate for protective equitable policy and process mechanisms &amp; development of affordable housing in Opportunity Zones</p> <p>Look at need among sub-populations, <a href="#">with a particular focus on seniors and unsheltered singles adults with mental illness, substance abuse and other special needs (i.e. homeless over 60)</a></p> <p>Expand HUD-Assisted Multifamily Housing Homeless and Move-Up Preference partnerships, <a href="#">improve coordination of LINK referrals</a></p> <p><a href="#">Incorporate affordable housing and move-up assessments into HMIS and ensure utilization across the CoC</a></p>
<p>Work with housing providers to identify and coordinate mainstream resources and systems to ensure homeless clients access support services</p>	<p>Partner with VA, Federally Qualified Health Center (FQHC) and Managed Care providers to provide support services to disabled persons in PSH</p> <p>Use Food and Beverage (F&amp;B) tax to fund gaps in support services to leverage new PSH</p>



	<p>Support Medicaid pilots providing comprehensive support services to disabled persons</p> <p>Operationalize MOU with CareerSource South Florida and the Beacon Council's Community Ventures Program</p> <p>Enhance continuum-wide legal services</p> <p>Enhance continuum-wide SOAR participation and track</p> <p>Work to establish regular, on-site Homeless Courts to address legal issues that may prevent people experiencing homelessness from obtaining housing assistance</p>
Create new Permanent Housing Options for Medically Needy and Frail	Collaborate with Assisted Living Facilities; PACE Centers; Long-Term Care providers

## 2. Coordinated Entry, Assessment and Referral

Implementation Measure	Strategies / Status
Establish comprehensive coordinated entry system.	<p>Ensure comprehensive outreach strategy in place to identify and continuously engage all unsheltered individuals and families</p> <p>Coordinate RRH, <u>PSH and OPH</u> referrals through Housing Coordinator</p> <p>Ensure cultural competency of SO</p> <p>Review racial and other system disparities; implement action steps to address</p> <p>Use technology to create efficiencies (mobile tablets document engagement, assessments, contacts &amp; referrals)</p> <p>Conduct regular training to ensure effective use of vulnerability tool, street engagement and implementation of Evidenced based Practices (EBPs) such as Housing First and Motivational Enhancement Therapy (MET). Make diversion the first intervention by identifying alternate housing arrangements.</p> <p>Ensure HV issuance even when ES is not available/refused; provide clients RRH application information</p> <p>Enhance collaboration with DV system for placement into ES, TH, RRH and PSH</p> <p>Develop coordinated entry system with accessible after-hours procedures</p> <p>Provide comprehensive services to unsheltered (MET, street medicine, involuntary examination, housing navigation) persons who refuse all services</p> <p>Evaluate housing-focused investments at Day Center</p> <p>Engage faith-based groups to enhance landlord connections and volunteer opportunities, and dissuade street feedings</p>
<u>Expand-Utilize</u> specialized outreach to serve persons refusing all services.	Continue specialized behavioral health, primary care, legal services outreach, particularly for unsheltered persons refusing all services

	<p>Continue collaboration with PATH program</p> <p><a href="#">Continue collaboration with Healthcare for the Homeless grantee</a></p> <p>Continue collaboration with VA outreach</p> <p>Continue collaboration with law enforcement on specialized pilots (City of Miami Pre-Arrest Diversion and Miami Beach Marchman Act)</p> <p>Support specialized Access Points for persons fleeing DV, human/sex trafficking and youth, <a href="#">unsheltered</a></p>
Improve discharge planning from jails, crisis centers, hospitals & institutions serving homeless youth	<p>Review and evolve discharge planning protocols (staff at the court, jail, Mosher case staffing meetings, public hospital...)</p> <p>Include key funders and stakeholders in By Name List (BNL) case staffing meetings</p> <p>Develop data collaborative to understand trends and costs of high system users</p>
Maintain toll-free helpline for centralized access to the CoC	<p>Measure monthly call volume, hold time, average call length; re-evaluate and update helpline messaging as needed</p>
Maintain a system-wide central waitlist for placement into CoC funded PH and homeless set-aside permanent housing programs	<p>-Coordinated RRH, <a href="#">PSH and OPH</a>-referrals through Housing Coordinator-<del>utilizing all RRH resources.</del></p> <p>Maintain <a href="#">PSH and</a> Order of Priority referral process that complies with HEARTH and HUD guidance on Coordinated Entry</p> <p>Focus on length of time homeless and vulnerability for referrals to PH</p>
Expand on indoor meal programs as a means to engage homeless individuals	<p>Coordinate indoor feedings with community stakeholders and access points</p>
Improve landlord outreach, engagement and retention	<p>Maintain risk mitigation fund</p> <p>Develop Navigator Certification Program</p> <p><del>Expand use of exclusive CoC Landlord Listing Tool</del></p> <p>Conduct quarterly engagement meetings with existing/prospective landlords</p> <p>Utilize SEEFA membership to gain and retain landlord leads</p> <p>Promote RentConnect (social media, landlord phone bank, PHA landlord engagement)</p>

### 3. Homeless Prevention and Diversion

Implementation Measure	Strategies / Status
Expand rent/utility assistance and other interventions to prevent homelessness	<p>Use SHIP, State Challenge grant, ESG, TANF, F&amp;B, and EFSP to prevent homelessness</p> <p>Look at HP eligibility barriers and explore making policy changes to serve extremely low income, vulnerable households beyond those with a third party notice to vacate</p> <p><del>Utilize homeless prevention common assessment-</del></p> <p><a href="#">Coordinate with other entities to administer prevent pademic-related evictions and inflow into the homeless system</a></p>
Create a successful diversion for homeless individuals and families	<p>Make diversion first intervention. Identify alternate housing arrangements. (Implement strategies to reduce 1<sup>st</sup> time homelessness)</p> <p>Consider flexible financial assistance</p> <p>Train access point staff in mediation</p>

#### 4. Support Services

Implementation Measure	Strategies / Status
Improve CoC-wide knowledge and use of Marchman and Baker Acts, and Guardianship Program	<p>Invite <a href="#">SFBHN-Thriving Mind</a> to present at Providers' Forum</p> <p><del>P,</del> <a href="#">provide enhanced training to street outreach teams and access points</a></p> <p><a href="#">Develop encampment plan to include specialize Street Outreach with focus on Alcohol and Substance Abuse intervention</a></p>
Maximize the use of mainstream and other community-based resources	<p>Continue collaboration with Head Start, Catholic Legal Services, Veterans Affairs, Faith-Based Organizations, Managed Care, Greater Miami Legal Services, OIC of South Florida, PACE Centers, Career Source, Parent to Parent, Advocacy Network on Disabilities</p> <p>Provide training to providers, including CareerSource and The Beacon Council's Miami Community Ventures Program, to improve employment outcomes.</p> <p>Prioritize training and employment opportunities for people experiencing homelessness.</p> <p>Maintain Homeless and Youth Homeless Resource Guides</p> <p>Support the State Opportunity Work Tax Credit in state legislature</p>

Pursue alternative to inpatient/residential treatment programs for the mentally ill	Support the construction and completion of the Mental Health Diversion Facility <a href="#">Share data with Thriving Mind to assess the effectiveness of the Orders of Priority for Referral to PH for formerly homeless persons exiting treatment</a>
Adopt client-centered service methods tailored to meet the unique needs of each individual and family	Consider adding stand-alone support services to legacy S+C program Provide Evidence -Based Practice (EBP) training Fund EBPs Critical Time Intervention, Assertive Community Treatment (ACT), Progressive Engagement and Targeted Case Management Safety Planning Protocols and Training for CoC providers Fair Housing training and implementation of strategies to further Fair Housing Collaborate with other systems to promote wellness (i.e. SAMH Managing Entity, Ryan White, Victim Services) Establish youth protection protocols continuum-wide utilizing train the trainer model to ensure safety of minor children <a href="#">Develop a Guardianship pathway for CoC providers in collaboration with DCF</a>

### 5. Effective Use of Data

Implementation Measure	Strategies / Status
Conduct bi-annual homeless census	Continue unsheltered and sheltered counts conducted twice annually
Conduct Point-in-Time Surveys	Complete PIT surveys annually, during the last 10 days in January to <a href="#">gauge-identified</a> gaps and needs
Conduct annual iCount & Surveys	Continue youth service count (iCount), during the last 10 days in January using youth with lived experience and countywide magnet sites Participate in national data sharing of youth data dashboard Create youth-specific benchmarks to measure progress
Submit Longitudinal System Analysis	Complete Longitudinal System Analysis (LSA) fka. AHAR Use LSA to review system performance Publically post program outcomes
Enhance HMIS data capturing and reporting capacity	Measure CoC-wide and provider performance utilizing HUD measures Perform data analysis to identify CoC and provider-level trends and opportunities Look at data warehouses that can share homeless service and mainstream resource data

	<p>Housing Coordinator to input Other Permanent Housing (OPH) data in HMIS</p> <p>Perform data quality assessment</p> <p><a href="#">Capture Hepatitis A vaccinations with custom question</a></p> <p>Develop training curricula for the unique needs of beginner, intermediate and advanced HMIS users</p> <p>Work towards ensuring 100% of homeless service providers (CoC and Non-CoC) contribute to HMIS</p> <p>Use the reallocation process to create new projects that improve their overall performance and better respond to client needs; review all projects eligible for renewal to determine their effectiveness in serving people experiencing homelessness, including cost effectiveness; prioritize projects that employ strong use of data and evidence</p> <p><a href="#">Work with United Way to use HMIS as clearinghouse for EFSP rental assistance; use as opportunity to build capacity and ready new entities to administer CoC/ESG rental assistance resources as available</a></p>
Enhance technology to realize system performance improvements	<p>Monthly data dashboards tracking System Performance; consider pros/cons of posting system/program performance on website</p> <p>Fully utilize SkanPoint Module to streamline client data entry</p> <p>Implement income verification system (The Work Number)</p> <p>System Mapping Software (ESRI)</p> <p>Explore data warehousing with HUD TA (Cloudburst); use all data sources (including data from non-homeless system of care) to prevent and end homelessness</p> <p>Shared housing matching application</p> <p>Make Homeless Trust website more user friendly for public, clients, providers</p> <p>Explore technology solutions to enhance coordinated entry/exit and diversion</p>
<a href="#">Enhance technology to protect vulnerable populations</a>	<p><a href="#">In coordination with the DOH, continue aggressive COVID-19 testing and tracing activities.</a></p> <p><a href="#">In coordination with the DOH, develop COVID-19 vaccination priorities and protocols.</a></p>

## 6. Governance & Resource Maximization

Implementation Measure	Strategies / Status
Ensure Board and Committee composition and governing bylaws comply with federal HEARTH	Include input from LGBTQ+, Victims of Human Trafficking, Unaccompanied and Parenting Youth, Individuals with Disabilities, etc.

regulations and are representative of all stakeholders	<p>Look at strategies for engaging <u>and increased</u> participation by persons with lived, homeless experience (i.e. paying youth)</p> <p>Further ensure alignment with HUD guidance through committee appointments and participation</p> <p>Scale up new Performance Evaluation Committee: <u>continuing analysis of data to improve system performance</u></p>
Enhance coordination with entitlement jurisdictions to ensure alignment with CoC goals/objectives	Established quarterly calls with ESG staff at entitlement jurisdictions; provide input annually/as requested to Consolidated Plan and Action Plan for all entitlement jurisdictions
Increase Public Education and Awareness, in particular in impacted communities/areas.	<p>Educate the Downtown business community on the Trust policies and priorities (e.g. CH); conduct on-going communication with business community on Trust's efforts and accomplishments to end CH</p> <p><u>Post system governance, standards, P&amp;P and forms on Homeless Trust website</u></p>
Engage governmental, leadership, advocacy organizations to note emerging trends, innovations and best practices	Continue collaboration with USHUD, DCF Office on Homelessness, Florida Housing Coalition, National Alliance to End Homelessness, CSH, Florida Coalition to End Homelessness, Dade-Miami Criminal Justice Council, United States Interagency Council on Homelessness, HHS
Engage local, state and federal elected leadership	<p>Legislative Priorities</p> <ul style="list-style-type: none"> <li>- <u>Diversion First-RRH for Homeless Persons with Special Needs, including Bridge Housing</u></li> <li>- Staffing Grant</li> <li>- Challenge Grant</li> <li>- Sadowski Affordable Housing Trust Fund</li> <li>- Expand F&amp;B tax</li> <li>- Mental Health <u>Act</u> Reform</li> <li>- <u>Maintain/increase vouchers</u></li> <li>- <u>Maintain/Increase CoC and ESG Funding</u></li> <li>- <u>Work Opportunity Tax Credit</u></li> <li>- <u>      </u></li> </ul>

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### 7. Quality Assurance

Implementation Measure	Strategies / Status
Implement CoC-wide grievance procedures	<p>Grievance Procedures approved by SDC in December 2016</p> <p>Restorative Practices training conducted in February 2017</p>

Implement electronic customer satisfaction surveys and evaluate annually	Continue annual, electronic customer satisfaction survey
Review and adjust, if necessary, local performance measures	Continue to align local performance measures with HUD system performance measures. Review and adjust benchmarks annually.
Conduct "Secret Shopper" evaluation of CoC delivery of housing and services annually	Conduct secret shopper activities to test the helpline and recommend improvements
Conduct annual desk audits and on-site monitoring of programs	<p>Perform risk assessment of contracted providers annually</p> <p><u>Ensure Risk Assessment aligns with system standards and contracts</u></p> <p>Partner with Housing Authorities to jointly monitor ESG</p> <p>Monitor and reduce evictions and discharges to unknown destinations</p> <p>Further develop monitoring procedures</p> <p>Use HUD monitoring tools, modified as necessary</p> <p>Implement new agency monitoring tools</p> <p>Implement strengths based self-assessment</p> <p>Further develop client satisfaction survey procedures</p>
Ensure timely grant execution, payments to providers/landlords	<p><u>Further develop and revise grant management policies and procedures</u></p> <p>Implement provider payment recommendations:</p> <ol style="list-style-type: none"> <li>1) Implement "buddy system" policy to ensure consistent contract coverage</li> <li>2) <ol style="list-style-type: none"> <li>a. Require and provide provider training on do's and don'ts of reimbursement requests</li> <li>b. Provide "office hours" for package corrections</li> <li>c. Provide "one on one" training at the beginning of the contract period and by request when there is personnel turnover at the provider level</li> </ol> </li> <li>3) Create policy regarding deadlines to submit policy adjustments</li> <li>4) <ol style="list-style-type: none"> <li>a. Create shared file for "deficiency report" to review with and have available for management</li> <li>b. Create a checklist of main deficiency categories</li> </ol> </li> <li>5) Notify contract manager, CEO, board members when package is returned</li> <li>6) Engage HUD on impact of delays</li> <li>7) <ol style="list-style-type: none"> <li>a. Conduct review of Zengine and develop procedure for tracking key payment process milestones</li> <li>b. Provide regular report to HT management on late provider submittals</li> </ol> </li> </ol>

	8) Further engage with OMB and Ryan White sections Review and implement Rental Assistance Program policies and procedures Reduce reliance on F&B funding for Rental Assistance portfolio Review and update finance policies and procedures Pursue paperless grant option
Conduct capacity-building training to CoC providers	Utilize Planning Grant and local experts to conduct provider training on HUD guidance and emerging best practices
Review and improve disaster response and recovery plans	Review and update COOPs Improve client tracking procedures following overflow activation events

**8: Homeless Plan**

<b>Implementation Measure</b>	<b>Strategies / Status</b>
Adopted the Dade County Community Homeless Plan: 1994	Review Homeless plan with CoC Subcommittee annually Review Homeless plan at joint-Board retreat