

Assessing and Improving Performance in the Kentucky Balance of State Continuum of Care

*COSCUA Annual Training Conference
September 17, 2025*



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Overview of the Kentucky Balance of State Continuum of Care (KY BoS CoC)



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Kentucky Continua of Care

HUD		
Lexington-Fayette County	Louisville-Jefferson County	Balance of State (118 Counties)



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KY:500 - KY BoS CoC

- Covers 118 of 120 Counties
- GOAL: Creating a homeless response system whereby homelessness is RARE, BRIEF & NON-RECURRING in Kentucky.
- Governed by KY BoS CoC Advisory Board with leadership elected from 6 regions
- Strong collaborative relationship with Zero V (formerly known as the KY Coalition Against Domestic Violence) and its member agencies
- 2025 PIT Count: 3,069 persons experiencing homelessness (1,297 unsheltered)
- Kentucky Housing Corporation serves as the Collaborative Applicant, CoC Lead Agency, and HMIS Lead. Administered by our Housing Contract Administration (HCA) team.



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KY BoS CoC Program Funding

- FFY 2024 CoC NOFO: \$20,529,899 (62 projects)
- FFY 2022: Rural and Unsheltered Special NOFO: \$11,419,064 (21 projects)
- FFY 2024 ESG Formula: \$2,666 (36 subrecipient agencies)
- FFY 2024 HOPWA Formula: \$1,427,884 (3 subrecipient agencies)
- FFY 2025 HOME TBRA allocation: \$2,144,692 [10 subrecipients agencies (alternating 2-year awards- 14 different subrecipients in FFY2024-\$2,903,278)]
- HOME-ARP Street Outreach Funding (2023-2026): \$1,760,000 (8 subrecipients)
- HOME-ARP Housing Connector Funding (2025-2030): \$4,813,047
- Also used ERA2 to continue ESG-CARES services and fund Housing Connectors through Sept. 2025.



KY BoS CoC Coordinated Entry Local Prioritization Communities (Area Development Districts)



KHC HCA Partner Agency Portal & Program Toolkits

- The [HCA Partner Agency Portal](#) website provides access to a range of documents and guidance for all programs we administer, including compliance toolkits.
 - [Continuum of Care Toolkit](#)
 - [ESG Program Toolkit](#)
 - [HOME TBRA Toolkit](#)
 - [HOPWA Toolkit](#)



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Assessing KY BoS CoC Partner Agency Performance



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Compliance Team

- We view compliance monitoring as a partnership between KHC HCA and our subrecipients.
- It's an opportunity for subrecipients to receive technical assistance and get an independent view of their program operations.
- Compliance monitoring benefits both KHC and the subrecipient because it reduces the likelihood of funds being recaptured at a later date.
- Monitoring provides KHC the opportunity to work with our subrecipients to “get things right” and rarely takes a punitive approach, unless waste, fraud, or abuse is identified.
- We work to ensure both accountability and the viability of each program.



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KHC HCA Risk Management Strategies

- We have 92 subrecipient across agencies with nearly 300 active grants across all programs
- Can't do in-depth monitoring on all due to limited staff capacity, so we employ strategies to minimize risk:
 - Biennial Risk Assessment Tool
 - Annual Program Compliance Report
 - Randomly selected draw supporting documentation monitoring
 - Prioritize agency monitorings if program staff raise concerns.
 - Maintain flexibility with our monitoring priorities.
 - On-demand “Compliance University” trainings



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Application Review

- **KHC uses competitive funding applications as an opportunity to review partner agency policies and performance.**
- **Applicants scored on:**
 - **system performance measures**
 - **low-barrier, housing-focused practices**
 - **fiscal performance,**
 - **data quality**
 - **system engagement (coordinated entry, PIT Count, trainings, etc.)**



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Data and Reporting Team

- Manages HMIS, SAGE, HDX and is responsible for all annual COC, ESG, HOPWA reporting
- Developed KY BoS CoC Tableau Data Visualizations
 - [Community Analysis Dashboard](#)
 - [KY BOS PSH and RRH Dashboard](#)
 - [System Performance Measures](#)
 - [KYHMIS BOS Data Quality Scores](#)
 - [SNOFO Performance](#)
 - [KY Population vs PIT Count](#)
 - More on our wish list!
 - Coordinated Entry Dashboard
 - System Access Dashboard
 - Program Funding and Expenditure Dashboard for all funding streams



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System Performance Measures Committee

- Brings together KHC staff and community partners to review HMIS data and discuss real-time trends, strengthening system performance from both data and provider perspectives.
- Focused on returns to homelessness, length of time homeless, destination outcomes, income changes, and racial and gender disparities.
- The committee created a [SPM Tip Document](#) highlighting common barriers to meeting SPM goals and potential strategies for providers to address them based on each measure (1-7).



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System Performance Measures

- Data Team completed 2025 qualitative analysis of positive exits from shelter and street outreach identifying barriers (affordability, health needs, housing market screening, rural isolation, lack of documentation) and success factors (consistent, housing-first case management; smaller caseloads; peer/lived experience support; early documentation; and benefits/income assistance).
- Quarterly system-wide monitoring reviews are conducted to identify the Local Prioritization Community with the lowest performance, since SPMs are more often a community-wide challenge than a program-specific one.
- From there, deeper dives are conducted to determine whether the issue is related to data quality or programmatic practices, and the appropriate follow-up support is provided.



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System Performance Measures

- SPMs help target technical assistance.
 - An HMIS team member, along with Coordinated Entry Specialist and COC Supportive Services Technical Administrator, identify programs facing challenges in service delivery, data entry, and/or coordinated entry.
 - They then conduct site visits to assess agency practices to identify issues that require targeted TA.
- SPM Reporting Specialist also targets agencies who did not perform well on the CoC application for one-on-one guidance on SPM metrics and strategies to improve outcomes.



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Improving CoC Partner Agency Performance



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KHC CoC Supportive Services Technical Administrator

- Provides direct TA to CoC member agencies with the goal to improve consistency across programs so that clients experience the same high quality, housing-focused service delivery regardless of where they enter the KY BoS CoC Homelessness Response system.
- Reviews shelter and housing providers' policies and helps align them with best practices in service delivery.
- Serves as a resource for partner agency staff, with the goal of reducing burnout and turnover.
- Working to implement system-wide standards for consistent and professionally documented case notes.
- Improves agencies' use of evidence-based case management tools and practices that will help reduce exits to homelessness.
- Identifies opportunities for individuals with lived experience to offer input regarding the providers policies and practices.

— Leads CoC Persons with Lived Experience Committee



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Investing in Training and TA

- In recent years, the KY BoS CoC has prioritized training opportunities for our members, working in consultation with OrgCode and other national policy consultants.
- Annual “WestVirtucky” Summit to End Rural Homelessness in partnership with the West Virginia Coalition to End Homelessness has brought nationally-recognized experts to a week-long training in Ashland, KY for several years.
- “Back to Basics” training in May 2025 targeted to line-level partner agency staff.
- Rural Street Outreach Bootcamp in March 2025



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Investing in Training and TA

- Created Emergency Shelter learning collaboratives, with a focus on DV shelters this coming year.
- 2-day “pre-conference” trainings before the annual Kentucky Affordable Housing Conference and targeted sessions during the conference.
- Help CoC member agency leaders attend national conferences, such as NAEH, International Street Medicine Symposium, OrgCode Leadership Academy.
- Invested in LearnUpon Learning Management System to allow partner agencies to access on-demand training on a range of topics.



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More to Come!

- EIA Collective is currently assisting us in evaluating fairness in access to our system as a whole.
 - They work as part of our larger support network involving OrgCode and other sector experts to ensure our homeless response system is rooted in fairness and accessible to all people experiencing homelessness in the KY BoS.
- CSH will soon provide a Kentucky Medicaid Academy training to assist homeless service providers in using the state’s new 1915i Tenancy Supports benefit and other Medicaid strategies.
- The BoS CoC is seeking to provide better guidance to partners on meaningful engagement with persons with lived experience.
- Trainings scheduled: Street Outreach Bootcamp 2.0, WestVirtucky Summit 2026, Back to Basics 2026



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