



Moving Forward

In order to continue improving its performance, the New Bedford CoC, based on comparison studies of 2020 System Performance Measures presented between itself and adjoining Continuums, Massachusetts Continuums and similarly sized Continuums across the country, shall endeavor to move forward undertaking the following actions, doing so always through its lens of racial equity:

- Continue attempts to rapidly rehouse those in emergency shelters through an increased reliance on diversion, rapid rehousing and other permanent housing opportunities.
- Continue efforts to ensure program participants exiting all CoC shelter or housing settings are stabilized and poised for long-term success in their future housing.
- Revisit its “move-on” strategies and partnership with the New Bedford Housing Authority to ensure that the CoC maximizes its available permanent housing stock.
- Work to support existing, and develop new, interventions that support the prevention of homelessness including employment training, educational programming, childcare supports, transportation options and a full complement of mental and physical health options.
- Strengthen Coordinated Entry by revisiting the efficacy of the Continuum’s existing prioritization standards.
- Reduce the amount of time people in New Bedford spend experiencing homelessness by supporting an active by-name list strategy and team.
- Conduct trainings and workshops to educate front line staff and case managers around opportunities to connect program participants with the tools needed to increase non-employment cash income including, but not limited to programs like SOAR.
- Convene a CoC committee to explore action strategies to improve exit outcomes from CoC housing and shelter programs.
- Conduct trainings for the CoC membership addressing trauma-informed care, racial trauma-informed care, cultural competencies and other modalities in order to improve the effectiveness of communication and connection with program participants.
- Develop a simplified dashboard-type tool that can regularly provide individual agencies—as well as the CoC as a whole—with a snapshot as to its performance in order to inform strengths and opportunities going forward.
- Strengthen core aspects of the CoC’s operations including continued diversification of its officers and Executive Committee.
- Undertake other opportunities as determined by the CoC relying on best practices and state of the art models to ensure efficiency and effectiveness in design and execution.