The narrative should minimally explain (there are no character requirements/limits):

1. Describe how your agency proactively gathers feedback from past and/or current program participants to identify areas for improvement and enhance service delivery. Please provide examples of the feedback mechanisms employed, such as surveys, focus groups, or individual interviews. Additionally, explain how this feedback is utilized to inform decision-making, shape program enhancements, and ensure the ongoing responsiveness of your agency's services to the needs and preferences of program participants.

2. Describe the strategies and efforts your agency has implemented in the past 12 months to enhance program outcomes. Explain how your agency utilizes data, including HMIS reports, to identify areas for improvement in service delivery, program design, and staff development. Please provide specific examples of how these strategies have been applied and the resulting impact on program effectiveness and participant outcomes.

3. Describe how the project identifies barriers to participation faced by persons of different races or ethnicities, particularly Black, Native American, Native Alaskan, Native Hawaiian/Pacific Islanders who are overrepresented in the CoC's homeless population.

4. Explain how your agency actively engages and involves program participants from diverse racial and ethnic backgrounds in the decision-making process and program planning.

5. Describe any specific steps your agency has taken to address cultural competency and ensure that services provided are culturally sensitive and responsive to the needs of individuals from diverse racial and ethnic backgrounds.

6. Explain how your agency ensures that individuals from racial and ethnic minority backgrounds have equal opportunities to access and benefit from the programs and services, without facing discriminatory barriers or bias.

7. Describe how your agency will internally monitor the CoC Standards?

8. Include any other information the applicant deems pertinent for the Score and Rank Committee to know and understand.

Bonus Question:

1. Story Telling-Agency will dedicate one client story per award year to the Way Home for system communication opportunities?
   a. ☐ Yes  b. ☐ No