CT BOS 2021 Renewal Evaluation Process

As you know, each year the CT BOS CoC evaluates the performance of all HUD CoC funded projects. In August, the Steering Committee adopted the 2021 Renewal Evaluation Criteria, which will be used to score the projects.

Following are instructions and deadlines. **Please read carefully to the end of this memo as there is a lot of important information included below.**

New this year – we will be using Zengine, the BOS database for submissions. Link to Zengine resources: Zengine resources. Agencies are responsible for keeping contacts up-to-date in Zengine. Also new this year: YHDP projects (only TH, RRH and Div/RE) will be assessed for baseline information; they will not be evaluated with a score.

HMIS IDs

As we begin this renewal process, the first step is for you to review the Connecticut Balance of State (CT BOS) CT-505 2021 Renewal Evaluation Project List. Only projects listed on the Housing and DVs tabs of this document will be evaluated this year: CT BOS 2021 Renewal Evaluation Project List. **Please confirm that the HMIS IDs are correct for all of your agency's projects by no later than 10/19/20.**

HMIS/APR data

Like in recent years, CCEH will be providing HMIS APR data directly to Housing Innovations (HI), and HI will use those data to evaluate projects. Providers are responsible for running and reviewing their APRs as described below.

- All programs will be evaluated on APR outcomes for the period **10/1/19-9/30/20**.
- Providers should begin now to:
  - Review your APR report for the period **10/1/19-9/30/20.**
  - Make any data changes needed in HMIS.
- Instructions on how to run and read your APR report: How to run an APR & How to read your APR
- It is critical that you begin immediately looking at those data and making any necessary data changes, including updating annual assessments. Ensure that you have completed an annual assessment for each client as applicable. Each year, projects receive lower evaluation scores than they otherwise would because of missing assessments. Instructions on how to update assessments: Assessment Guide
- If you have HMIS issues that you are unable to resolve yourself, please contact the Nutmeg Help Desk. To ensure that your issue is successfully resolved prior to HI using your APR data to score your project, you must follow these instructions: CCEH instructions on submitting a help desk ticket for how to submit a help desk ticket related to Renewal Evaluation. Please note, that the process for alerting the help desk to an issue related to your renewal evaluation has changed. It is essential that you follow these instructions or your issue may not be fixed prior to HI scoring your project.

- **All help desk tickets related to HMIS APR reports should be submitted ASAP and must be submitted to Nutmeg no later than 10/26/20**. Early submission of help desk tickets is critical to ensuring that your project evaluation is accurate.
- **The deadline for making data corrections in HMIS is 11/9/20.** Immediately thereafter, CCEH will run the APR reports that HI will use to score projects. Data changes made after 11/9, will not be reflected in these project scores.
- Like last year, after HI issues projects' evaluation reports, we will provide instructions for requesting scoring changes.
- HI will reach out separately to DV programs to provide instructions on sending APR data. All non-HMIS related submission deadlines included in this email apply to DV programs (i.e., Consumer Surveys, Agency Information Forms)

Consumer Satisfaction Surveys:

1. Consumers may complete surveys two ways: Either 1) on paper (surveys in English and Spanish: CT BOS Survey - English & BOS Consumer Survey - Spanish or, 2) electronically via Survey Monkey. Please ensure that consumers do not fill out both.
2. Versions of the English surveys are available in paper and electronic form. A Spanish survey is available in paper form and electronically via Survey Monkey by request.
3. If your agency participates in the DMHAS consumer survey process, you may submit the DMHAS surveys in lieu of the CT BOS Consumer surveys. Only DMHAS Surveys completed between 11/7/19-11/9/20 will be accepted. Please do not submit both DMHAS surveys and CT BOS surveys for the same project.
4. **Please note - YHDP providers should use the DOH survey that was sent out earlier this year by DOH. Consumer survey links are attached in a document attached to this e-mail. YHDP projects should not use the BOS survey but should follow the deadlines outlined below.**
5. Please note that maximum points for consumer survey responses are available at a 35% response rate. Sending surveys from more than 35% of participants does not increase your score. (Response Rate= the number of returned surveys divided by the number of units in the project application. For example, if you had 100 units and had 40 surveys returned, you would have a 40% response rate)
6. **Surveys are due 11/9/20**
   Please note that **consumer surveys received after December 1, 2020 will not be considered for the evaluation**. Projects will receive a 10 point lateness penalty if surveys are received after 11/9/2020 or are not received at all. If the surveys are not received, in addition to the lateness penalty, the project will receive a 0 for that scoring criteria.

Paper Surveys: PLEASE NOTE: Submissions that do not follow these instructions will not be considered and agencies will not get credit for the submission of these surveys.

1. If you are distributing paper surveys, **PLEASE ADD YOUR GRANT NUMBERS** on each CT BOS and DMHAS survey prior to distributing them to consumers.
2. There are two different ways to submit paper surveys:

- o METHOD 1: Staff at your agency can enter the survey responses directly into Survey Monkey, using the **grant number and corresponding program-specific link in the attached document**. This is the preferred method of survey submission. YHDP projects do not have the option of using paper surveys.
- o METHOD 2: Scan surveys into a separate file for each of your projects and submit surveys for each project in Zengine. PLEASE **DO NOT** submit surveys for a single project in multiple batches.

Electronic Surveys
1. Program participants can complete the consumer surveys on the web by using the link provided in the attached spreadsheet called Connecticut Balance of State (CT BOS) CT-505 2021 Renewal Evaluation Project List. YHDP projects should use the attached YHDP Survey Links document.
2. Please share ONLY the link that corresponds to your agency and specific project with consumers at your program. This link will take people to the survey for your project and will have information such as project name and grant number already filled in. **To ensure your project receives credit for all surveys completed on-line, it is critical that you share the correct link.**

Consumers should complete either a paper or an online survey, not both. If you are unable to submit using the methods noted above, please contact us and we will work with you to find another way to submit the surveys.

Agency Info Form
This form requests information that will help the CoC complete the FY 2020/2021 HUD CoC NOFA. This form should be submitted through Zengine. Since only one form is required per agency, the form may be submitted in association with any of the projects for your agency. Agency Info Form   Zengine Doc Submission Instructions

2021 CT BOS CoC RENEWAL EVALUATION IMPORTANT DATE AND DEADLINES FOR TRAININGS, CONSUMER SURVEYS AND APR DATA	
SUBMISSIONS/TRAININGS	**DUE DATE**
Providers review APR reports, make changes in HMIS/comparable database, submit help desk ticket to Nutmeg if needed, and re-run reports to ensure data are correct.	OCTOBER 13-OCTOBER 26, 2020
CCEH APR Bootcamp Register Here CCEH will be providing a training on how to run & read APRs & know what data need to be corrected & how to correct the info.	OCTOBER 14 – 11AM-12PM
CT BOS Zengine Training Renewal evaluation documents will be submitted thru the new BOS database. If you did not join the 10/8 training, please consider joining this one**.** BOS Zengine Training Page	OCTOBER 14 – 1PM-2PM
CT BOS Renewal Evaluation Webinar Training will include presentation/discussion of Renewal Evaluation criteria, schedule & deadlines. BOS Renewal Eval Resource Page	OCTOBER 15 – 10AM-11:30AM
Review HMIS IDs: CT BOS 2021 Renewal Evaluation Project List **and if incorrect,** contact **ctboscoc@gmail.com**	OCTOBER 19
Last date to submit Help Desk Ticket to Nutmeg for APR issues	OCTOBER 26, 2020
Last date to make changes to APR data	NOVEMBER 9, 2020
Agency Information Form due Complete one Agency Information Form per agency and submit through Zengine. Agency Info Form Zengine Doc Submission Instructions	NOVEMBER 9, 2020
Consumer Satisfaction Surveys Paper surveys: English: CT BOS Consumer Sat Survey - English Spanish: CT BOS Consumer Sat Survey - Spanish Electronic surveys: documents with links are attached to this e-mail	NOVEMBER 9, 2020
Please note that, as in years past, the standards adopted by the Steering Committee include a 10 point scoring penalty for each document that is submitted late.	