2021 Renewal Evaluations
CT Balance of State (CTBOS) Continuum of Care

Thursday, October 15th

Liz Isaacs, Housing Innovations
Shannon Quinn-Sheeran, Housing Innovations

Agenda

- Welcome and Introductions

- Background

- 2021 Renewal Evaluation Criteria
  - Performance
  - Consumer Surveys
  - Non-scored Criteria

- Process & Schedule

- Questions

- Resources

Background

Why do we evaluate renewal projects?

Performance data used:

- By HUD to evaluate systems performance, which impacts CoC application score
- By CT BOS to rank projects in the annual CoC Competition (required by HUD)
- By CT BOS to inform which projects should continue to be funded

- Continuous Quality Improvement
  - Provides agencies with feedback on projects
  - Provides Steering Committee with information about system-wide needs

- Better CoC performance leads to more funds for new projects.

Roles and Responsibilities

Steering Committee: Provides input towards and adopts evaluation criteria annually.

CCEH: Provides access to project APRs and provides additional reports, such as By Name List, etc.

Providers: Provide access to Sage APRs for spending, review project-level data in HMIS for accuracy, submit project agency forms, and other forms as appropriate.

Housing Innovations: Manages the Renewal Evaluation process, collects and analyzes data, and produces reports

Key Facts

- 140 Projects funded by CT BOS

- Uses Data already input and collected for the purposes of Annual Performance Reports (APRs) and SPMs

- Has evolved over more than 10 years taking into account the changes in make-up of the CoC, the availability of data and HUD guidance
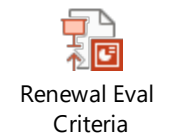
YHDP Programs – 1st Year

Programs will be assessed to collect baseline information but will not be scored for evaluation purposes
Types assessed: TH, RRH and Div/RE

2021 Evaluation Criteria

Renewal Eval
Criteria

APR Data

- Majority of items scored are from the APR data
- Reporting period for APR: **10/1/19-9/30/20** (applies to most measures)
  - Corresponds with System Performance Measure period
- **New this year** – providers will run APRs themselves and review that data, before the 10/26/20 deadline to submit help desk tickets for any data issues on the APR. This way, the first round of reports will contain the most accurate project data.

- Links to instructions on how to run and read your APR:
- How to Run an APR
- How to Read an APR
- See https://www.cceh.org/ for recording of APR Bootcamp Training

Common Pitfalls with APR data

- Incomplete data including missing Annual Assessments for participants
- Reviewing and correcting data for the **wrong time period**
- Incorrect # of program participants
- Incorrect *Prior Destinations*
- Starting the data review process late – start now!

Performance

Efficient Use of Resources

- Over $2M must spend at least 95% & leave less than $75K unspent
- Under $100K must spend at least 90%
- All projects must spend at least 95% & leave less than $50K unspent

Data Source: Sage spending data from most recent APR submitted to HUD – eval period is project operating year

Eligibility

- Eligibility
  - At least 1 adult participant/household formerly homeless*
  - PSH only: at least 1 participant/household has qualifying disability**

Data Source:
*APR Q15
**APR Q13A2

Participant Income/Resources

- Non-Youth: % adult participants who increased earned income from entry to exit/follow-up*
  - Benchmarks: PSH & RRH – 25%, TH – 40%
- Youth: % of adult participants who increased earned income from entry to exit/follow-up (leavers & stayers)
  - Benchmarks: PSH, RRH & TH – 20%
- Percentage of adult participants who increased other income from entry to exit/follow-up*
  - Benchmarks: PSH – 45%, RRH - 25%, TH – 35%
  - Benchmark: 95%

If participant has exited, the APR will look at the exit assessment, if not, the annual assessment

Data Source: APR Report Q19

Participant Income (2)

- All adult participants with non-cash benefits excluding health insurance – 95%*
- All Participants with health insurance – 95%**
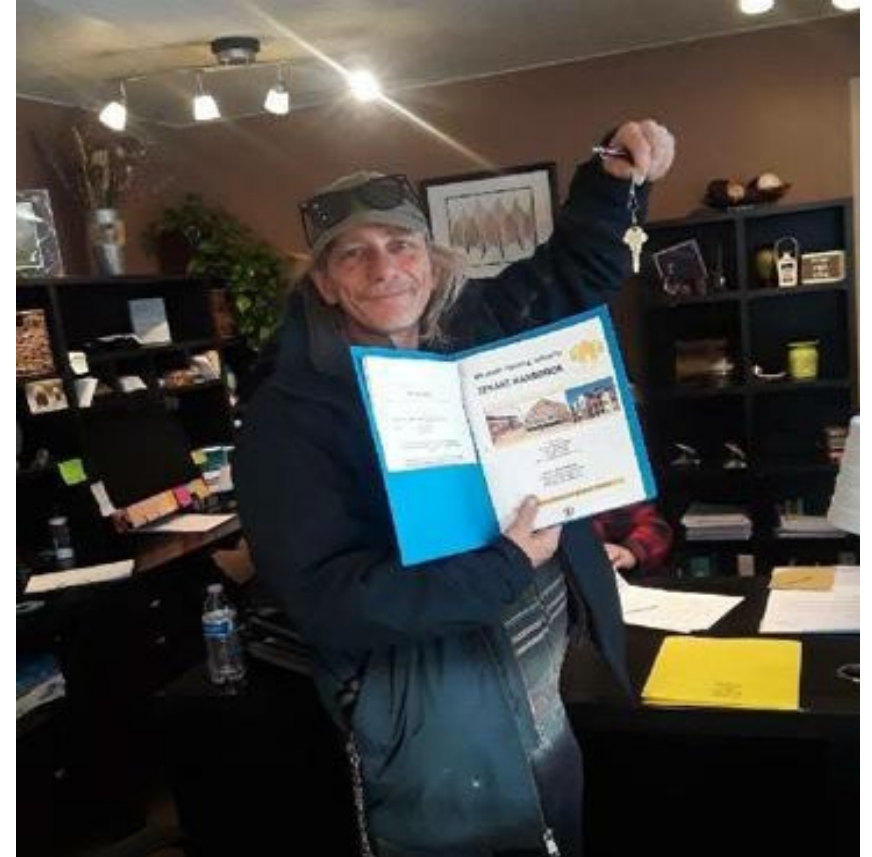
Data source:

*APR Report Q20B

**APR Report Q21

Length of Stay

- Length of Stay
  - PSH/RRH: matched to housed – PSH-85% & RRH-50% housed within 30 days
  - Non-YHDP TH (non-DV) – 90% 1 year or less
  - Non-YHDP TH (DV) – 100% 2 years or less
  - YHDP TH: 60 days or less - TBD

Data Source: CCEH report & APR Report Q22A1

Housing Stability

- RRH/TH: 95% leavers exit to PH
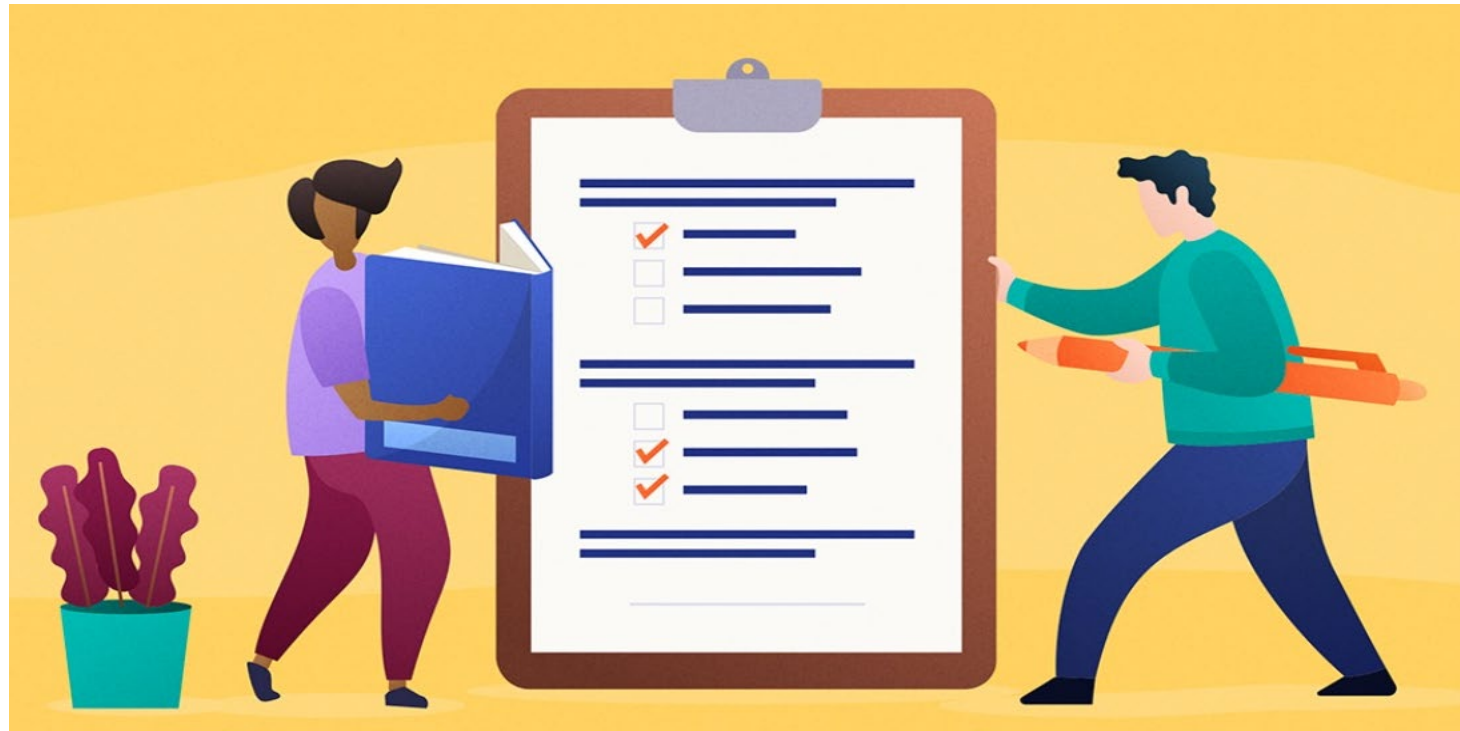- All: 5% or less exit to homelessness

Data Source: APR Report Q23C

Compliance

HMIS Universal Data Elements error rate of 5% or less for at least 13 data elements

Data Source: APR Q6A, 6B, 6C

Consumer Surveys

Consumer Surveys

- Consumers can complete CT BOS surveys two ways: on paper or electronically via Survey Monkey.
- Versions of the English surveys are available in paper and electronic form. Spanish survey is available in paper form and by request electronically via Survey Monkey (link sent out in launch e-mail)
- If 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.

YHDP Consumer Surveys

- No paper survey available

- YHDP providers have been sent special Survey Monkey links to YHDP Consumer Surveys earlier this year by DOH.
  - Links attached to this week's RE launch email
  - Complete surveys by 11/9

Consumer Surveys – Scoring Criteria

- Maximum points for consumer survey responses are available at a 35% response rate. Consumer surveys received December 1st 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.

Collected but not Scored

Data Collected but not scored

- Occupancy*
- By Name List – confirms each project is using BNL process put in place at the CAN level

- Youth & Non-Youth: % adult participants who have Earned Income at exit/follow-up
- YHDP RRH: LOS for participants in 9 months or less
- Cost effectiveness:
  - Supportive Service cost per household served**
  - TH/RRH: cost per PH exit***

*Data Source: APR Q8B
**Data Source: Sage spending and APR report Q8A
***Sage supportive service costs and APR report 23C
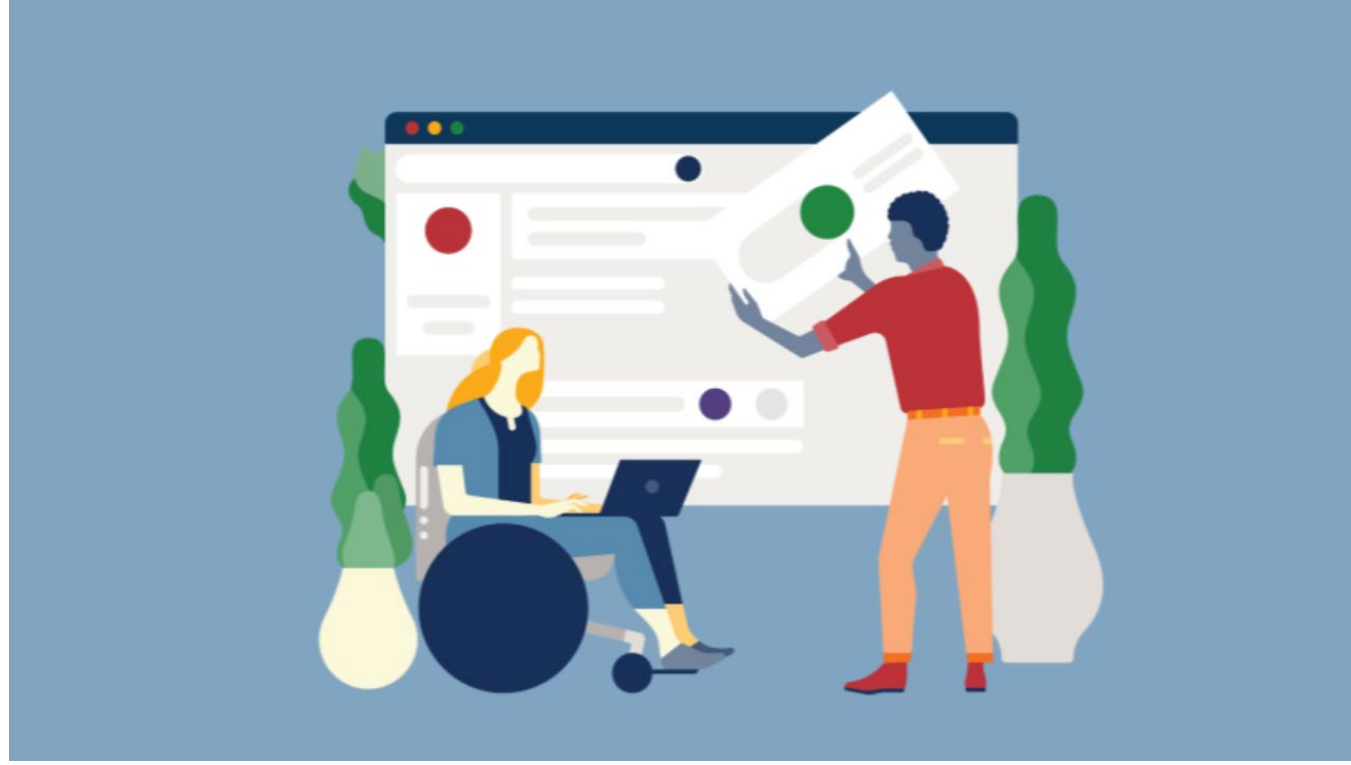
Process and Schedule

Zengine

- BOS Grants Management Database
- Providers must enroll in Zengine in order to be able to submit necessary documents
- Providers will submit Renewal Evaluation documents through Zengine
- Link to Zengine training
- For merged grants see spreadsheet for instructions on what grant# to submit documents under

Projects Being Evaluated in 2021

- Only projects listed here will be evaluated this year.

- Agencies must confirm that the HMIS IDs are correct for all projects by 10/19/20

- If your project has multiple HMIS IDs, please be sure that each ID is correctly listed

Agency Info Forms

- Agency Info form - one form per agency
- Due November 9th
- Collects information for NOFA, responses not scored
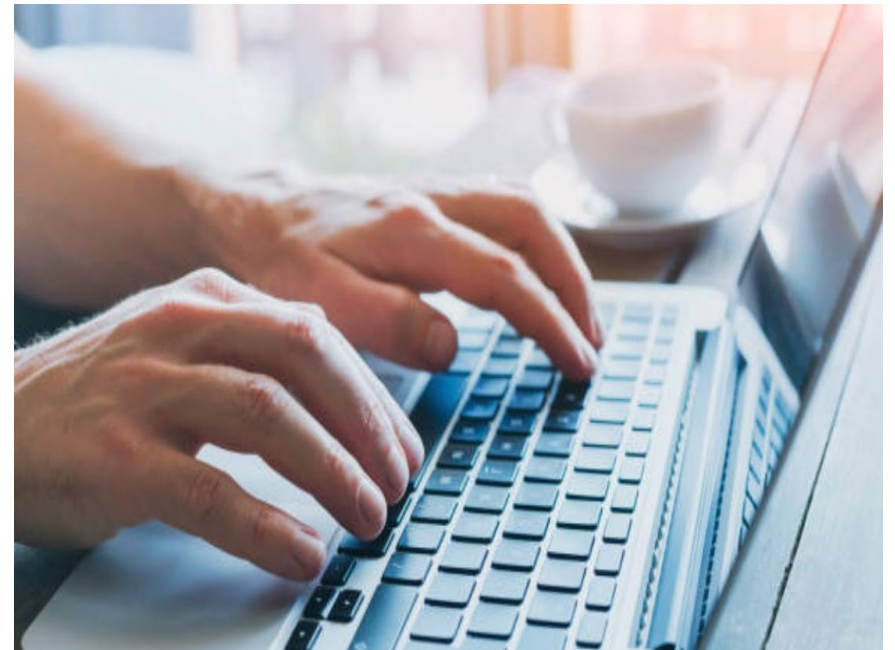
Score Change Process

- Providers have the ability to complete a Score Change form after reports are distributed in December.
- Score change forms allow providers to request that their data be re-run and to explain suspected scoring error and exceptions.
  - Exception: May not change because provider believes adopted criteria do not apply

Grievance Process

- Once final reports are distributed (anticipated in March), providers may submit a grievance to contest their score
- BOS Grievance Committee meets to decide on the grievances
- The BOS Steering Committee has determined that the following issues may not be grieved:
  - Standards that have already been established
  - Data issues that were not corrected by the deadline
  - Scoring issues that were not raised during the scoring change period
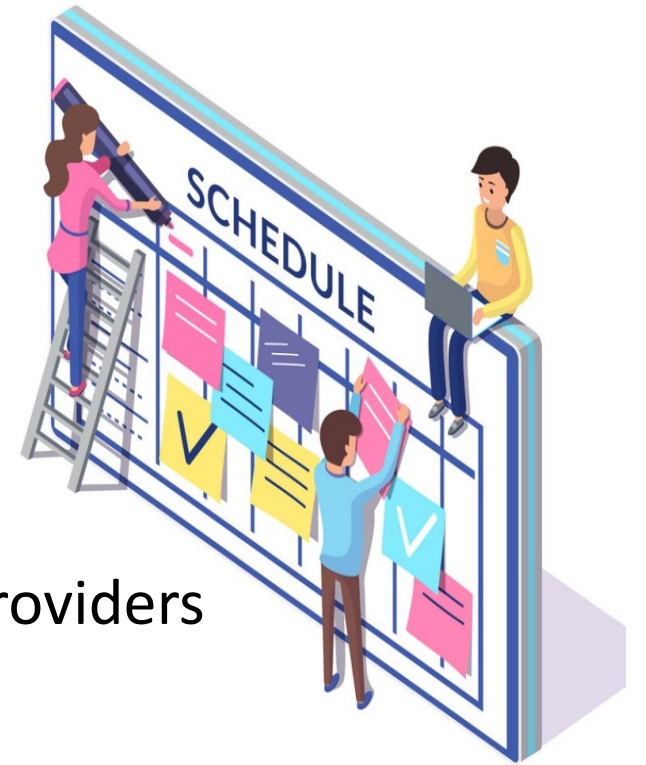
Renewal Evaluation Schedule/Deadlines

June
- 2021 Paper Consumer Surveys distributed

July
- SC Adopted Criteria

October
- NOW: Providers begin to update/correct APR data used for preliminary scoring
- 10/13: Consumer survey links provided
- 10/13: Evaluation Timeline and instructions distributed to providers
- 10/8 & 10/14: Zengine training
- 10/26: Help Desk Tickets are due

Renewal Evaluation Schedule/Deadlines

November

- 11/9/20: Consumer surveys and Agency Info forms due & last day to finalize HMIS data

December

- Providers receive evaluation reports

January

- 1/15/21: Help Desk Tickets are due
- 1/29/21: Providers can make data changes and complete Score Change Form (if applicable)

March

- HI rescores and distributes revised reports

April

- Providers have the ability to grieve scores

Questions?

Resources

Renewal Evaluation Page, CTBOS website includes links to:

Scoring Criteria

Project List

Consumer Surveys (paper only)

APR resources

Deadlines and Schedule

Forms to be submitted

Resources (2)

- CCEH Website – the data section is undergoing updates. Check back for new format and resources.

- Renewal Evaluation HMIS Help Desk Ticket Portal

- Renewal Evaluation Help Desk Ticket Guide

- Running an APR Report

- Video: How to run an APR

- Reading an APR Report

- Annual Assessment Guide

Zengine Resources

- [How to Create a Zengine Account](#)

- [Document Submissions](#)

Slide Presentation: [Zengine – Create an Account & Submit Documents](#)

Webinar Video

CT BOS Team (Housing Innovations)

CT BOS CoC

ctboscoc@gmail.com

Suzanne Wagner

swagner@housinginnovations.us

Lauren Pareti

lpareti@housinginnovations.us

Shannon Quinn-Sheeran

shannon@housinginnovations.us

Myles Wensek

mylesw@housinginnovations.us

Liz Isaacs

lisaacs@housinginnovations.us