2022 Renewal Evaluations
CT Balance of State (CTBOS) Continuum of Care

Thursday, March 31st

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Agenda

- Welcome and Introductions

- New & Exciting

- 2022 Renewal Evaluation Criteria
  o Performance
  o Consumer Surveys
  o Non-scored Criteria

- Process & Schedule

- Questions

- Resources

- Renewal Evaluation Data System Demonstration

Introductions in Breakout Rooms

Please introduce yourself and answer: If you could effortlessly pick up a skill in an instant, what would it be?

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.

Providers have direct access to scored HMIS data in real time!

- Criteria are significantly reduced
- You will be able to more regularly check your renewal evaluation score
- Providers can see how the score changes as you make updates to your project's HMIS data
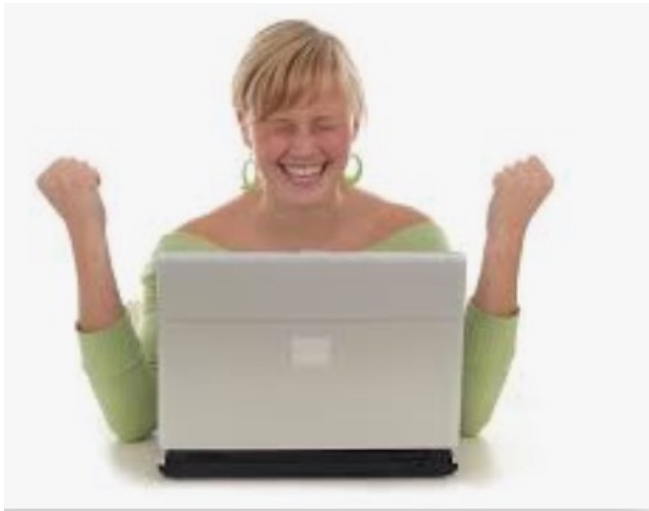
2022 Evaluation Criteria

HMIS Data

- Majority of items scored are from HMIS data
- Reporting period: **10/1/20-9/30/21** (most measures)
  - Corresponds with System Performance Measure period
- **New this year** – new data system pulls HMIS data to produce Renewal Evaluation reports.
  - Providers view these reports in the data system
- Note: If data is incorrect in the system, it must be corrected in HMIS

Common Pitfalls with HMIS data

- Incomplete data, e.g.) missing participants' Annual Assessments
- Incorrect # of program participants
  - People not entered and/or exited as needed
- 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

Occupancy

- 90% OCCUPIED BASED ON QUARTERLY UTILIZATION

- YHDP CRISIS TH & YOUTH PSH: UP TO ONE EMPTY BED PER QUARTER

Housing Stability

- PSH: 95% remain in PSH or exit to PH

- RRH/TH: 95% leavers exit to PH

- Youth RRH & Div/RE: 85% exit to PH

- YHDP Crisis TH: 60% exit to PH

- Youth RRH, Div/RE, Crisis TH: Less than 5% exit to shelter, unsheltered or unknown

Non-Cash Benefits

Participants with non-cash benefits excluding health insurance: 95% & DV 76%

Not scored for YHDP

Length of Stay (LOS)

- DV TH programs: LOS is 2 years or less
- Youth TH (CoC Non-DV): LOS is 1 year or less
- YHDP Crisis TH Housing: LOS is 60 days or less

Earned Income

- Scored for all Youth Projects except YHDP Diversion/Rapid Exit
- 20% increased EARNED INCOME from entry to exit/follow-up

Consumer Surveys

Consumer Surveys – Scoring Criteria

- Maximum points available at a 35% response rate. Consumer surveys received after 1/28/22 are not being considered for the evaluation.
- Projects will receive a 5 point penalty if surveys were received were not received at all.

Lateness & Contact Penalties

- 5 points deducted for each document submitted late
- NOT BEING APPLIED IN 2022: 2 points deducted for not updating/confirming Zengine contacts

Process and Schedule

Support Request Process

- Providers can submit a Support Request in the data system.
- Support requests will replace Scoring Change Requests and be used to alert HI to issues with the process and Nutmeg to issues in the Grant Renewal Evaluation Application
- For help with HMIS data cleanup, use the CoC Renewal Evaluation Data Cleanup link embedded in the application

Grievance Process

- Once reports are final, providers may submit a grievance in the data system to contest their score.
- BOS Grievance Committee then meets to decide on the grievances.
- Per BOS Steering Committee these issues may not be grieved:
  o Standards that have already been established
  o Data issues that were not corrected by the deadline

Renewal Evaluation Schedule/Deadlines

June
- 2022 Paper Consumer Surveys distributed

July
- SC Adopted Criteria

January
- Consumer Surveys & Agency Survey due

Renewal Evaluation Schedule/Deadlines (2)

March

- 3/31/22: Renewal Evaluation Data System Launch Webinar

April

- 4/14/22: Deadline – Last day for providers to submit Support Requests and Renewal Evaluation HMIS Data Clean Up Tickets.
- 4/26/22: Deadline – Last day for providers to make HMIS data changes for consideration in 2022 Renewal Evaluation Score
- 4/27/22: 2022 Renewal Evaluation Score is final

May

- Grievance Deadline (Date to be determined)

Questions?

Resources

Renewal Evaluation Page, CTBOS website includes links to:

Scoring Criteria

Project List

Consumer Surveys (paper only)

- Zengine training: instructions to create and/or update contact information

Forms to be submitted

- Resources (2)

  - <u>Link to Grant Renewal Evaluator</u>

  - <u>Grant Renewal Evaluator Provider Guide</u>

  - <u>Running an APR Report</u>

  - Video: <u>How to run an APR</u>

  - <u>Reading an APR Report</u>

  - <u>Annual Assessment Guide</u>

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