**2024 CT BOS Renewal Evaluation Process**

**Provider Instructions**

**12/6/23**

Following is important information related to the 2024 CT BOS renewal evaluation process. Each year, CT BOS evaluates over 100 renewal projects reviewing performance data from HMIS, spending information from SAGE, and consumer survey results. Please take a moment to review the instructions and deadlines below. As always, please feel free to reach out to us with any questions: ctboscoc@gmail.com.

**2024 RENEWAL EVALUATION WEBINAR & RENEWAL EVALUATION DATABASE (RED) 2024 LAUNCH**

* CT BOS uses RED to evaluate projects. Similar to last year, providers will need to log into RED to see your scores and request scoring changes. New in 2024, providers will also use RED to submit Corrective Action Plans.
* For more information about the 2024 renewal evaluation process and how to use RED, please join:
* 11/1 10am to noon – RED Webinar with Nutmeg & HI & RED Opens
* Zoom Meeting: [Zoom Meeting Link](https://us02web.zoom.us/j/83305001724?pwd=V1NlWUNzdUo5N3YyWnQwa0hGaGJDZz09)
* Meeting ID: Meeting ID: 833 0500 1724
* Passcode: 861666
* RED will open for 2024 following the webinar

We strongly encourage each CT BOS recipient/subrecipient agency to send at least one representative to this live webinar.  It will also be recorded and posted to the [CT BOS Renewal Evaluation Webpage](https://www.ctbos.org/renewal-evaluation/).

**2024 RENEWAL EVALUATION CRITERIA**

Each year, CT BOS reviews and updates criteria and scoring as needed based on previous performance and priority areas for HUD and the CoC. Use the following link to review the 2024 Renewal Evaluation Criteria: [CT BOS 2024 Renewal Evaluation Criteria](https://www.ctbos.org/wp-content/uploads/Adult-and-Youth-Combined-2024-Criteria-Reports-ver-05.pdf)

**UPCOMING DEADLINES AND KEY DATES**

* 10/20/23 Deadline to review the 2024 Renewal Evaluation Project List (see details below)
* 11/1/23 Renewal Evaluation Launch Webinar
* 12/6/23 Deadline to submit consumer surveys (see details below)
* 12/6/23 Deadline to complete the initial submission process in RED (i.e., complete grant assessment review and refresh data)
* 1/19/24: Deadline for providers to submit [support](https://poe.nutmegit.com/GrantEvaluator/Support) requests
* 2/5/24: Deadline to make data changes and refresh data in RED

Stay tuned for specific deadlines for these items:

* + Approximately February 2024 –Renewal Evaluation Reports that include all spending and consumer survey scores will be available. Providers will be notified when reports are available and will be able to submit score change requests in RED. Score change requests can be made, for example if you believe that RED incorrectly calculated a result, or HI made a data entry error on spending or the number of consumer surveys submitted).
  + Spring 2024 – Grievance Committee will meet to determine score changes for any change requests that have not already been resolved. Once the Grievance Committee meets all scores will be final. The threshold for Corrective Action will be established and projects that scored below that threshold will be notified that they are required to submit a Corrective Action Plan.

Please note that penalties will be applied to projects that miss deadlines.

**2024 RENEWAL EVALUATION PROJECT LIST**

Please review the CT BOS 2024 Renewal Evaluation Project List. Only projects listed in this document will be evaluated this year: [List of 2024 Renewal Projects](file:///Users/lizisaacs/Downloads/List%20of%202024%20Renewal%20Projects). To ensure your projects appear correctly in RED, please ensure that no projects initially funded in the 2021 CoC competition or before are missing and that the HMIS IDs are correct. Contact [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com) with any corrections no later than 10/20/23.

**EVALUATION PERIOD & DATA QUALITY**

It is critical that you ensure all data in HMIS or the DV Comparable Database are current and accurate. These data are used by CT BOS for Renewal Evaluation and by HUD for Systems Performance Measures.  The data impact both how your project will be ranked in the 2024 CoC Competition and how much CoC funding CT BOS will receive as a whole. Projects with a consistent pattern of poor performance risk losing funding.

* Projects will be evaluated on outcomes for the period 10/1/22-9/30/23.
* Even before RED opens each year, you can go into HMIS or the DV comparable database and review your data. For example, at any point you can:
* Run an APR report for the renewal evaluation time period (10/1/22-9/30/23) and make sure you have the correct number of people in your program, check exit destinations and ensure benefits and income are accurate.
* Make sure you have completed the most recent annual assessment for each program participant.
* In some cases, HMIS data quality issues may not be evident in the APR, but they can still impact your results in RED. If your results in RED are different than what you expect based on your APR, it’s likely due to one of these data quality problems:
  + Incomplete Assessments
  + Duplicate Assessments with the same start date or in the same annual report date range
  + Missing Annual assessments
  + Missing Exit Assessments
* You can also check the [HMIS Data Quality Alert Dashboard](https://docs.google.com/document/d/165QZsu2OlBYpEEgjNOpAe8JywM-e2B64GIUu2HmmL0w) (DQAD) to identify some data quality issues.
* Correct any data quality problems that might be impacting your results. If that doesn’t work, or you need help use the link for the [CoC Renewal Evaluation Help Desk](https://cthmis.com/support/cthmis-coc-renewal-evaluation-help-desk/) to submit a ticket. This link can also be found on the support tab in RED.
* Projects will be evaluated on spending based on the most recent complete grant operating year as reflected in SAGE as of 1/31/24. Grants that have ended by that date, have APRs due to HUD subsequent to that date, and wish to have more recent spending data reflected on their Renewal Evaluation may submit APRs in SAGE early. When RED initially opens, grants that end by 10/31/24 that have not yet submitted an APR will see a score of “0” in spending. HI will update this data periodically to reflect newly available spending information in SAGE. All spending data for the 2024 Renewal Evaluation will be entered into RED by February.
* For questions related to the DV Comparable database, please contactJoanne Vitarelli: [jvitarelli@ctcadv.org](mailto:jvitarelli@ctcadv.org)

**PARTICIPANT SATISFACTION SURVEYS:**

Surveys were initially made available on 6/20/23.

**Participant Satisfaction Surveys:**

1. Participants may complete surveys two ways: Either on paper [2024 BOS Participant Survey](https://www.ctbos.org/wp-content/uploads/2024-Participant-Survey-English-v2.pdf) [﻿](https://www.ctbos.org/wp-content/uploads/Spanish-Survey.pdf)& [2024 BOS Participant Survey Spanish](https://www.ctbos.org/wp-content/uploads/Spanish-Survey.pdf) or electronically via Survey Monkey. Please ensure that participants do not fill out both.
2. Versions of the English surveys are currently 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 complete the DMHAS surveys instead of the CT BOS Consumer surveys. This year's process has been updated so that DMHAS will now send survey data directly to CT BOS.  Providers should not submit DMHAS surveys to CT BOS. CT BOS will obtain surveys directly from DMHAS. If you are a DMHAS provider but would prefer to use CT BOS Participant Surveys, please let us know by sending an e-mail to: [ctboscoc@gmail.com](mailto:ctboscoc@gmail.com). DMHAS has confirmed that providers may continue to submit consumer satisfaction surveys to DMHAS through the 12/6/23 due date. To access DMHAS consumer satisfaction surveys see:  [DMHAS Annual Consumer Satisfaction Survey Webpage](https://portal.ct.gov/DMHAS/Divisions/EQMI/EQMI---Consumer-Satisfaction-Survey.)
4. Because consumer survey data will not be entered until after the December deadline, your consumer survey score in RED will not be complete/correct until final reports are in RED.

**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:

* METHOD 1:  Scan surveys into a separate file for each of your projects and upload surveys for each project via Zengine, the CT BOS grant management database, indicating the document type as “RE – Consumer Surveys.”   Instructions: [Zengine Document Submission Instructions](https://www.ctbos.org/wp-content/uploads/2020/10/Provider-Instr-Doc-Submission-LPSQ-v5.pdf" \t "_blank)

\*\*PLEASE upload surveys for a single project in a single batch.

* METHOD 2:  Staff at your agency can enter the survey responses directly into Survey Monkey, using the **grant number and corresponding program-specific link**provided in the consumer survey document that was e-mailed to providers.

**Electronic Surveys:**

1. Program participants can complete the participant surveys on the web by using the links that were shared with providers via e-mail. The links are also on the RED Renewal Evaluation Process page under Resources.
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.**

**YHDP Projects**

**New this year**, YHDP projects will use the same surveys as other CT BOS providers. Therefore, they are to use the same process as other CT BOS providers and have the option to submit paper or electronic surveys following the instructions outlined above. Survey Monkey links have been created and can be found in the Consumer Survey links document that was e-mailed to providers. The links are also on the RED Renewal Evaluation Process page under Resources. As of 6/20/23, YHDP providers were to cease using the old consumer survey links and begin using the new, updated consumer surveys.

**UPDATING CONTACTS IN ZENGINE**

CTBOS uses Zengine, an on-line grants management database, to keep our grants contacts list current. It is essential that the information in each agency's Zengine contact profile is up-to-date so that the appropriate people will receive key communications and to ensure that all agencies/parties have access to RED as necessary.

Please log into Zengine, review your profile ensuring it us up-to-date and be sure click "Save" so that your review and/or any changes are logged. Reviewing and/or updating your Zengine profile is a requirement for the Renewal Evaluation process. Failure to do so regularly may result in penalties. If you are new to Zengine, you can find more information on the [CT BOS Zengine Page](https://www.ctbos.org/ct-bos-database-zengine/).