2027 CT BOS Renewal Evaluation Process
Provider Instructions

Following is important information about the 2027 CT BOS renewal evaluation process. The instructions below apply to all types of projects including Street Outreach.

Each year, CT BOS evaluates over 110 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. If you have any questions, please submit a support request from the RED support tab.

2027 RENEWAL EVALUATION WEBINAR

- CT BOS uses RED to evaluate projects. Providers will need to log into RED to see your scores, request scoring changes, and submit Corrective Action Plans.
- For more information about the 2027 Renewal Evaluation Process and how to use RED, please join:
  - 11/16: 11:00am to 12:30pm – RED Webinar with Nutmeg & HI
  - Zoom Meeting Link
  - Meeting ID: 845 1371 1024
  - Passcode: 124716

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.

2027 RENEWAL EVALUATION CRITERIA

Use the following links to review the 2027 criteria: BOS 2027 Renewal Evaluation Criteria & 2027 BOS Street Outreach Renewal Evaluation Criteria. These are the performance standards CT BOS uses to evaluate your projects.

NEW USERS TO ZENGINE & RED

Before you are able to create an account in RED, you need to have your project/s set up in Zengine, the CT BOS database for CoC projects. See instructions on: How to Create a Zengine Account. If you need additional information about Zengine, check out: Zengine Resource Page
To get access to RED, Log-in to RED and choose, "first time logging in and need initial password" and then follow the instructions in RED

DEADLINES AND KEY DATES

- **11/16/26**: Renewal Evaluation Webinar
- **12/2/26:** Deadline to take initial steps in RED.
  - Confirm all projects being evaluated are in RED
  - Review operating dates and HMIS IDs

  - Review the performance data
- **1/7/27**: Deadline to submit support requests in RED: Link to Support Request Page
- **1/15/27**: Deadline to:
  - Submit CT BOS Participant Surveys to CT BOS. (Note: For projects opting to use DMHAS surveys, these were due on 6/30/26)
  - Deadline for providers to make data changes and refresh data in RED
- **February**: Stay tuned for final deadline to submit Score Change requests in RED
- **March** – Stay tuned for dates on results of score change requests and grievances

Please avoid a scoring penalty by adhering to these deadlines.

2027 RENEWAL EVALUATION PROJECT LIST

2027 Renewal Evaluation Project List Only projects listed in this document will be evaluated this year.

STREET OUTREACH

Street Outreach projects are being evaluated in RED for the first time in 2027. Reports will be available in RED at the CAN and contractor levels. DMHAS Street Outreach Sub-recipients (i.e., the agencies with DMHAS contracts for SNOFO funding) are responsible for all tasks, including:

- Sharing surveys and instructions with contractors
- Ensuring contractors submit surveys either directly in Survey Monkey or to the Sub-recipient by 1/15/27 – Subrecipient does survey upload to Zengine.
- Taking steps to initiate scoring for all report levels by 12/2/26
- Ensuring that a final data refresh is complete for all report levels by 1/15/27
- Completing Change requests and CAPS in RED – done in the CAN level reports (deadline TBA)
- Distributing reports from RED to contractors

EVALUATION PERIOD & DATA QUALITY

Please 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 your Annual Progress Report, SNOFO Quarterly Progress Reports and Systems Performance Measures. The data impact both how your project will be ranked in upcoming CoC Competitions 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 10/1/25-9/30/26.
- 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 (10/1/25-9/30/26) 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 or Missing Annual/Exit Assessments
  - Duplicate Assessments with the same start date or in the same annual report date range
- You can use the HMIS Data Quality Alert Dashboard (DQAD) to identify many data quality issues.
- Please be sure to correct any data quality problems that might be impacting your RED results by no later than **1/15/27**. If you need help fixing data quality problems, use the link on the RED support tab for the CoC Renewal Evaluation Help Desk to submit a ticket to Nutmeg.
- **PLEASE REMEMBER** that whenever you make a data change in HMIS those changes won't be reflected in RED until you refresh the data in RED or for DV projects until you upload a new APR to RED.
- Projects will be evaluated on spending based on the most recent complete grant operating year as reflected in SAGE as of 1/31/27. 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 may 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 2027 Renewal Evaluation will be entered and shown in RED by February.
- For DV projects that use a comparable database in lieu of HMIS, please be sure to upload your most current APR to RED. Doing so will refresh spending and consumer survey data.

PARTICIPANT SATISFACTION SURVEYS

CT BOS surveys (including Street Outreach) are due on 1/15/27. For projects opting to use DMHAS surveys, these were due on 6/30/26. When RED initially opens, grants may see a score of "0" for surveys. All survey data will be entered and shown in RED by February.

Participant Satisfaction Surveys:

- Participants may complete BOS surveys two ways:
  1. Either on 2027 CT BOS Participant Survey - English & CT BOS Participant Survey - Spanish
  2. Electronically via Survey Monkey. Please ensure that participants do not fill out both.
- A Spanish survey is available in paper form and electronically via Survey Monkey by request.

Paper Surveys:

PLEASE NOTE: *Submissions that do not follow the instructions below will not be considered and agencies will not get credit for the submission.*

- If you are distributing paper surveys, **PLEASE ADD YOUR GRANT NUMBERS & AGENCY NAMES** on each CT BOS survey prior to distributing them to consumers.
- There are two different ways to submit paper surveys:

METHOD 1: Scan surveys into a single, separate file for each of your projects and submit surveys for each project via Zengine, the CT BOS grant management database, indicating the document type as "RE – Consumer Surveys." See: Zengine Document Submission Instructions. **DO NOT** send surveys for

a single project in multiple batches. For street outreach projects, only DMHAS Sub-recipients (i.e., the agencies with direct contracts with DMHAS) should enter surveys into Zengine.
METHOD 2: Staff at your agency can enter the survey responses directly into Survey Monkey.

UPDATING CONTACTS IN ZENGINE

CTBOS uses Zengine, an on-line grants management database, to keep our grant contact 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 have access to RED as necessary.

Please log into Zengine (Zengine log-in), review your profile ensuring it us up-to-date and be sure to click "Save". Reviewing and/or updating your Zengine profile is a requirement for the Renewal Evaluation process. Not doing so at least two times/year may result in scoring penalties. If you are new to Zengine, you can find more information on the CT BOS Zengine Page.

REQUESTING SCORE CHANGES

After reviewing the complete results including spending and survey data, projects that remain dissatisfied with their evaluation score may request a score change using the "Change Request or Grievance" feature in RED. Only change requests submitted in RED will be considered. Score Change requests will be due in February. Stay tuned for a specific date.

Please note, per the policy adopted by the CT BOS CoC Steering Committee, we will not consider changes that are based on data changes made after the deadline, disagreements with the evaluation standards or change requests based on circumstances that are commonly experienced across projects (e.g., a challenging housing market, staff turnover, or housing stability challenges commonly faced by participants). BOS will also not consider grievances from projects indicating that they could not meet certain performance benchmarks (e.g., occupancy or spending) because there was an insufficient number of people experiencing homelessness who are eligible for the project.

The CT BOS team will review all change requests, make any score adjustments, and notify providers of the outcome. Any allowable score change requests that do not result in a score adjustment, will be and not withdrawn by the provider go through the Grievance process. Grievance results will be available in RED in late March.

CORRECTIVE ACTION

Corrective Action (CA) Plans are required for projects scoring below the CA threshold (set by the Steering Committee & due in April). Street Outreach Change requests and CAPS are completed by the subrecipient at the CAN level.

HOW TO GET HELP

- Submit support requests from the RED support tab to let us know that you need help using RED or you think something in RED is incorrect.

- For questions related to the DV Comparable database, please contact Joanne Vitarelli: jvitarelli@ctcadv.org
- For help fixing HMIS data quality problems use the link on the RED support tab for the CoC Renewal Evaluation Help Desk to submit a ticket.