



# 2023 Renewal Evaluations

CT Balance of State (CTBOS) Continuum of Care

Wednesday, November 30<sup>th</sup>

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# Agenda

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- Welcome and Introductions
- Background on Renewal Evaluation
- Renewal Evaluation Database (RED) Overview
- 2023 Renewal Evaluation Criteria
- Process & Schedule
- Renewal Evaluation Data System Demonstration
- Questions
- Resources





# Background

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# Key Facts

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- Over 100 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



# Why do we evaluate renewal projects?

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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.

# New Name – Renewal Evaluation Database -- RED!

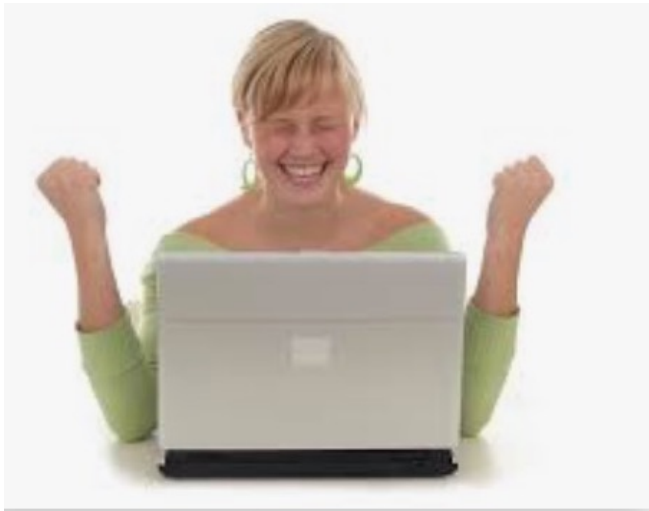
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- Formerly known as GRE, now RED!
- Tool that allows providers to see renewal evaluation data in one place and see how your projects will be scored
- Pulls data from HMIS & comparable data base, Survey Monkey and Zengine
- Providers:
  - have direct access to scored HMIS data in real time
  - can regularly check renewal evaluation score
  - can see how the score changes as updates are made to project's HMIS data



# HMIS Data & Comparable Database (CDB)

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- Majority of items scored are from HMIS/CDB data
- Reporting period: **10/1/21-9/30/22** (most measures)
  - Corresponds with System Performance Measure period
- RED pulls HMIS data to produce Renewal Evaluation reports.
  - Providers view these reports in RED
- Note: If data is incorrect in RED, it must be corrected in HMIS or CDB



# 2023 Evaluation Criteria

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[2023 RE CRITERIA AND SCORING – ADULTS](#)

[2023 RE CRITERIA AND SCORING - YOUTH](#)

# What's New?





## Remain or Exit to Permanent Housing (TH, RRH & PSH Programs)

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- Exclusions from scored set include:
  - deceased participants
  - programs with only 1 exit with a bad outcome
  - exits from housing to seek safety
  - NEW - exits to foster care/group home, hospital, long-term care/nursing home, & substance abuse treatment

# Agency Form & Consumer Survey

- No Provider Agency form
- Consumer surveys due with initial submission not final data change deadline



# Grant Assessment Review

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- Lateness Penalty for not completing timely initial submission (grant assessment review and update score based on current HMIS data (or upload CSV))



# Grant Assessment Review (2)

Grant #	Project Name	COC	PSH	Awaiting Submission	0	
CT9111	CT9111 Test Project					

## Grant #: CT9111 (2023)

Agency: Test Agency 002

Service Provider: CT9111 Test Project

Project Type: YHDP / TH

Last Year's Evaluation

### Action Needed

Your grant application renewal is missing information needed to calculate your initial score. Please complete the Grant Assessment form to submit your renewal application and get an initial score.

Complete Grant Assessment review

Performance

HMIS Program Details

Application not yet submitted - no scores available.

# Grant Assessment Review (3)

Grant #: CT9111 (2023)

Agency: Test Agency 002

Service Provider: CT9111 Test Project

Project Type: YHDP / TH

Date Effective for Data: 11/17/2022

HUD CSV Export

Choose File

No file chosen

Update Score based on Current HMIS Data

REMINDER: You must update your score each time you change data in HMIS, if you want those changes to be reflected in your evaluation report.

2022 Evaluation

Print Project Report (PDF)

Last Year's Evaluation

Open / View Grievances (0)

Status

Scoring Complete - Scored

STATUS

Scoring Complete - Scored

POINTS AVAILABLE

115.00

AWARDED POINTS

25.00

PENALTIES

Contacts: 0.00  
Lateness: 0.00

GRANT SCORE

21.74

# Grant Assessment Review (4)

Performance

[HMIS Program Details](#)

For full details on performance scoring criteria, see [Adult Scoring Criteria](#) and [Youth Scoring Criteria](#).

Performance					
	Evaluation Criteria	Benchmark / Standard	Program Performance	Points Available	Awarded Points
1	Spending on last year's HUD grant		\$85,000.00	25	0
6	RRH and TH Only: Percentage of leavers who exited to Permanent Housing		20.69%	20	0
7	Consumer Surveys - Response Rate	Tier 1: >= 35%	100.00%	15	15
11	Percentage of adult participants who increased EARNED INCOME from entry to exit/follow-up	Tier 1: Youth non-Div/RE projects: >= 20%	41.67%	10	10
14	Rate of Return to Homelessness Among BIPOC / RoR for White/Non-Latinx - Exits to PH from 10/1/20 to 3/31/21 who returned between 10/1/20 and 9/30/21. Under 100% mean that BIPoC RoR is lower than White RoR. Over 100% mean that BIPoC RoR is greater than White RoR.	Tier 1: ROR BIPOC <= ROR White/Non-LatinX		(not scored)	
4	YHDP Crisis TH Only: LOS is 60 days or less		6.25%	10	0
6	Youth RRH, Div/Re, Crisis TH: Percentage of leavers who exited to homeless shelter, unsheltered, or unknown		68.97%	10	0
2	YHDP Crisis TH & CoC PSH Occupancy (based on quarterly unit utilization)		23.0	25	0
Performance Totals				115.00	25.00
Performance Score (awarded points / points available)					21.74%
Penalties					
Lateness Penalty (5 points per document)					0.00
Contacts Penalty (2 points for not updating contacts by the deadline)					0.00
Evaluation Score					21.74



# Avoiding Common Pitfalls

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# Common Pitfalls with HMIS data

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- 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!

# Common Pitfall with RED

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Make sure you refresh to apply updated data to score.

Grant #: CT9111 (2023)

Agency: Test Agency 002

Service Provider: CT9111 Test Project

Project Type: YHDP / TH

Date Effective for Data: 11/28/2022

HUD CSV Export

Choose File

No file chosen

Update Score based on Current HMIS Data

REMINDER: You must update your score each time you change data in HMIS, if you want those changes to be reflected in your evaluation report.





Performance

# Efficient Use of Resources

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- 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

# Spending Data



- Projects evaluated on spending from the most recent complete grant operating year as reflected in SAGE as of 1/31/23. Examples:
  - Project ends 10/31/22. APR submitted in SAGE 1/31/23; spending data for period 11/1/21-10/31/22 is evaluated.
  - Project ends 11/30/22. APR not submitted in SAGE until 2/28/23. Spending data for period 12/1/20 – 11/30/21 is evaluated.
- Projects that wish to have more recent spending data reflected on their Renewal Evaluation may submit APRs in SAGE early. Example:
  - Project ends 11/30/22. APR submitted in SAGE on 1/31/23. Spending data for period 12/1/21 – 11/30/22 is evaluated.



# Occupancy

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- 90% OCCUPIED BASED ON QUARTERLY UTILIZATION
- YHDP CRISIS TH & YOUTH PSH: UP TO ONE EMPTY BED PER QUARTER

# Housing Stability

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- 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

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- Surveys are due on 12/16/22.
- Maximum points available at a 35% response rate.
- Projects that do not submit surveys get 0 points for response rate.
- Projects will receive a 5 point penalty if surveys are late or not received at all.
  - *Surveys received after 1/4/23 will not be considered.*





## Lateness & Contact Penalties

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- 5 points deducted for late data submissions
- 2 points deducted for not updating/confirming Zengine contacts
- No penalty waiver in 2023.



# Process and Schedule

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# Zengine: Grants Management Database

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- Ensures provider access to correct projects in RED AND inclusion in email list
- Providers must enroll in Zengine in order to keep contact information up to date
- Zengine training: instructions on how to create and/or update contact information
  - Primary contact change – Contact Shannon



**UPDATE YOUR  
CONTACTS!!!!**



# Renewal Evaluation Schedule

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## August

- 2022 Paper Consumer Surveys distributed

## November

- 11/30/22: Renewal Evaluation Launch Webinar and RED opens

# Renewal Evaluation Schedule (2)

## December

- 12/16/22: consumer surveys due
- 12/16/22: initial RED data submissions due
  - Complete grant assessment, review & refresh data

## January

- 1/6/23: deadline for providers to submit support requests
- 1/20/23: deadline to make data changes and refresh data in RED

## TBD

- updated 2022 RE reports available & window to submit grievances opens
- Grievance Deadline

# Projects Being Evaluated in 2023

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- Only projects listed in this doc: [Link to Projects](#) will be evaluated this year.
- Agencies should have confirmed that the HMIS IDs are correct for all projects
- If your project has multiple HMIS IDs, please be sure that each ID is correctly listed



# Support Request Process

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- Providers must submit a Support Request in RED. Don't submit via email!
- Support requests will be used to alert HI/Nutmeg to issues.
- For help with HMIS data cleanup, use the link to [CoC Renewal Evaluation Data Cleanup](#) on Support page in RED

# Support Request Process (2)

For questions related to  
the DV Comparable  
database, please  
contact Joanne Vitarelli  
[jvitarelli@ctcadv.org](mailto:jvitarelli@ctcadv.org)



# Grievance Process

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



# RED Demonstration - Nutmeg

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RED [Home](#) [Process Overview](#) [Support](#)

[Login](#)

## Renewal Evaluation Database (RED)

CT BOS Grant Renewal Evaluation Database

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Beginning this year, this new tool will help streamline the grant renewal process. Let's get started!

[Login](#)



Questions?

# Resources

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[Renewal  
Evaluation  
Page,](#)  
CTBOS  
website  
includes  
links to:

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Scoring Criteria

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Project List

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Consumer Surveys (paper only)

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[Zengine training:](#) instructions to create  
and/or update contact information

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- Resources (2)
  - [Link to RED](#)
  - [Link to RED Provider Guide](#)
  - [Running an APR Report](#)
  - Video: [How to run an APR](#)
  - [Reading an APR Report](#)
  - [Annual Assessment Guide](#)



# CT BOS Team (Housing Innovations)

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