



2024 Renewal Evaluations

CT Balance of State (CTBOS) Continuum of Care

November 1, 2023

Liz Isaacs, Myles Wensek & Shannon Quinn-Sheeran,
Housing Innovations
Adam Yarnott, Nutmeg

Agenda

- Welcome and Introductions
- Background on Renewal Evaluation
- Renewal Evaluation Database (RED) Overview
- 2024 Renewal Evaluation Criteria
- Process & Schedule
- Renewal Evaluation Data System Demonstration
- Questions
- Resources





Background

Key Facts

- 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?

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)
 - 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.



Renewal Evaluation Database -- RED

- Tool that allows providers to see renewal evaluation results in one place and see how your projects will be scored
- Pulls data from HMIS, Survey Monkey and Zengine & uses data from comparable database (DV providers)
- 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
 - [Link to RED](#)



HMIS Data & Comparable Database (CDB)



- Majority of items scored are from HMIS/CDB data
- Reporting period: **10/1/22-9/30/23** (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



2024 Evaluation Criteria & Instructions

[CT BOS 2024 RENEWAL EVALUATION CRITERIA](#)

[CT BOS 2024 RENEWAL EVALUATION INSTRUCTIONS](#)

Connecticut Balance of State (BOS) CoC 2024 Renewal Evaluation - All Programs

Evaluation Criteria		ADULT PSH	ADULT RRH	ADULT TH	Youth PSH	Youth and YHDP RRH	YHDP RRH Div/RE	Youth TH	YHDP CRISIS TH	YHDP Youth Navigators	2024 Benchmark / Standard
PERFORMANCE											
1	Spending on last year's HUD grant ¹ . Projects over \$2M: leave <\$75k unspent. Projects between \$250K & \$2M: Spend 95% & leave <\$50k unspent; Projects under \$250K : spend 90%.	YES	YES	YES	YES	YES	YES	YES	YES	YES Not Scored	See box to the left
2	Occupancy (based on quarterly unit utilization) ²	YES	YES	YES		YES	YES	YES		YES Not Scored	90%
3	YDHP Crisis TH & Youth PSH: Occupancy (based on quarterly unit utilization) ²				YES				YES		1 empty bed per quarter
4	Adult Programs & Youth TH: All adult participants with NON-CASH benefits excluding health insurance ³	YES	YES	YES				YES			95% DV only - 76%
5	Youth PSH, RRH & TH, YHDP Crisis TH, RRH: Percentage of adult participants who increased EARNED INCOME from entry to exit/follow-up ³				YES	YES		YES	YES		25%
6	Adult DV TH: LOS is 2 years or less			YES							100%
7	Youth TH: LOS is 1 year or less							YES			90%
8	YHDP Crisis TH: LOS is 60 days or less								YES		55%
9	PSH: Percentage of participants who remain in PSH or exited to permanent housing ⁴	YES			YES						95%

Connecticut Balance of State (BOS) CoC 2024 Renewal Evaluation - All Programs

	Evaluation Criteria	ADULT PSH	ADULT RRH	ADULT TH	Youth PSH	Youth and YHDP RRH	YHDP RRH Div/RE	Youth TH	YHDP CRISIS TH	YHDP Youth Navigators	2024 Benchmark / Standard
10	RRH and TH: Percentage of leavers who exited to Permanent Housing ⁴		YES	YES		YES	YES	YES	YES		Adults RRH & TH, Youth TH 95% Youth/YHDP RRH & RRH Div/RE 85% YHDP Crisis TH 60%
11	Youth/YHDP RRH, RRH Div/Re, YHDP Crisis TH: Percentage of leavers who exited to homeless shelter, unsheltered or unknown ⁴					YES	YES		YES		Less than 5%
12	Consumer Surveys - Response Rate ⁵	YES	YES	YES	YES	YES	YES	YES	YES	YES Not Scored	35%
13	Lateness Penalty: 5 points deducted for each late item	YES	YES	YES	YES	YES	YES	YES	YES		Submitted on-time
14	Contacts Penalty: 2 points deducted for not updating/confirming Zengine Contacts	YES	YES	YES	YES	YES	YES	YES	YES		Update/Confirm contacts in past quarter

**Connecticut Balance of State (BOS) CoC
2024 Renewal Evaluation - All Programs**

DATA TO BE COLLECTED FOR DESCRIPTION OR TRACKING PURPOSES OR SETTING BENCHMARK FOR 2024 - NOT SCORED

	Evaluation Criteria	ADULT PSH	ADULT RRH	ADULT TH	Youth PSH	YHDP RRH	YHDP RRH Div/RE	Youth TH	YHDP CRISIS TH	YHDP Youth Navigators	2024 Benchmark / Standard
	PERFORMANCE										
15	PSH & RRH Only: New Participants Enrolled to Housed within 30 days ⁶	YES	YES		YES	YES	YES				PSH: 85% RRH: 50%
16	Adults Projects and RRH Div/RE: Percentage of adult participants who increased EARNED INCOME from entry to exit/follow-up ³	YES	YES	YES			YES				25% PSH 25% RRH & RRH Div/RE 40% TH
17	Percentage of adult participants who increased ANY INCOME from entry to exit/follow-up ³	YES	YES	YES	YES	YES	YES	YES	YES		TBA
18	Adult RRH: LOS for participants is 6 months or less		YES								40%
19	Youth/YHDP RRH & RRH Div/RE: LOS for participants is 9 months or less					YES	YES				40%
20	Rate of Return to Homelessness Among Latinx, Black, Asian, Native, Multiple Race Groups as compared to White/Non-Latinx group ⁷	YES	YES	YES	YES	YES	YES	YES	YES		Rate of returns among BIPOC people is equal to or less than White/Non- Latinx people
21	Costs: PSH annual service cost/hh RRH/TH cost/PH exit ⁸	YES	YES		YES	YES	YES				New projects & projects with budget increases only

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



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

What's New?





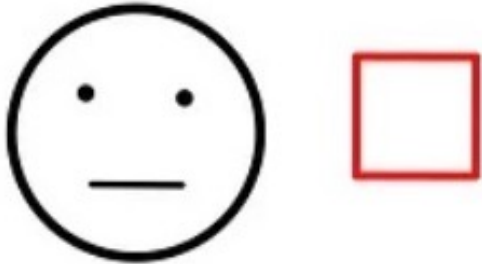
Youth Navigator Projects

- First year of evaluation
- Will not be scored this year
- Evaluated on:
 - Spending
 - Occupancy
 - Consumer Surveys

YHDP Surveys

- YHDP projects will use the same surveys and process as other CT BOS providers and have the option to submit paper or electronic surveys
- Survey Monkey links have been created and can be found 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





DMHAS Surveys

- 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, DMHAS will now send survey data directly to CT BOS. Providers should not submit DMHAS surveys to CT BOS.
- 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.

Any Cash Income

- For all non-Youth Navigator projects, Any Cash Income increasing from start to annual assessment or exit are being evaluated for the first time.
 - Will not be scored this year.





Previous Years Scores Available!

Check out My
Projects Page



Corrective
Action Plans
Submitted
in RED

Grant Assessment Review (1)

My Projects

Grants and Projects

Projects found: 168



Grant #	Project Name	Funding Type	Component Type	2022 Score	2023 Score	2024 Score	Status	#ChangeReqs / Grievances	Points ChReq / Grievances	CAPs
CT9201	Test Project CT9201	COC	PSH			Awaiting Submission		0 / 0	0 / 0	n/a
CT9112	CT9112 Test Project	YHDP	SSO-Youth Navigator			Awaiting Submission		0 / 0	0 / 0	n/a
CT9111	CT9111 Test Project	YHDP	TH		52.63	63.64	Scored	0 / 0	0 / 0	n/a
CT9110	CT9110 Test Project	COC	TH	18.18	40.27	77.78	Scored	0 / 0	0 / 0	n/a

Grant Assessment Review (2)

[Home](#) / [My Projects](#) / Project Details

Grant #: CT9201 (2024)

Project Name: Test Project CT9201

Recipient: Test Agency 001

Service Provider: Test Agency 001

Project Type: COC / PSH

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)

[Home](#) / [My Projects](#) / [Project Details](#) / Grant Assessment

Grant #: CT9201 (2021)

Agency: Test Agency 001

Service Provider: Test Project CT9201

Project Type: COC / PSH

Grant Assessment Form

Please note all projects are being evaluated based on the 2021 NOFO grants, so this screen will show (2021) instead of (2024) like the rest of the screens. This evaluation is for the 2024 NOFO Renewal Applications.

Next Steps

Complete the following questions to receive your initial evaluation score. Please note, this initial evaluation score does not include any penalties for lateness, outdated contacts or other penalty criteria.

DV and Non-HMIS Program APR Upload

For DV projects and other non-HMIS programs, you must upload a .zip file that conforms to the current HUD APR CSV standards to receive a score.

HUD CSV Export

Choose File

No file chosen

Grant Information (Confirmation)

Grant Period (Note: This is your grant's operating year, but is not used by Housing Innovations for scoring)
Ensure the below dates are accurate.

10/1/2022 - 9/30/2023

Confirm Operating Year

-- Select --

Confirm Operating Year

-- Select --

-- Select --

These dates ARE NOT accurate

These dates ARE accurate

The below projects represent all programs in

Projects Associated With This Grant (Confirmation)

The below projects represent all programs in the CT HMIS database associated with this grant

HMIS Project Name

HMIS ID

Project Type

Confirm Project List

-- Select --

Submit Grant Renewal For Review

Confirm Project List

-- Select --

-- Select --

This list IS NOT accurate

This list IS accurate

view

Grant Assessment Review (4)

[Home](#) / [My Projects](#) / Project Details

Grant #: CT9001 (2024)

Project Name: CT9001 Test Project

Recipient: Test Agency 001

Service Provider: Test Agency 001

Project Type: COC / PSH

Date Effective for Data: 10/18/2023

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.

2023 Evaluation

Print Project Report (PDF)

Last Year's Evaluation

Open / View Change Requests (0)

Status

Scoring Complete - Scored

STATUS	POINTS AVAILABLE	AWARDED POINTS	PENALTIES	GRANT SCORE
Scoring Complete - Scored	100.00	25.00	Contacts: 2.00 Lateness: 5.00	18.00

Grant Assessment Review (5)

Performance

HMIS Program Details

For full details on performance scoring criteria, see [2024 Adult and Youth Scoring Criteria](#).

Performance					
	Evaluation Criteria	Benchmark / Standard	Program Performance	Points Available	Awarded Points
1	Spending on last year's HUD grant	Projects between \$250k and \$2m: spend 90% and leave < \$50k unspent	\$325,000	15	10
2	Occupancy (based on quarterly unit utilization)	>= 90%	50%	25	0
4	All adult participants with NON-CASH benefits excluding health insurance	Non-DV projects: >= 95%	50%	20	0
5	Percentage of adult participants who increased EARNED INCOME from entry to exit/follow-up	PSH & RRH projects: >= 25%	78%	(not scored)	
9	PSH Only: % of participants who remain in PSH or exited to PH	>= 95%	78%	25	0
12	Consumer Surveys - Response Rate	>= 35%	160%	15	15
15	PSH & RRH Only: Percentage of participants housed within 30 days	PSH projects: >= 85%	50%	(not scored)	
17	Percentage of adult participants who increased ANY CASH INCOME from entry to exit/follow-up		50%	(not scored)	
20	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.	ROR BIPOC <= ROR White/Non-LatinX		(not scored)	
Performance Totals				100.00	25.00
Performance Score (awarded points / points available)					25.00%
Penalties					
Lateness Penalty (5 points per document)					5.00
Contacts Penalty (2 points for not updating contacts by the deadline)					2.00
Evaluation Score					18.00

Grant Assessment Review (6)

Performance

HMIS Program Details

HMIS Projects Associated With This Grant

HMIS Project Name	HMIS ID	Project Type	APR Data Score ⓘ
-------------------	---------	--------------	------------------

Project Details

Project Details		
Component Type		PSH
Number of Units in Application		10
First Time Review?		False
Youth Program?		False
DV Project?		False

Grant Information	
Grant Start Date	7/1/2022
Grant End Date	6/30/2023

Financial Information	
Financial Data Year	2021
Total Grant Amount	\$375,000.00
Amount Unspent	\$50,000.00

Project Statistics

Totals	
Number of Participants	20
Number of Adults	20
Households	20
Number of Leavers	10

Assessment Status	Stayers (Annual)	Leavers (Exit)
Has Annual / Exit Assessment	6	8
Annual Assessment Not Due Yet	2	n/a
Incomplete Annual / Exit Assessment	1	1
Missing Required Annual / Exit Assessment	0	2

Note: The data above is summed across all HMIS programs included as part of this grant project, as listed in the first table.



Avoiding Common Pitfalls

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!

Common Pitfall with RED

Make sure you refresh to apply updated data to score.

[Home](#) / [My Projects](#) / Project Details

Grant #: CT9001 (2024)

Project Name: CT9001 Test Project

Recipient: Test Agency 001

Service Provider: Test Agency 001

Project Type: COC / PSH

Date Effective for Data: 10/18/2023

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

- Over \$2M must leave less than \$75K unspent
- Projects between \$250K & \$2M: Spend 95% & leave <\$50k unspent
- Under \$250K must spend at least 90%



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 1/31/24. Examples:
 - Project ends 10/31/23. APR submitted in SAGE 1/31/24; spending data for period 11/1/22-10/31/23 is evaluated.
 - Project ends 11/30/23. APR not submitted in SAGE until 2/28/24. Spending data for period 12/1/21 – 11/30/22 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 11/30/23. APR submitted in SAGE on 1/31/24. Spending data for period 12/1/22 – 11/30/23 is evaluated.
- If in RED, your spending says 0, it means that the data will be added once available and before reports are finalized.



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/YHDP 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
- 25% increased EARNED INCOME from entry to exit/follow-up





Consumer Surveys

Consumer Surveys – Scoring Criteria

- Surveys are due on 12/6/23.
- 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 12/19/23 will not be considered.*
- Survey links are on the RED Renewal Process page under Resources





Lateness & Contact Penalties

- 5 points deducted for late consumer survey submissions
- 2 points deducted for not updating/confirming Zengine contacts



Process and Schedule

Zengine: Grants Management Database

- 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

June

- 2023 Paper Consumer Surveys distributed

November

- 11/1/23: Renewal Evaluation Launch Webinar and RED opens

Renewal Evaluation Schedule (2)

December

- 12/6/23: consumer surveys due
- 12/6/23: initial RED data submissions due
 - Complete grant assessment, review & refresh data
- 12/8/23: deadline for providers to submit support requests
- 12/19/23: deadline to make data changes and refresh data in RED

TBD

- updated 2024 RE reports available & window to submit change requests opens (February 2024)
- Change Request Deadline
- Change Request results
- Results from Grievance Committee
- Corrective Action Plan Deadline (submitted in RED)

Projects Being Evaluated in 2024

- Only projects listed in this doc: [Link to list of projects](#) to 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



- 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 [CoC Renewal Evaluation Data Clean-up Link](#)

Support Request Process (2)

For questions related to
the DV Comparable
database, please
contact Joanne Vitarelli
jvitarelli@ctcadv.org



Change Request/Grievance Process

- Once reports are final, providers may submit a change request in RED to contest their score.
- Change requests are processed and providers are notified when results are visible in RED.
- Change requests that don't result in a score change and are not withdrawn by the provider will go to Grievance Committee.
- Providers will be notified when grievance results are available in RED.
- Per BOS Steering Committee these issues may not be grieved:
 - *Evaluation standards adopted by Steering Committee*
 - *Missed deadlines*
 - *Circumstances commonly experienced across projects (e.g., a difficult housing market, staff turnover, or housing stability challenges commonly faced by participants)*



RED Demonstration - Nutmeg

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

[Login](#)

Renewal Evaluation Database (RED)

CT BOS Grant Renewal Evaluation Database

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

[Login](#)



Questions?

Resources



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

Instructions

Scoring Criteria

Project List

Consumer Surveys (paper only)

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



CT BOS Team (Housing Innovations)

CT BOS CoC

ctboscoc@gmail.com

Shannon Quinn-Sheeran

shannon@housinginnovations.us

Suzanne Wagner

swagner@housinginnovations.us

Myles Wensek

mylesw@housinginnovations.us

Lauren Pareti

lpareti@housinginnovations.us

Liz Isaacs

lisaacs@housinginnovations.us