Western PA CoC FY2023 CoC Renewal Scoring Webinar

Presented by: DMA - Diana T. Myers and Associates, Inc.
May 2nd, 2023
For the Western PA Continuum of Care, under contract with
the PA Dept of Community & Economic Development

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Webinar Agenda

- What's New for 2023
- Why Renewal Scoring?
- Renewal Scoring Criteria
  - Brief overview of all criteria
  - New criteria
- Renewal Scoring Process
  - Process
    - Info for DV providers and New Projects
  - Timeline
  - Appeals
- Questions

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CoC NOFO Updates

- HUD has indicated that they hope to release the CoC NOFO in May or June.

- The next step before NOFO comes out should be HUD releasing the Grant Inventory Worksheet (GIW). Grantees will be asked to review the GIW to ensure it is accurate and send any necessary changes to DMA.

- Once the NOFO comes out, please look out for directions from DMA related to renewal project applications in e-snaps. The CoC will also release a new project RFP.

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New for 2023

- Increase in total income
  - Lowered total points from 10 to 7 and added new criteria for adult participants with any income
  - Raised each threshold by 5% (Note: thresholds were lowered due to impact of COVID-19; they are now being slightly raised)

- Participants with any income (NEW)
  - Adults with 1+ income source at exit/annual assessment
  - 3 points

- Social Security data quality will no longer be evaluated

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New for 2023

- Timeliness of HMIS Data Entry
  - Timeliness of entries raised from 1 to 2 points max
  - Timeliness of exits raised from 1 to 2 points max
- Unit Utilization
  - Lowered from 5 to 3 points
- Drawdown rates (quarterly draws)
  - Not scored in 2023 due to significant delays from HUD in executing contracts in 2022

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New for 2023

- Cost effectiveness – cost per household
  - Lowered from 2 points to 1 point max
- Cost effectiveness – cost per positive exit
  - Lowered from 2 points to 1 point max
- Housing First questionnaire
  - Lowered from 10 to 5 points
- Housing First Policy submission (NEW)
  - Housing First policies submitted by deadline – 2 points

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New for 2023

- Lived Experience (NEW)
  - 3 points max
  - Organization affirms that they have a homeless individual or formerly homeless individual on the board of directors = 3 points
    - **OR**
  - Organization shows documentation that HUD has approved an alternate plan for involving individuals with lived experience in decision-making = 3 points
    - **OR**
  - Org does not meet above requirement, but narrative indicates that they are making efforts to meet the requirement = 0.5 points

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New for 2023

- Non-Discrimination Policy (NEW)
  - 2 points
  - Grantee submits organization non-discrimination policy.
  - Per the CoC Written Standards, CoC funded agencies are required to adopt an organizational non-discrimination policy.
- Equity Narrative (NEW)
  - 4 points max
  - Agency provides narrative description of recent or current actions taken to address disparities and advance equity in its provision of services.
  - NOTE: This criteria was reviewed by DEI Committee.
- List of required trainings updated

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Why does the CoC score and rank grantees during the annual CoC NOFO Competition process?

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Why Score & Rank Projects?

- **HUD Requirement. CoCs are charged with:**
  - Using objective criteria to review and rank projects
  - Reviewing performance of projects and implementing a standard process for reallocating funding from lower performing projects to create new high performing projects
  - Funding projects that are effectively serving people experiencing homelessness and that help improve the overall function of the system
  - Funding projects that meet needs within the system

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Why Score & Rank Projects?

- **The CoC Strives to Make Data-Driven Funding Decisions**
  - Is the project still meeting a need within the CoC?
  - Is the project effectively serving participants?
    - Each project's individual performance impacts the CoC's overall System Performance Measures, which impact the overall amount of funding the CoC receives from HUD *(more on that later)*
  - Is the project effectively using their funds?
  - Are project staff fully participating as members of the CoC?

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How does the CoC decide what criteria to use to score projects?

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Process for deciding renewal scoring criteria

- HUD requires CoCs to include certain criteria as part of their scoring/ranking process, including:
  - Criteria for evaluating severity of needs
    - For projects who serve participants with high vulnerability/high severity of needs, are you taking this into consideration in some way during the scoring process?
  - Performance-related criteria
    - Examples: exits to permanent housing, increases in income, returns to homelessness
  - Criteria for evaluating victim service providers
    - Method for evaluating DV providers utilizing data generated from a comparable database and evaluated domestic violence projects based on the degree they improve safety for the population they serve.
- HUD requires that performance-based criteria be at least 25% of total points, and objective criteria be at least 33% of total points

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Process for deciding renewal scoring criteria

- Funding Committee is made up of non-conflicted representatives approved by the Governing Board.
  - Non-conflicted = their organization/program does not receive CoC funding
- Funding Committee reviews and updates the scoring criteria.
- Funding Committee reviews project performance from the previous year to set scoring thresholds for each criteria
  - May decide to raise or lower point thresholds based on previous years performance
- Funding Committee may also decide to add new criteria (to respond to HUD requirements or NOFO requirements or to reflect the work the CoC is doing).

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Important Notes for SSO-CE, HMIS, and Planning Grants

- SSO-CE and HMIS grants will be evaluated using an abbreviated evaluation process, focusing primarily on grant management (spending and APR submission).

- SSO-CE and HMIS grantees will receive specific instructions on the survey they are to complete.

- Planning grant will not need to submit renewal evaluation information.

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Renewal Project Scoring Criteria

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- CoC's FY23 Scoring Criteria Areas:
  - Performance
    - 41.5 points for RRH/TH-RRH/PSH
    - 40.5 for TH
    - 39 for SSO
  - Grant Management/Monitoring= 17 points (13 for SSO)
  - HUD Priorities= 29 points
  - CoC Participation= 12.5 points
- Total Points:
  - RRH, TH-RRH, PSH = 100 points
  - TH = 99 points (will be converted to 100-point scale)
  - SSO = 93 points (will be converted to 100-point scale)
  - Up to 1 bonus point
- CoC's FY23 Renewal Scoring Period:
  - January 1, 2022-December 31, 2022

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Performance

41.5 points for RRH/TH-RRH/PSH
40.5 for TH
39 for SSO

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Why does the CoC score projects based on performance criteria?

- HUD wants CoC's to use objective criteria to score and rank projects, including factors related to improving system performance (e.g., exits to permanent housing destinations, length of time homeless, increasing income)

- CoC's must show that they actively review performance of existing CoC Program-funded projects and have a standard process for reallocating funding from lower performing projects to create new high performing projects.

- HUD measures whether CoCs are performing well as an overall system through HUD's CoC System Performance Measures. **Individual project performance directly contributes to the overall system performance.**

- *The CoC's System Performance Measures directly impact the amount of funding the CoC receives.*

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What are the HUD System Performance Measures (SPM)?

Length of Time Homeless: The length of time individuals and families experience homelessness.

Returns to Homelessness: The extent to which individuals and families who leave homelessness experience additional episodes of homelessness.

Number of homeless persons: Overall reduction in the number of homeless individuals and families. This includes reducing homelessness for subpopulations (e.g. veterans, families, chronically homeless)

Employment and income growth for homeless individuals and families: Includes earned income, non-employment cash income, and total income. Only CoC-funded projects contribute to this measure.

First Time Homelessness: Success at reducing the number of individuals and families who become homeless for the first time

Permanent Housing Placement/Retention: Successful housing placement to or retention in a permanent housing destination

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Renewal Scoring Criteria: Performance

- Housing Stability – 10 points (8 points for TH/SSO)
  - Exits to Permanent Housing (RRH/TH/TH-RRH/SSO)
  - Exits to Permanent Housing/Retention in Permanent Housing (PSH)
  - Note: Thresholds were lowered for RRH and TH-RRH in 2021 due to potential impact of COVID-19 and remain lowered.

- Returns to Homelessness – 2 points
  - Low point value due to low HMIS participation of shelters in the CoC
  - N/A for DV providers

- Projects Dedicated to DV survivors – 2 points

- Length of Stay/Average– 1 point
  - TH and SSO Only

- Length of Stay/Less than 12 months – 1 point
  - TH and SSO Only

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Renewal Scoring Criteria: Performance

- Length of Time between Project Start Date and Housing Move in Date (Average Days) – 1 point
  - Only includes households who have moved into housing.
  - RRH, TH-RRH, and PSH Only

- Income Growth/Increase in TOTAL Income – 7 points
  - Lowered from 10 to 7 points and new income criteria (participants with any income) added
  - Note: Thresholds were lowered for RRH and TH-RRH in 2021 due to potential impact of COVID-19 and remain lowered.

- Participants with any income (NEW)– 3 points
  - % of adult participants with 1+ source of income at exit/annual assessment

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Renewal Scoring Criteria: Performance

- Participants Connected to Non-Cash/Mainstream Benefits – 4 points

- Participants Connected to Health Insurance – 2 points

- High Quality Data Entry – 8.5 points
  - Note: Grantees will not be penalized for "Clients Don't Know/Clients Refused" related to Personally Identifiable Information for clients fleeing DV who do not want to disclose this information due to confidentiality concerns
  - No longer scoring on Social Security Number

- Timeliness of HMIS Data Entry – 4 points
  - Looks at timeliness of project entry record and exit record input (within 10 days)
  - Raised from 2 to 4 points (2 for entries and 2 for exits)

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Grant Management/ Monitoring
17 points
(13 for SSO)

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Renewal Scoring Criteria: Monitoring

- Project Participant Eligibility – 2 points
  - % of heads of households whose prior living situation was literally homeless or fleeing DV
- Unit Utilization Rate – 3 points
  - Average utilization rate over 4 points in time
  - Lowered from 5 to 3 points
  - Note: Thresholds and point values lowered in 2021 due to potential impact of COVID-19 and remain lowered
  - For projects under 10 units, will use a 3-year average if the project is under 80% threshold.
- Drawdown Rates – NOT SCORED IN 2023
  - Quarterly drawdowns
- Funds Expended – 8 points
  - % of grant funds expended

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Renewal Scoring Criteria: Monitoring

- Timely APR Submission – 2 points
- Cost effectiveness – 2 points (1 point for each of the factors below)
  - Cost per household served- Average cost per household served compared to average of other projects. Points awarded in quartiles. SSO/TH/RRH projects ranked together. PSH projects ranked together.
  - Cost per positive exit - Average cost per exit to permanent housing. Points awarded in quartiles. SSO/TH/RRH projects ranked together. PSH projects ranked together.
- HUD Monitoring
  - 5 points deducted if HUD monitoring findings not resolved

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HUD Priorities
29 points

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Renewal Scoring Criteria: HUD priorities

Severity of Need - Why does the CoC score projects using criteria related to severity of need?

- HUD requirement -- For projects who serve participants with high vulnerability/high severity of needs, HUD wants to ensure that CoCs are taking this into consideration in some way during the scoring process.

- Projects who serve participants with high severity of needs may struggle in other areas (e.g., increasing income, exits to permanent housing) as a result of serving participants with high severity of need. These criteria are intended to factor that into the scoring.

- Projects are not intended to receive all points in all areas of the renewal scoring criteria. Criteria are intended to allow for a balanced evaluation of the project.

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Renewal Scoring Criteria: HUD Priorities

- Severity of Need/Health Conditions – 2 points
  - % of participants with 1+ physical and/or mental health condition(s)
  - Higher thresholds for PSH
- Severity of Need/Zero Income at Entry – 2 points
  - % of adult participants with zero income at program entry
- Severity of Need/Chronically Homeless – 2 points
  - % of chronically homeless households at entry
  - Higher thresholds for PSH
- Severity of Need/Unsheltered – 2 points
  - % of adult participants coming from unsheltered locations at entry
- Severity of Need/Domestic Violence – 2 points
  - % of adult participants with history of DV

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Renewal Scoring Criteria: HUD Priorities

Severity of Need - Why does the CoC score projects using criteria related to severity of need?

- Examples:
  - Project A serves many participant with high service needs/severity of need. Project A lost a few points related to increasing income, exits to permanent housing, and cost per household. However, Project A adds points in Severity of Need related to Health Conditions, Zero Income at Entry, and Unsheltered.
  - Project B serves participants with less intense service needs. Project B scores well in areas related to increasing income, exits to permanent housing, and cost per household. However, Project B receives few points related to Severity of Need related to Health Conditions, Zero Income at Entry, and Domestic Violence history.

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Renewal Scoring Criteria: HUD Priorities

- Housing First Approach – 5 points
  - Org responds affirmatively to questions on Housing First questionnaire to receive points
  - Lowered from 10 to 5 points
- Housing First Policy Submission (NEW) – 2 points
  - Housing First policies submitted by deadline
- Lived Experience (NEW)– 3 points
  - Grantee has a minimum of one homeless individual or formerly homeless individual on the board of directors or other equivalent policymaking entity of the recipient or subrecipient OR grantee has received HUD approval for a plan to otherwise consult with homeless or formerly homeless individuals when considering and making policies and decisions.
  - Grantees will also be asked to answer narrative questions related to how they involve people with lived experience in decision-making
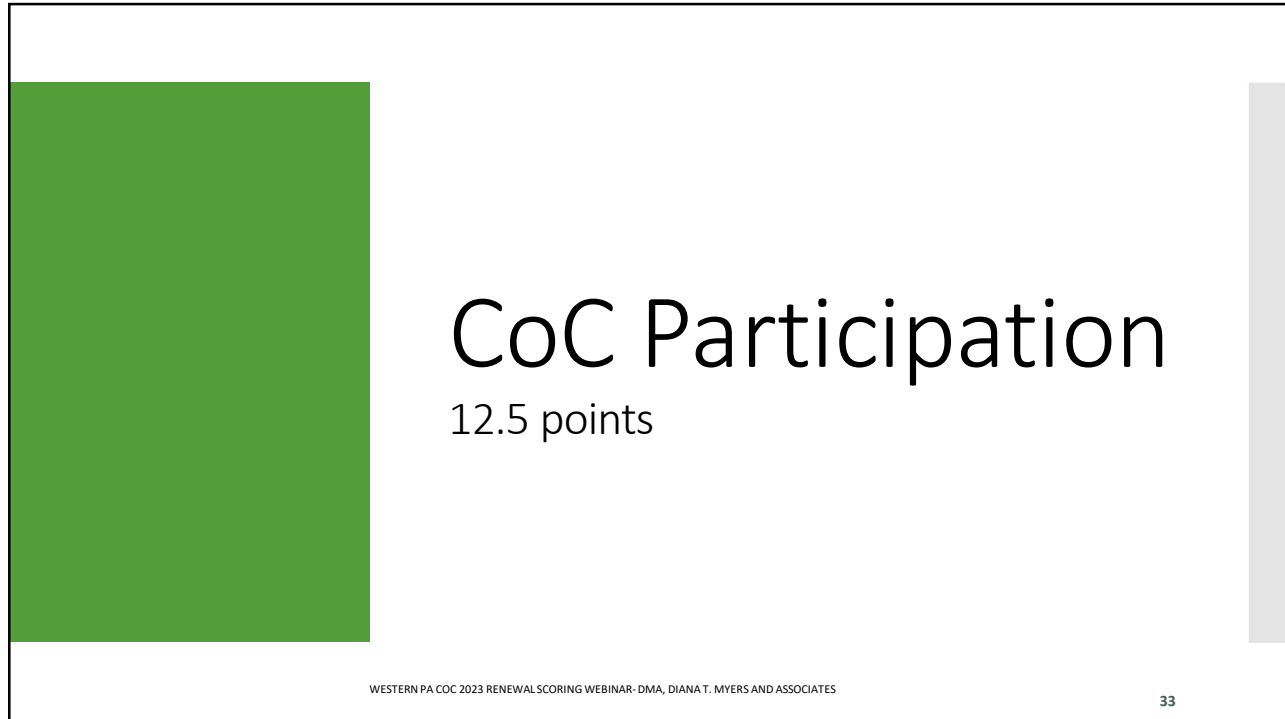
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Renewal Scoring Criteria: HUD Priorities

- Non-Discrimination Policy (NEW) – 2 points
  - Grantee submits organization non-discrimination policy.
  - Per the CoC Written Standards, CoC funded agencies are required to adopt an organizational non-discrimination policy.
- Equity Narrative (4 points)
  - Agency provides narrative description of recent or current actions taken to address disparities and advance equity in its provision of services.
  - Funding Committee will use a rubric to score this narrative. Score is based on the number of substantive recent or current actions outlined in the narrative. A substantive action is an **activity that is likely to result in an observable or measurable impact on agency operations or programming.**

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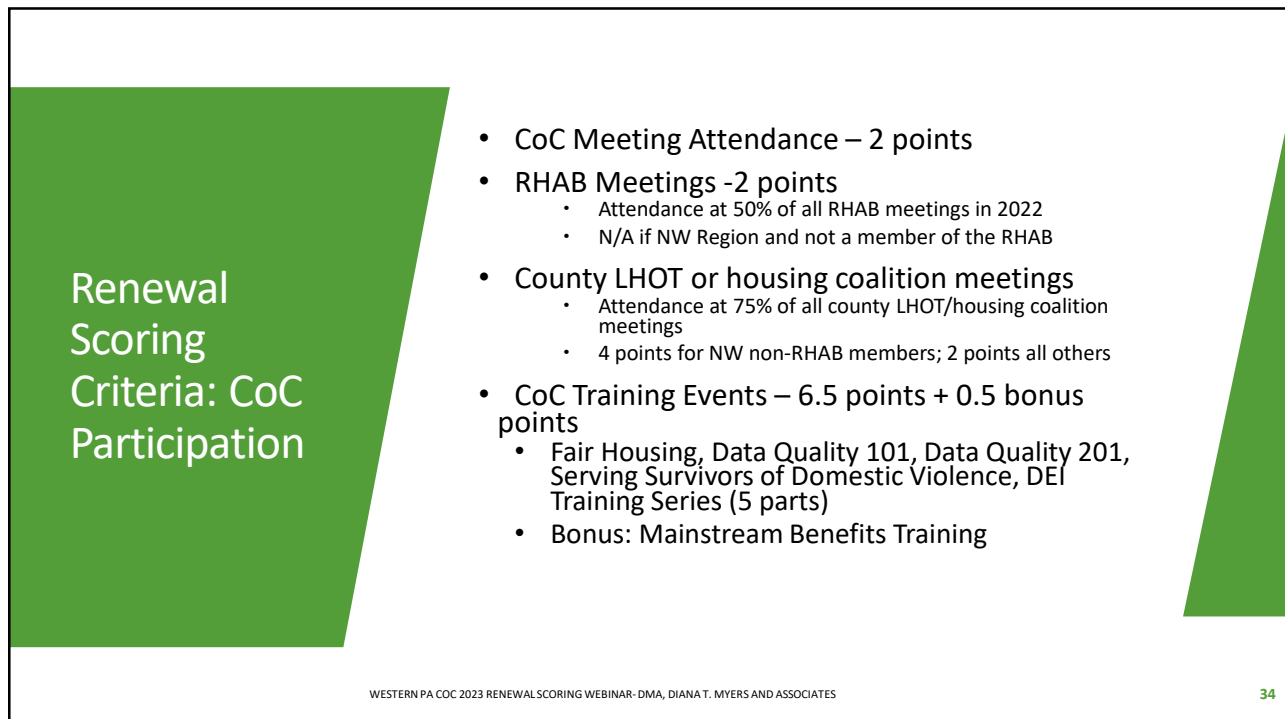
CoC Participation

12.5 points

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Renewal Scoring Criteria: CoC Participation

- CoC Meeting Attendance – 2 points
- RHAB Meetings -2 points
  - Attendance at 50% of all RHAB meetings in 2022
  - N/A if NW Region and not a member of the RHAB
- County LHOT or housing coalition meetings
  - Attendance at 75% of all county LHOT/housing coalition meetings
  - 4 points for NW non-RHAB members; 2 points all others
- CoC Training Events – 6.5 points + 0.5 bonus points
  - Fair Housing, Data Quality 101, Data Quality 201, Serving Survivors of Domestic Violence, DEI Training Series (5 parts)
  - Bonus: Mainstream Benefits Training

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Renewal Scoring Criteria: CoC Participation

- Coordinated Entry Participation – Not Scored in 2023

- BONUS – Full HMIS Participation – 0.5 points
  - HMIS participation among homeless assistance projects operated by your organization that are not required to participate in HMIS, or partnering with another organization/program to enter their data into HMIS

- Late Submission (Penalty) – 2 points penalty

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Scoring Calculations

Scoring calculations are available in the 2023 Renewal Scoring Criteria document, if you want to see how any of the criteria are calculated (e.g. which APR table, which data points, etc.). Example:

| 6 | PARTICIPANTS CONNECTED TO MAINSTREAM BENEFITS: Percentage of adult participants with 1+ source of Non-Cash benefits (SNAP, WIC, TANF, others, etc.) | APR Q20b: Number of Non-Cash Benefit Sources; APR Q18: Client Cash Income Category - Earned/Other Income Category - by Entry and Annual Assessment/Exit Status

Numerator: (Q20b Benefit at Latest Annual Assessment for Stayers-1 + Source(s)) + (Q20b Benefit at Exit for Leavers-1+ Source(s))

Denominator: (Q20b Benefit at Latest Annual Assessment for Stayers-Total) + (Q20b Benefit at Exit for Leavers-Total) – (Q18 Number of Stayers-Number of adult stayers not yet required to have an annual assessment) – (Q20b Benefit at Latest Annual Assessment for Stayers-Client Doesn't Know/Client Refused) – (Q20b Benefit at Exit for Leavers-Client Doesn't Know/Client Refused) |

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Questions

- Questions so far?

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Renewal Scoring Process

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Process for Submitting Required Information

Renewal summary form submitted via Alchemer

- Upload documentation from eLOCCS, documentation that APR was submitted on time, and answer questions related to other areas (e.g., unit utilization, Housing First, RHAB participation, equity)
- Grantees will also have to provide some data points from HMIS/ETO/client records.
- DV providers will be required to submit a copy of their APR.

CoC agencies will have a limited time to submit this data.

- All agencies, particularly those with multiple projects, are encouraged to **begin as soon as the survey tool is released** to ensure that the submission deadline is met.

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Process for Submitting Required Information

DMA Tip:

We recommend completing survey on paper and gathering all your required documents first. Then sit down and complete the online survey in one sitting. We will provide a hard copy of online survey with instruction materials.

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Info for DV Providers and and New Projects

- **DV Providers:** You will be asked to attach a copy of your APR when submitting the Renewal Summary Form survey. If you need assistance running your APR, please reach out to your database vendor.
- **New Projects:** If you are operating a new project and your project did not start operating until after January 1st, 2022, you will NOT be required to submit the full survey as your project will not be competitively scored. *However, you still need to submit a survey for your project.*
  - This also applies to projects where the grant was transferred from one recipient to another.

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Process for Submitting Required Information

REMINDER:

Only projects with one full year of operations (1/1/22-12/31/22) will be competitively scored. However, ALL projects (even new ones) need to submit a renewal summary form survey.

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Important Info Regarding Consolidations

- If you requested to consolidate grants in the FY2022 Competition (or earlier competitions) **you will be submitting ONE renewal summary form for all consolidated grants.**
- If questions are asking for data, please provide COMBINED data for all projects within the consolidation (e.g., if project A served 10 people from 01/01/22-12/31/22 and project B served 9 people from 01/01/22-12/31/22, then the consolidated project served 19 people).
  - *You can run a combined APR in HMIS to review data for consolidated projects together*
- In places where you need to attach documentation such as eLOCCS or documentation of APR submitted on time, you will attach documentation for ALL grants included in the consolidation

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Appeals

- Renewal scoring results will be circulated to all CoC-funded grantees.
- If an error on the Renewal Scoring Sheet is identified, DMA will work to resolve that error directly or with the Funding Committee as needed.
- If a grantee is not satisfied with the outcome of an issue raised, or if grantee has an extenuating circumstance to bring to the Funding Committee, the grantee may opt to submit an appeal.
  - Appeals will be submitted via Alchemer. Grantees should provide as much detail and documentation as possible to support their appeal.
  - All appeals will be discussed, deliberated and decided by the Funding Committee.

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Appeals

- **NOTE**: Grantees were asked to review their APRs during the data clean-up period to ensure accuracy. Grantees were instructed to submit HMIS tickets for any data issues/questions. If grantees found data issues that they were not able to resolve with the HMIS team, they were instructed to notify DMA by 4/28/23. *DMA is proceeding with the assumption that all APR data from HMIS is accurate unless we were notified of issues.*

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Appeals

- Examples of appeals with good documentation
  - Project A submitted their APR late due to an HMIS issue. Project A submits clear documentation including: 1) correspondence with HMIS team showing attempts to resolve the issue, 2) correspondence with HUD Field Office to inform them of the issue, and 3) correspondence with CoC about this issue.
  - Project B has two participants who have been in the project for 10+ years. The rules for project eligibility were different at the time when these participants were enrolled in the program, which resulted in the project losing points related to Participant Eligibility. The project submitted the following documentation: 1) proof of participants' enrollment date, 2) proof of participants' living situation at enrollment, 3) HUD guidance re: enrollment eligibility at date of participants enrollment.
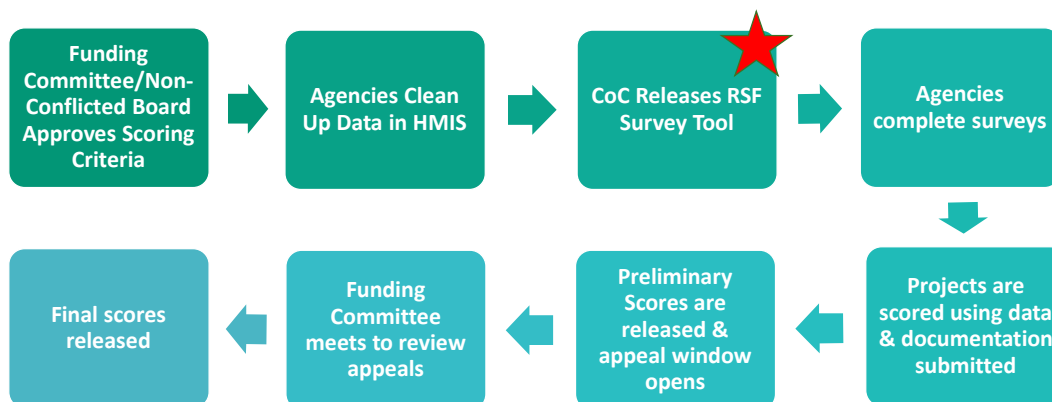
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Appeals

- Examples of appeals with weak or no documentation
  - General complaints about criteria but no specific documentation of why your project should be granted an appeal. Example: "It is hard to increase income for our clients."
  - "We are a small program and are penalized more harshly on this criteria", but no documentation related to the specific clients this applies to.

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Summary of 2023 Scoring Process

Funding Committee/Non-Conflicted Board Approves Scoring Criteria → Agencies Clean Up Data in HMIS → CoC Releases RSF Survey Tool → Agencies complete surveys

Final scores released ← Funding Committee meets to review appeals ← Preliminary Scores are released & appeal window opens ← Projects are scored using data & documentation submitted

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Timeline

- **May 2nd (LATER TODAY)** – Renewal Summary Form Survey launches
  - Look out for an email from the CoC email address (westerncoc@pennsylvaniacoc.org) with detailed information
- **Tuesday, May 23rd at 5pm** - Renewal Summary Form Survey DUE
- **June 9th** – DMA release renewal preliminary project scores
- **June 12th – 16th** – Grantees may submit appeals related to renewal project scores
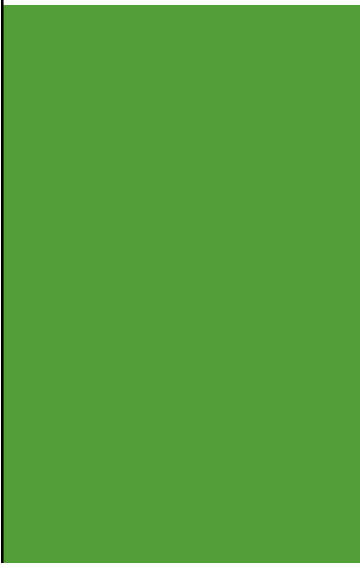- **By June 29th** – Final renewal project scores released

NOTE: If HUD releases the NOFO during this timeline, this timeline may need to be adjusted or moved up. The CoC will communicate any changes related to the timeline as soon as possible upon release of a NOFO.

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Happy CoC scoring!

- To help us ensure a smooth CoC scoring process please:
  - Promptly and carefully read all emails from the CoC
  - Follow instructions
  - Ask questions well in advance of deadlines
  - Meet all deadlines
- If you have questions, send them to westerncoc@pennsylvaniacoc.org.
- You can also call DMA at 215-576-1558 and leave a message and someone from the team will call you back.
- Please do NOT wait until the last minute to review materials, submit surveys and/or resolve problems/questions.
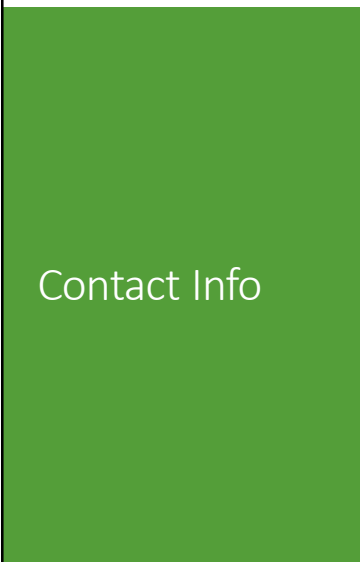
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Q&A

Use the chat to submit questions

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Contact Info

- Diana T. Myers and Associates, Consultant for the Western PA CoC
  - westerncoc@pennsylvaniacoc.org
  - 215-576-1558 (leave a message and someone will get back to you)

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