

2015 Evaluation Instrument Training
 Beginner's Training

Presented by Amanda Borta and Loren Seeger
 January 30, 2015 1:30-3pm

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Introductions

Our Team:

- Lisa Mayse-Lillig, Vice President of CoC Programming and UFA
- Amanda Borta, Program Manager
- Loren Seeger, Program Manager
- Elizabeth Perez, Program Associate

You!

- Name
- Agency and what types of projects you have
- Experience with Evaluation Instrument/Submission

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Housekeeping

- Training will be from 1:30pm – 3pm
- Take a break as needed
- Access to bathrooms/keys
- Please be mindful of noise when exiting the room
- Questions

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Training Materials

- PowerPoint Handouts
- Evaluation Instrument
 - Agency and Project Components
 - Evaluation Instrument Instruction Manual
 - Appendices

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Objective

- To ensure all agencies know and understand:
 1. What the Evaluation Instrument is
 2. How it is used to determine funding priorities for Chicago
 3. How to successfully submit the Evaluation Instrument on time

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Common Terms & Acronyms

- HEARTH Act = Homeless Assistance and Rapid Transition to Housing Act
- CoC = Continuum of Care
- CoC Program = Continuum of Care Program (this includes former Supportive Housing Program (SHP) AND Shelter Plus Care (SPC))
 - Shelter Plus Care aka Long Term Rental Assistance (LTRA)

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Common Terms & Acronyms

- HUD Program Model Types
 - PH = Permanent Housing
 - TH = Transitional Housing
 - SSO = Supportive Service Only
 - SH = Safe Haven
 - ES = Emergency Shelter

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Common Terms & Acronyms

- APR = Annual Performance Report
- 625 HUD CoC APR = Report pulled from HMIS that provides the data needed to complete the APR for HUD
- HMIS = Homeless Management Information System
- ART = Advanced Reporting Tool
- ATA = Agency Technical Administrator

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Evaluation Instrument Context

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What is the Evaluation Instrument

- The Evaluation Instrument is:
 - Part of a HUD requirement of CoCs to evaluate all projects
 - A tool the CoC uses to evaluate a project's performance, structure and policies
 - Modified annually by a sub-committee of the HUD McKinney Vento (HMV) Committee to ensure it is in line with HUD's and Chicago's priorities
 - Utilized during ranking procedure

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HUD Performance Benchmarks

- System Performance
 - Length of time homeless
 - Extent those who exit return to homelessness
 - Thoroughness in reaching those experiencing homelessness
 - Overall reduction in homelessness
 - Jobs and income growth
 - Reducing first-time homelessness
- Project Performance
 - Outlined in Application to HUD
 - Exits to Permanent Housing and Income

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Chicago's Plan to End Homelessness: Plan 2.0

- Chicago's local plan (also known as Plan 2.0) was released August 2012
- Outlines System Priorities, Goals, and Key Objectives
- Plan 2.0 Progress Reports – every 6 months
- For more information on local goals and updates please visit: www.allchicago.com

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HMV Role

- The HMV Committee is a subcommittee of the Planning Council (CoC Interim Board of Directors)
- Develops and updates the Evaluation Instrument each year as a local application for project renewals in the CoC Program
- Staffed by the Chicago Alliance which administer the process (from local evaluation to the HUD application)

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Evaluation Instrument Context

- Evaluation Instrument Criteria

Evaluation Instrument Section	Points in Agency Component	Points in Project Component	Total Points Allocated
Threshold	No points – Required for Renewal		
Additional Financial Review	No points – Required for Renewal		
Agency Certification and Site Visit Requirements	0	-	0
Project Certification and Site Visit Requirements	-	0	0
Agency Governance	5	-	5
Project Operations	-	11	11
Homeless Management Information System (HMIS) Implementation and Data Quality	-	16	16
Consumer Focus and Representation	12	-	12
Leading Practices – Housing First	-	12	12
Project Performance and Consumer Outcomes	-	32	32
System Priorities	-	12	12
Totals	17	83	100

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Overview of HUD CoC Competition and Application Process

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CoC Grant stages

Managing Grant
Day to day operations of your program while drawing down HUD money

Applying
1. To CoC via the Chicago Evaluation Instrument
2. To HUD via e-snaps

Contracting
Technical Submission (if requested by HUD) and/or Grant Agreement

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CoC Competition (NOFA) Application Process

Two Part Process:

Chicago Evaluation Process
(January - March)

HUD Application Process
(Dependent Upon Release of the NOFA)

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CoC Competition Application Process - Local

- Chicago Evaluation Process (January 2015 – March 2015)
 - Evaluation Instrument Released (January 26th)
 - Evaluation Instruments Due (February 20th)
 - Preliminary results released (March 6th)
 - Appeals Process (March 6th-March 20th)
 - Final Scores released (March 30th)
- Ranking Policies determined by a sub-committee of the Planning Council (depends upon release of the NOFA)

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CoC Competition Application Process - HUD

- HUD Application Process
 - NOFA Released (date varies)
 - HUD Applications
 - Project Applications –submitted via e-snaps
 - Reviewed by the Alliance and submitted as one Collaborative Application

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Who Should Submit an Evaluation Instrument

- CoC-funded projects that were operating between January 1, 2014 and December 31, 2014 in order to be eligible for renewal in FY15
- Former Shelter Plus Care (SPC) Projects must submit an evaluation even if they are not up for renewal this year

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New Projects Process

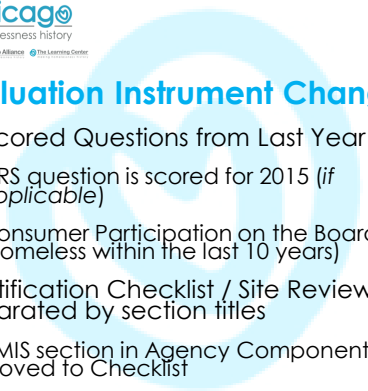
- Any agency interested in submitting an application for a new project must adhere to the New Projects Process
 - Request for Letters of Interest (LOI)
 - Invitation for full application
 - Invitation for Presentation
- Any agency interested in changing Program Component must adhere to New Projects Process
 - Training regarding Program Component changes will be announced

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What's New for 2015

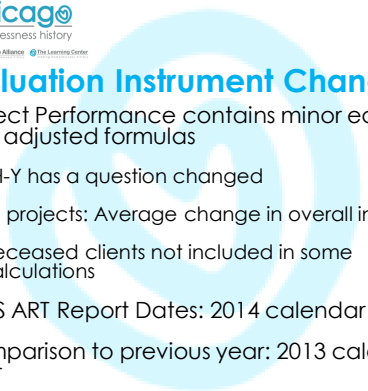
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Evaluation Instrument Changes

- Unscored Questions from Last Year
 - CRS question is scored for 2015 (*if applicable*)
 - Consumer Participation on the Board (homeless within the last 10 years)
- Certification Checklist / Site Review – separated by section titles
 - HMIS section in Agency Component moved to Checklist

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Evaluation Instrument Changes

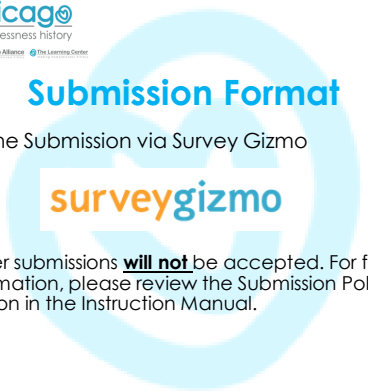
- Project Performance contains minor edits and adjusted formulas
 - PH-Y has a question changed
 - All projects: Average change in overall income
 - Deceased clients not included in some calculations
- HMIS ART Report Dates: 2014 calendar year
- Comparison to previous year: 2013 calendar year

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2015 Evaluation Instrument

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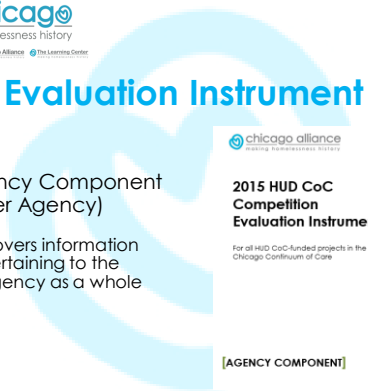
Submission Format

- Online Submission via Survey Gizmo

surveygizmo

- Paper submissions **will not** be accepted. For further information, please review the Submission Policies section in the Instruction Manual.

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Evaluation Instrument

- Agency Component (1 per Agency)
 - Covers information pertaining to the agency as a whole

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2015 HUD CoC Competition Evaluation Instrument

For all HUD CoC-funded projects in the Chicago Continuum of Care

[AGENCY COMPONENT]

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Evaluation Instrument

- Project Component (1 per HUD-funded Project)
 - Covers information pertaining to each individual project

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2015 HUD CoC Competition Evaluation Instrument

For all HUD CoC-funded projects in the Chicago Continuum of Care

[PROJECT COMPONENT]

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Evaluation Instrument

- Attachments
 - 50. Attach APR ART Report 625 (1 MB File Size Limit)

Browse... No file selected. [CLICK HERE TO UPLOAD FILE](#)

- Click "Browse" to find and select document on your computer.
- Click "CLICK HERE TO UPLOAD FILE" to upload file.
- Once complete will appear as shown below

File: HMS_Utilization Threshold.docx

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Evaluation Instrument

- Naming Conventions
 - Each question will have a sample of the name you should save your file as for attachments
 - List available in FAQs
 - Prior to uploading attachment, save file as sample name

If No, attach an explanatory letter for review by a committee of the Chicago Planning Council on Homelessness. (1 MB File Size Limit)
Save file as: "Agency Name_DVThreshold"

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Evaluation Instrument

- Scored
 - 33. Does someone from your agency participate as an active member of any of the following committees/commissions? If Yes, please complete checklist below. (2 points for Yes and completed checklist as supporting documentation) *
- Unscored
 - May be scored in future Evaluation Cycles!
- 37. If the agency has a website, is the Standard Agency Privacy Practice Notice posted on the website? (Unscored Question)
- Informational

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Agency Component

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Agency Component

- Contact Page
 - Agency Name
 - Project Names (exactly as listed with HUD)
 - Primary Contact for the Agency
 - Will be used for confirmation emails and will be our primary contact for the application cycle!

1. Agency Name *

2. Associated HUD Project Names (include ALL COC-funded projects) *

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>
5	<input type="text"/>
6	<input type="text"/>
7	<input type="text"/>
8	<input type="text"/>
9	<input type="text"/>
10	<input type="text"/>
11	<input type="text"/>
12	<input type="text"/>

3. Primary Contact Information for Agency Component *

First Name	<input type="text"/>	Last Name	<input type="text"/>
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Agency Component

- Has the following sections
 - Threshold Section
 - Additional Financial Review
 - Certification Checklist and Site Visit
 - Agency Governance
 - Consumer Focus and Representation
 - Leading Practices

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Threshold Questions

- Outline minimum requirements set by HUD and the CoC
- Must answer affirmatively to be considered eligible for renewal funding
- If not able to do so, explanatory letter must be submitted for review by Appeals Committee

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Certification Checklist and Site Visits

- Must select "Yes" or "No" to verify agency has policies/procedures in place according to question
- The Chicago Alliance and HMV Committee will be conducting site visits and will request the supporting documentation to any "Yes" response
- Ensure to check off Certification Checklist Agreement

By clicking "Certify" by typing my name in the space below, I certify (1) to the statements contained in the list of certifications above and (2) that the information throughout the application is true, complete, and accurate to the best of my knowledge and (3) all supporting documentation will be reviewed during a site visit conducted by HUD and the Chicago Alliance staff.
To be signed by Authorized Representative only. Reference the instruction manual for a definition of Authorized Representative.

Signature of:

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Consumer Focus and Representation

- Written Notice Posted/Distributed to Consumers
 - To be attached with submission and must include:
 - Confidentiality
 - Non-discriminatory practices
 - Right to refuse services and have consequences explained
 - Prohibition of conflict of interest or code of ethics
 - Redress and grievance process

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Consumer Focus and Representation

- Consumer Engagement Sessions
 - 3 Randomly selected agencies notified in December 2014
 - Representatives of Lived Experience Commission conduct focus groups with program participants
 - Question 8: How agency responds to feedback and distributes/communicates response to participants
 - **Agencies not randomly selected must instead answer with an issue that arose from consumer satisfaction surveys**

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Agency Attachments


- Audit completed within 6 months of end of fiscal year
 - Must attach financial statements and letter stating opinion of audit
 - A133 compliance (if applicable)
- Most recent Employer's Quarterly Federal Tax Return, Form 941
- Most recent 990 IRS Form
- Consumer Rights Document

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Project Component

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Project Component

- Has the following sections
 - Threshold
 - Certification Checklist and Site Visit
 - Project Operation
 - Homeless Management Information System (HMIS) Implementation and Data Quality
 - Leading Practices and Consumer Focus
 - Project Performance and Consumer Outcomes
 - System Priorities

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Evaluation Instrument

- Contact Page
 - Agency Name
 - Project Names (as listed with HUD)
 - HUD Grant Number or City Grant Number (SPC)
 - Primary and Secondary Contact for the Project
 - May list up to 3 contacts for project

1. Agency Name <input type="text"/>	
2. HUD Project Name <input type="text"/>	
3. Project HUD Grant number for 2013 (for Shelter Plus Care, please use City Grant Number) <input type="text"/>	
4. Primary Contact information for Project Component*	
First Name <input type="text"/>	Last Name <input type="text"/>
Title <input type="text"/>	
Street Address <input type="text"/>	

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Project Component

- Threshold Questions
 - Bed Utilization Rates

7. Project Utilization: Is your project at or above 80% capacity?
For projects with beds, data will be taken from the HMIS ART 625 Report. Agencies must be at or above 80% for all of the following:

- Average daily utilization
- The average of the 4 point-in-time bed utilization rates

Please Note: HUD specifies that projects should operate above 80% capacity and below 105% capacity. While this question is only scored on 80% capacity for 2014, projects may be scored based 80%-105% capacity for the 2015 Evaluation Instrument.

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Threshold: Program Models

- Program Models Chart
 - HUD Component Type (Chicago Program Model)
 - Permanent Housing (Permanent Supportive Housing)
 - Safe Haven (Safe Haven)
 - Transitional Housing (Interim Housing, Permanent Housing with Short Term Supports, Permanent Housing for Youth – Project Based)
 - Supportive Services Only (Wrap Around Services)
 - Long-Term Rental Assistance (LTRA), formerly Shelter Plus Care (SPC) (Permanent Housing)
- Utilizing 2010 Program Models Chart
 - 2014 revised Program Models Chart now available, but not incorporated into Evaluation yet

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Project Operations

- Expenditure of Funds

43. Was the project able to draw down from HUD and expend 100% of the funds for this project for the grant term that just ended?
If No, please answer 43A. and 43B.

If No, please answer 43A. and 43B.

43A. How much \$ was left unspent?

43B. Explain the reason for not expending 100% of the funds.

Project Operations

- Match and Leverage
 - Memorandums of Understanding (MOUs) required for in-kind match
 - Complete yellow fields. Other fields will auto-calculate
 - Enter RATIO into Evaluation Instrument

2015 Match and Leverage Table			
Homeless Match			Project Match
CASH Match Source	Type of Source	Value (\$)	Total Grant Amount
HUD/Project/Other	Government/Other	\$7,000,000	\$7,000,000
	Private/Other	\$0.00	
Other/Other/Other	Other/Other	\$0.00	
			Leasing Percent in Grant
			Total Grant Match Available
			\$7,000,000

Match Table Instructions:

1. Homeless Match Source is HUD
2. Homeless Match Source is Other
3. For cash contributions, describe the contribution.
4. For in-kind contributions, describe the contribution.
5. For other contributions, describe the contribution.

Leasing Percent in Grant: Enter the percentage of the total grant amount that is used for leasing. For example, if 10% of the grant is used for leasing, enter 10.

Total Grant Match Available: Enter the total amount of grant money available for match.

Other/Other/Other: Enter the amount of grant money that is not HUD or Other.

For the Match Matched Source of a HUD Grant: Enter the match source for HUD grants that are not HUD.

HMIS Implementation

- Quarterly Data Quality Process Participation
 - Participation in the last 3 Quarterly Data Quality Assessment Processes
 - Must have submitted reports by stated deadlines
- 5% or less missing values on the HUD required Universal Data Elements and Program Specific Data Elements in HMIS
 - Listed in Instruction Manual
- Attach 625 HUD CoC APR (HMIS Report) in PDF

Leading Practices

- Housing First
 - Does the project accept consumers regardless of...
 - Sobriety/use of substances, Completion of treatment, Participation in services, Psychiatric medication, Criminal history, Rental history, etc.
 - If funder policy limits the project from accepting all consumers for any of the above, narrative must **specify** this policy/law.

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Project Performance

- Will be taken to a specific set of questions based on answer given for Program Model Type
 - Be sure to select the correct type!
 - Project will use [Calculation Worksheet](#) to calculate responses

56. Please select the Chicago Program Model type for this project:

- Interim Housing
- Permanent Housing with Short-Term Supports
- Permanent Housing for Youth
- Permanent Supportive Housing & Safe Havens
- Supportive Services Only

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Project Performance

- Prompted to upload one or two reports, based on Program Model Type:
 - (ALL)** Utilize the HMIS Report: 625 HUD CoC APR for the timeframe of **January 1, 2014 to December 31, 2014**
 - Some projects (**IH, PHwSS, PH-Youth**) will need to also utilize the HMIS Report 625 HUD CoC APR for the **2013** calendar year for comparison questions

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How do Percentiles work?

- Percentiles: Review [Scoring Guide](#) for details
- Not the same as *percent ranges* (i.e. responses over 90% do not automatically receive full points)

Let's say there are 20 Responses for Q. X(% exit to PH): 95%, 95%, 93%, 92%, 90%, 85%, 83%, 80%, 78%, 75%, 72%, 70%, 65%, 55%, 33%, 10%, 0%, 0%, 0%, 0%

The scoring criteria is as follows: 5 points – 90th percentile, 4 points – 80th percentile, 3 points 70th percentile, 2 points – 60th percentile, 1 point -50th percentile, 0 points – below 50th percentile

As explained, the top 9% would receive the full 5 points, which in this case would be those highlighted in red. This is because 90% (18 out of 20) of the scores fall below these two scores, therefore establishing the 90th percentile. The scores highlighted in green would receive 4 points, because 80% of the scores fall below 92%, and so on. The last ten responses listed would not receive points, because they fall below the 50th percentile, meaning the last 50% of values fall below 75%.

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Project Performance

- Supportive Service Only (SSOs)
 - Will use SSO Functionality Worksheet
 - Must list 2013 percentage and 2014 percentage

2014 Chicago CoC Evaluation Instrument - Project Component
Section F: Project Performance and Outcome Outcomes
SSO Project Data
Functionality Chart

Service Component	Desired/Expected Outcome	Benchmark	Measurement Tool	2013 % that met or exceeded	2014 % that met or exceeded	Comparison of Most Recent Year Data vs. (Previous Year or Most Recent Year)	Percent Improvement (or Difference) vs. (Previous Year or Most Recent Year)
				0.00%	0.00%	4000%	4000%

SSO Functionality Worksheet Instructions
(complete rows in green)

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System Priorities

- Chronic Homelessness
 - Run Chronic Homeless Report (HMIS) for 2014
 - Looks at both before and after new Data Standards
 - Must be according to HUD Definition only

67. Does this project serve individuals and families that meet HUD's definition of chronically homeless? (link to document)
If Yes, please complete 81A-C.
(3.5 points for serving 70%+ chronic; 2 points for serving 50%+ chronic) *

- Added Veterans to Question 3 (Special Populations)

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Project Attachments

- Most recently submitted APR (e-snaps)
- 2015 Match and Leverage Spreadsheet
- SSO Functionality Worksheet (If applicable)
- HUD Approved Budget Letter (if applicable)
- Any Threshold Explanatory Letters (if "No" response)

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Project Attachments

- HMIS Reports (**ALL Projects**)
 - 625 HUD CoC APR for January 1, 2014 to December 31, 2014 (**EXCEL format**)
 - 625 HUD CoC APR for January 1, 2014 to December 31, 2014 (**PDF format**)
- HMIS Reports (**IH, PHwSS, PH-Youth Only**)
 - 625 HUD CoC APR for January 1, 2013 to December 31, 2013 (**EXCEL format**)

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Submission Tips

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Instruction Manual

- Contains detailed instructions for completing the Evaluation Instrument
- If you are unsure about how to respond to a question, check the Instructions first!
- Then check the FAQs, posted on Google docs
 - Updates sent via email each week

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Submission Tips


- Encourage to **view PDF of Components** and gather responses and attachments prior to completing online
 - Available at www.allchicago.org



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Submission Tips


- Save and Continue Later
 - Check to be sure you have received the email before exiting the survey!
 - You only need to do this **once**
 - Save the email to your computer with the name of the Project



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Submission Tips

- Review PDF copy **BEFORE** submitting
 - Click to download PDF of responses
 - Ensure all responses AND attachments are correct**
 - If submit prior to deadline and need to make modification – must resubmit entire component



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Submission Tips

- Confirmation Email
 - Sent to Primary Contact Only
 - Once submitted, please ensure confirmation email has been delivered to your inbox
 - Save email/pdf with name of project for your records

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Other Helpful Tips

- Designate staff person responsible for submitting (Authorized Representative)
- Encouraged to submit prior to deadline
- Use Instruction Manual for detailed information on specific questions
- Don't wait until the last minute! Be prepared and communicate with your staff as soon as possible

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Submission Tips: Suggested Workflow

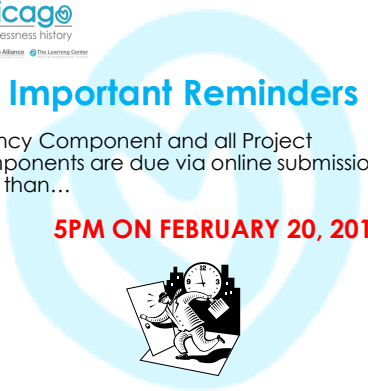
- ✓ Attend training!
- Review Instruction Manual with PDF version of the Components
- Gather necessary information and attachments
- Ask your ATA to run HMIS reports that are needed
- Designate Submitter (Authorized Representative) and Staff Responsible
- Enter online survey and begin to complete responses
- Review all responses. Then review all responses again.
- Check all attachments and narratives are uploaded and complete.
- Review all responses one more time. Then Submit!

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Important Reminders


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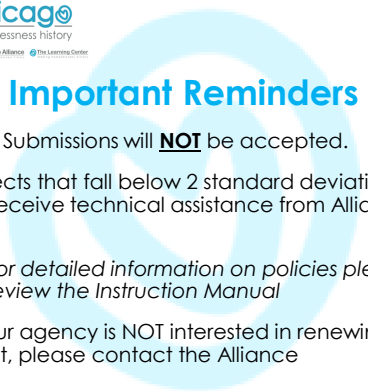
Important Reminders

- Agency Component and all Project Components are due via online submission no later than...

5PM ON FEBRUARY 20, 2015



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Important Reminders

- Late Submissions will **NOT** be accepted.
- Projects that fall below 2 standard deviations will receive technical assistance from Alliance staff

For detailed information on policies please review the Instruction Manual

- If your agency is NOT interested in renewing the grant, please contact the Alliance

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Resources

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Resources

- The Chicago Alliance Website: www.allchicago.org
 - Hover over "Who We Are", then hover over "Chicago Alliance," then click on "CoC Funded Projects"
- HUD's Website: www.hudexchange.info
- HMIS Helpdesk: hmis.thechicagoalliance.org

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Contact Information

- Contact Email: cocprograms@allchicago.org
- Contact Phone Number: 312-379-0301
 - Amanda Borta – extension 22
 - Elizabeth Perez – extension 20
 - Loren Seeger – extension 35
- HMIS Helpdesk: hmis@thechicagoalliance.org

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Thank You

Thank you for joining us!

Deadline Reminder:
February 20th no later than 5pm!
