SEE PAGE 2-4 FOR PERCENTILE DETAILS

2016 HUD CoC Competition Evaluation Instrument
Scoring Guide and Frequently Asked Questions

Please use this guide as a reference for better understanding of how scoring is determined for the 2016 Evaluation process, and also when reviewing your preliminary and final scores.

Definitions and Terms:

Average: The average score indicates the mean score, which is calculated by adding all scores together and dividing by the total number of scores.

Median: The median is the middle point among all scores, which separates the higher half from the lower half of scores.

Scoring Frequently Asked Questions:

What is the difference between the preliminary and final scores?

The preliminary scores are sent after the Evaluations are reviewed by All Chicago staff. All agencies then have the opportunity to review their scores and submit appeals, if needed. The final scores reflect any changes based on appeals and/or any calculation errors.

How are the Points Possible determined for each project?

Each project may have a different number of total points possible on their scorecard. The points possible will take into account various circumstances where one or more questions would not apply to a particular project. For example, New, former Shelter Plus Care, and DV projects have certain questions removed from their total points possible as they are not applicable.

Can projects lose points between their Preliminary and Final scores?

No. Projects will only have the potential to gain points and will not be penalized if percentiles change due to appeals or other scoring adjustments. Please see more information below regarding percentiles for the Performance section scoring.

What does "Verified Response" mean and why is it different than my Agency Response?

The "Agency Response" column indicates the response given in the Evaluation Submission. The Verified Response indicates the response calculated by All Chicago staff, using the HMIS data/the Evaluation Report and other documentation submitted with the Evaluation. <u>All scores are based on verification from the All Chicago staff</u>.

How are the Project Performance and Consumer Outcomes questions verified and scored?

These questions are verified by All Chicago staff using the Evaluation Report and HMIS data. Projects must submit this report with the Evaluation Instrument.

Why are percentiles used to score some Project Performance questions in 2016?

The HUD McKinney-Vento (HMV) Committee has determined that percentile scoring more accurately captures performance and allow for better ranking among projects. However, the use of percentiles requires a certain number of projects for each component type in order to achieve this ranking. Therefore, some project component types with less projects, such as Supportive Services Only which encompasses only two projects, will be scored on percent *ranges*, rather than percentiles. These ranges are based off of the recently updated Program Models Chart outcomes. The percentage in **bold** indicates the benchmark set by the CoC for each outcome.

How are percentiles determined and how does this scoring work?

For 2016, percentiles will be utilized for scoring the **PSH and All Projects sections** of the Project Performance and Consumer Outcomes section of the Evaluation Instrument.

A percentile is a value on a scale of 100 that indicates the percentage of a distribution that is equal to or below it. For example, if 5 points are to be awarded to the responses in the 90th percentile, 5 points would be awarded to the **top 10%** of responses. This does *not* mean that any project with a response above 90% will receive the highest amount of points. This type of scoring allows for *ranking* within the values reported, therefore the 90th percentile is determined by the highest values reported. See the example below:

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%.

How do appeals affect percentile scoring?

Percentiles are based on the values or responses provided, therefore if responses or values are changed or updated, the percentiles will also change. For this reason, the percentiles are not available with the preliminary scores. When all performance responses and scores have been finalized following appeals, the percentiles will be final and will be provided.

Please note: If after appeals, your project fell to a lower percentile, your points would not be reduced. As explained above, you can only gain points from your preliminary scores and points would not be taken away if you had fallen into a lower percentile following appeals. It would be recommended to review the final percentiles to determine where your project fell in relation to others, based on the verified responses.

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FINAL 2016 EVALUATION PERCENTILES:

PSH:

Q11: What percentage of program participants remained permanently housed for 12 months?

100 % remained permanently housed - 8 points	100%
90th Percentile - 7 Points	98.36%
80th Percentile - 6 points	96.95%
70th Percentile - 5 points	96.07%
60th Percentile - 4 points	95.72%
50th Percentile - 3 points	93.22%
40th Percentile - 2 points	91.30%
30th Percentile - 1 point	89.87%

These percentages are all really close to one another. What does this mean?

The percentiles above show that only 30% of projects had an outcome below 89.87%, meaning at least 70% of projects have an outcome of above 90% for this measure, not including those that had 100%.

Q12: Of the program participants who left the project, what percentage exited to permanent destinations?

100% of leavers exited to Permanent Destinations - 8 points	100%
90th Percentile - 7 Points	87.14%
80th Percentile - 6 Points	80.00%
70th Percentile - 5 Points	75.00%
60th Percentile - 4 Points	67.18%
50th Percentile - 3 Points	66.67%
40th Percentile - 2 Points	55.42%

30th Percentile - 1 Point	50.00%

ALL PROJECTS:

What percentage of program participants without a source of non-cash benefits at entry, obtained non-cash benefits through mainstream resources?

100% obtained non-cash benefits - 8 Points	100%
90th Percentile - 7 Points	67.13%
80th Percentile - 6 Points	50.00%
70th Percentile - 5 Points	40.00%
60th Percentile - 4 Points	33.33%
50th Percentile - 3 Points	22.22%
40th Percentile - 2 Points	16.54%
30th Percentile - 1 Point	6.19%

What percentage of program participants maintained or increased their income through cash benefits, earned income, or combination of both?

100% maintained or increased income - 8 Points	100%
90th Percentile - 7 Points	97.82%
80th Percentile - 6 Points	96.14%
70th Percentile - 5 Points	94.52%
60th Percentile - 4 Points	93.29%
50th Percentile - 3 Points	91.86%
40th Percentile - 2 Points	89.58%
30th Percentile - 1 Point	86.27%

These percentages are all really close to one another. What does this mean?

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The percentiles above show that only 30% of projects had an outcome below 86.27%, meaning roughly 70% of projects have an outcome of above 90% for this measure, not including those that had 100%.

Other Submission Related Frequently Asked Questions:

Online Survey

I am trying to upload a document, but SurveyGizmo has indicated my file is too large. How should I proceed?

The file size limits are indicated within each question that requires an upload. If your file is larger than the size limit, you may want to try converting it to a smaller version, or condense the file by removing any excess formatting (you can find a number of ways to condense a file by doing a Google search of "condense PDF file"). If your file size is larger than 15MB, we recommend you check your settings on your copier/scanner to be sure you are creating a **compact PDF/text PDF file**, rather than an image file. These settings can significantly decrease the file size of a document. Also, be sure you are only uploading specific documents requested to fulfill the requirement of the question.

How do I access the online survey? Do I need a log in to SurveyGizmo.com?

No, you will not require a login or password to access the survey. The links are posted in the Instruction Manual, as well as on our website. Be advised, you will not be able to move forward in the survey without answering required questions. It is best to have all information available prior to entering the online survey.

Are the components submitted together as one instrument? Can separate people complete each of the components?

No, the components are not submitted together as one instrument. Each component (1 Agency and 1 for each Project), will be submitted separately by going into the appropriate link. Each component can be completed by whomever the agency designates, but remember that each component must be submitted by an Authorized Representative only.

I began working in the online survey, but I'm not able to move on from the page even though I have answered all questions.

When a required question has not been answered, the question will be highlighted in light yellow. Scroll through the page to see if any errors have been made or if any questions have not been answered. Also pay close attention to the formatting of the answers (i.e. Phone number must have dashes, rather than spaces, periods, or no spaces in between numbers, and no extensions may be entered).

I submitted a component, but did not receive the email confirmation. What should I do?

The email confirmation is sent to the email address indicated for the **Primary Contact** person. First be sure that the email address was typed correctly for this question and be sure that person has received the email. If the person indicated has not received it, you should notify All Chicago as soon as possible, as this will be your only receipt of submission. Please note the email may take several minutes to arrive in your inbox, as well.

I entered my email address to save and continue later, but I did not receive an email with the link to return to my survey.

Please be sure you receive the email before exiting the survey, to ensure you will not need to re-enter information and can regain access to your survey. First check to be sure you have entered the correct email address, and also be sure to check your Spam or Junk folder for the email. If you still are unable to receive the email, please contact All Chicago for further assistance or try utilizing a different email address. All Chicago cannot retrieve Save and Continue links once you have left the survey.

When are my responses saved? Can I use the same link each time or do I need to receive a new link each time I make edits?
You can reuse the same link. Keep in mind, answers are only saved when:
a. you click on Save and Continue to enter your email address and receive a link.
b. you click Back. Or
c. you complete a page and click Next.
Therefore, once you receive a link to your survey, you may use the same link ONLY if you click Back or Next to save additional responses. If you enter additional responses, but exit without going backward or forward in the survey, your additional responses may not save.

I am having trouble replacing an uploaded document with a different one. When I save the new upload, the old document is still attached.
If you are experiencing this issue, please first be sure you are following the appropriate steps for uploading a document (i.e. first browse and find file, then click the button to upload). Then, be sure you are saving by navigating back or forward in the survey before exiting the browser. If you are still experiencing this issue, please contact CoCPrograms@allchicago.org as soon as possible.

I am reviewing my PDF before submission and it is showing other questions that were not visible in the survey. What should I do?
The PDF for review will include all questions, including those not visible to you in the survey. Please just ensure that your responses are complete and accurate based on the questions you were provided.

General Questions

What will the site visit process look like? What documentation will be expected for the checklist questions?
Just be sure you can easily document or demonstrate in some way the items indicated in the checklist, if requested and that all answers provided are accurate to your knowledge (i.e. policy is on file and readily available to view, items are posted in plain sight, or records of staff participation in trainings, etc.).

Do you have a list of naming conventions for all attachments so that I may prepare and save them accordingly before going into the survey?
Threshold Q3: Audit and Management Letter *"Agency Name_Audit"*
Threshold Q3: A133 Form *"Agency Name_A133" (if applicable)*
Additional Financial Review Q1: TWO Most Recent Form 941 *"Agency Name_Form941"*
Addtional Financial Review Q2: 990 Forms *"Agency Name_990"*

Agency Governance Q2: Policies for Continuous Quality Improvement “*Agency Name_Quality”*
Consumer Focus and Rep. Q4: Client Rights *"Agency Name_ConsumerRights"*
Project Threshold Q2: Most Recently Submitted APR in PDF *"Project Name_APR"*
Project Operations Q2: 2016 Match and Leverage Spreadsheet *"Project Name_Match"*
Leading Practices Q1: Housing First Written Eligibility “*Housing First_Project Name”*
Project Performance (All): 2016 HUD Evaluation Report *“Project Name_HMISReport_HMIS Project ID”*

Please note there may be other attachments required, such as Threshold explanatory letters, that may need to be uploaded using a specific naming conventions. These will be indicated in the question.

Agency Component
During what time period should the agency representatives be active on the applicable committees or commissions (Re: Agency Governance, Question 1)?
This question is referring to participation in 2015. Please only indicate members who are *members of and regularly attend* a committee or commission. Those who regularly attend, but are not members, should not be listed.

For the Financial Review, what documentation is required to be uploaded for the audit?
Please include the audit package/report your agency received following your audit, which should include financial statements <u>and</u> a letter indicating the result or opinion of the audit. If your agency receives more than $500,000 in federal funding, an A-133 audit report will also be required. These items may be in separate documents or included all in one document from your auditor.

Project Component
My project is new this year and we were not operating for one or more Data Quality Processes. We were also not yet at 80% capacity as we have not been open long enough to fill all beds/units. How do I respond to these questions and others that may not be applicable?
If your project is new and you were not operating at the time that one or more data quality processes occurred, please only check the quarters in which you participated in the process. All Chicago staff has participation information on file. For Threshold questions, please attach an explanatory letter if you are unable to answer any question affirmatively due to the project being in a start-up year. For questions that are not applicable to a project, the question will not be scored and the points will be removed from the total points scored.

For the Checklist/Site Visit Requirement questions, I am only able to choose Yes or No, but the question is not applicable to my project. What should I do?
For these questions, please answer using the Yes or No options available. These questions are not scored and some projects may answer No to the items in this list (i.e. SSO that does not have beds will not be able to say Yes to landlord related question). Documentation will only be requested for any Yes response, and only if chosen for a site visit.

What data should DV agencies use to answer the Project Performance questions, as they are not able to pull data from HMIS?
DV projects should use their most recently submitted APR (to HUD through e-snaps) to answer the performance questions. DV agencies will not be expected to submit any HMIS reports, as they are not required to enter data into HMIS. Data will be verified using the APR and self-report.

Added 2-3-2016

For System Priorities, Question 1 regarding CH, do we use the old definition or the final CH definition that went into effect January 15th?

Since the 2016 Evaluation looks back at CY15, you will be utilizing the "old" definition that was in effect prior to January. The 2016 Evaluation Report will pull information directly for you to answer this question, based on data entered for your clients in 2015. Please see the note in the Instruction Manual on page 18 for more information.

Are RRH programs required to utilize CRS and respond to question 3 under System Priorities?

Yes, CoC-funded RRH programs are required to pull referrals from CRS. For more information on using CRS, you may contact the CRS Managing Entity at ChicagoCRS@catholiccharities.net.

We have a PSH project that does not have Beds. How is utilization calculated?

Your utilization will continue to be calculated based on the number of persons or households enrolled in HMIS (Evaluation Report) as compared with the number you are to serve based on your contract with HUD (self-report). Please contact CoCPrograms@allchicago.org for further concerns regarding PSH projects that do not have beds.

Added 2-10-2016

The 2016 HUD Evaluation Report is not pulling my data correctly. What should I do?

First, please check your data in HMIS to ensure that the client-level data is accurate, complete, and reflects the calculations in the 2016 Evaluation Report Guide. The data in the report will only reflect what has been entered into HMIS!

If you are still having trouble or believe there to be a report error, please contact HMIS Helpdesk for further assistance. While the report was tested prior to release, there can occasionally be an additional error here or there. We will be sure to correct these as they are brought to our attention. See also notice sent below for corrections made to the report.

Known Issues - Please see notice sent to all ATAs on February 5th:

"ATAs,

There was an issue in the 2016 HUD Evaluation Report that caused non-adults to be counted for income, employment and non-cash benefit questions. The error has been updated. If you have already run the report and your project serves individuals under 18, you will need to re-run the report to ensure accuracy. If your project does not serve individuals under 18, then there is no need to re-run the report.

If you have any questions, please submit a ticket at the HMIS helpdesk at: http://hmis.thechicagoalliance.org"

Please see additional notice sent to all ATAs on February 10th:

There is a new update that will affect the report for a few projects. I have outlined the changes below:

- Exits to "Hospital or other residential non-psychiatric medical facility (HUD)" will not count against you
- For all projects other than Street Outreach, exits to "Foster care home or foster care group home (HUD)" or "Long-term care facility or nursing home (HUD)" will not count against you
- For Street Outreach projects, exits to "Residential project or halfway house with no homeless criteria (HUD)" will not count against you
- Individuals whose head of household is classified as Chronically Homeless are also considered Chronically Homeless
- I have added a tab at the end of the report to help you determine the reasons that each client is considered Chronically Homeless or not

Added 2-12-16

Do I need to submit the full 2016 HUD Evaluation Report?

Yes, you will need to submit the full report with all pages and tabs included. Missing any part of the 2016 HUD Evaluation Report could result in a Technical Deficiency Notice and a loss of points. Please be sure all pages are included in submission.

The 2016 HUD Evaluation Report shows my # of beds as incorrect and is impacting my utilization rates. What should I do?

The bed numbers in the report are based on your 2015 HIC submission where you report your bed inventory. All bed utilization rates will be based on the number of beds funded by HUD, according to your contract. Please self-report the correct number of beds and this will be used for verification purposes. We will confirm all bed numbers with your APR, as well. If you have concerns about your utilization rate or number of persons *enrolled* please contact CoCPrograms@allchicago.org.

Last Updated: 4/6/2016

Added 2-17-16

Can I view my uploaded documents before submission to ensure they are correct and complete?

Yes! We encourage all agencies to check all attachments before submission. You can do this by reviewing the PDF of your submission before clicking the final Submit button. This PDF will have hyperlinks to each attachment for your review.

In reviewing my PDF, I am noticing questions or upload prompts that I did not see in the online survey (e.g. "You did not answer Threshold Question x affirmatively "). What should I do?

The PDF review prior to submission will include ALL questions, regardless of whether you see them in the online survey. Some questions may only appear if required, such as Threshold Waiver upload prompts. As long as you review your given responses and ensure these are accurate, you do not need to be concerned with these being visible. Similarly, all project performance questions will be visible, even though you will only see those applicable to your project type in the online survey.

Added 2-24-2016

For Section E: System Priorities, Question 2, where do I get the numbers from as they are not in the Evaluation Report?

The responses for this question should be based on your client data from the same time period of January 1, 2015 to December 31, 2015 and can be input using self-report. We do encourage all agencies to review this information with a 0625 report or other HMIS data to ensure the numbers reported in the Evaluation Instrument are accurate.