

2017 Community Benchmarks Scorecard

RESPONSE TO PUBLIC COMMENTS SUBMISSION

I. General Comments Response

1. What will this tool be used for?

The tool will be used to measure continuous quality improvement and alignment with the HUD System Performance Measures. The benchmarks set forth will be used as a part of the annual ranking and evaluation process.

2. Will it be used to evaluate the NHC or to evaluate other organizations that receive resources from the CoC/NHC?

It will be used to evaluate all CoC-funded programs, including NHC programs. The Coalition receives three grants through the CoC program, a rapid rehousing grant, a planning grant and a grant to fund Coordinated Entry. The CAAS column of the scorecard is related to the coordinated entry supportive services only (SSO) grant. The Rapid Rehousing grant will be evaluated by the RRH column. HUD doesn't include the planning grant as a part of the ranking and evaluation process so the scorecard does not apply to the planning grant.

3. Was this tool developed internally or was it received from HUD?

The tool was developed internally based on guidance from HUD to use the system performance measures and current data used to establish baselines; the CoC is scored on its ability to make progress on the system performance measures as well as alignment of our ranking and evaluation process with HUD priorities. The benchmarks were created as being reflective of current aggregate performance on each of the measures that we have available data on in HMIS. Because the scorecard will be used for data from January 1 – December 31, 2016, the scorecard is only being used for measures where there is already an established baseline. Other measures are either used to establish a baseline for next year's scorecard or available for bonus points.

4. I am interested in knowing if there is continuity in performance measures from one CoC to the next.

The CoC participates in a statewide homeless group with all of the other CoCs and the NHC Executive Director is on a sub-committee of that group working to find continuity of ranking and evaluation tools across the state. NHC submitted the scorecard to the chair of that committee in late March.

5. Will the scorecard be approved by the board or the general membership or both?

The Scorecard has been approved by the Board and has been submitted to the General Membership for public comment. The NHC also held two public general membership meetings in 2016 to solicit feedback regarding the measures being presented. Public comments will be made available at the May 2017 General Membership meeting as well as on the NHC website. Any proposed changes will be submitted to the NHC Board and the General Membership for review and approval. The public comments discussion meeting has been advertised on the mailing list, the website and in the newspaper. The community evaluation will be advertised in the newspaper, on our mailing list and on our website and community members will be invited to participate in the process. A policy guiding that process will be made publicly available on the website and mailing

list on or before May 31, 2017. The NHC Governance Committee and the Ranking and Evaluation Committees are responsible for the development of that policy.

6. What is your timeline for implementation of this tool?

The tool will be used for the 2017 CoC application ranking and evaluation process. HUD has encouraged CoCs to complete the ranking and evaluation process outside of the application timeline. As such, the NHC will hold the community evaluation process on June 28, 2017.

II. Specific Comments Response

1. Is it realistic to have a goal of +18.5% cash income for stayers?

This goal is a baseline for current performance of PSH programs over the past two years. To clarify, the goal is that 18.5% of participants will have an increase of cash income. Cash income is inclusive of disability benefits.

2. Please consider two categories as it relates to performance measure 7 – average length of stay and exits to PH? Can you have a graduated scale to measure these?

As in previous years, exits to PH will be on a graduated scale versus an all or nothing question. Regarding average length of stay, this is calculated in Measure 1, which measures the length of time from entry to certification and referral outcome to permanent housing. 2017 will establish a baseline for continuous improvement moving forward.

3. For HMIS Data Quality, can points be awarded for data completeness and attendance at end user meetings?

Data completeness is the major component of data quality – this measure looks specifically at the number of missing or null values. Participation is reviewed as a part of CoC Participation. Consolidating all the measures that look at meeting attendance in one CoC Participation score is more reflective of overall participation, while the actual measure on HMIS Data Quality is reflective of actual performance.

4. What do you mean by CoC Monitoring Conditions?

Should the NHC conduct a monitoring visit of a funded agencies and there are monitoring conditions set forth to correct performance and/or compliance with federal regulations, this will be considered regarding the scoring of the project. This will be a yes/no question with full points either awarded or not. Monitoring Conditions will be given for continued issues with performance only after an improvement plan and technical assistance has been exhausted. This section will not affect any of the agencies for the 2017 Scorecard as CoC monitoring will not occur until October 2017.

5. How can reduction in the use of crisis services be quantified?

For clients who are frequent users of crisis services, agencies may submit an aggregate report of a comparison of crisis services utilized by program clients in the year prior to program entry versus crisis services utilized during the scorecard measurement period, which for 2017 is January 1 – December 31, 2016. It is the responsibility of the agency to get accurate cost documentation for the cost of crisis services reported.

6. Hard to serve/literally homeless: Please describe in more detail what you are trying to capture...homeless status at entry? Also, is it a HUD priority to prioritize zero income at entry?

Yes, these are HUD priorities regarding hard to serve/literally homeless. Literally homeless means that the client is on the streets, in a shelter, a homeless transitional housing program or a place not meant for human habitation (Category I of the Homeless Definition). It is a HUD priority to prioritize zero income at entry as this is a major barrier for program entry. It is included in the Housing First questions on the CoC project applications.

7. Where do you address the project application narratives?

The information included in the project application narrative is what the community evaluation process is intended to score. Each project will be given an opportunity to hand out a description of their program, but also to complete a 5-10-minute presentation that describes how the program goals and objectives are aligned with the HUD priorities and benchmarks. Anyone participating in the community evaluation process will attend a training to be held immediately before the project presentations that will give an overview of the HUD priorities and system performance measures as stated in the annual Notice of Funding Application (NOFA). The Community Benchmarks Scorecard will account for 80% of the project score and the community evaluation process will account for 20% of the project score.

8. Where is the financial and budget evaluation for organizations? Are they in compliance, drawdowns and % of grant spent and categories of where spending is taking place?

Financial evaluations of the program that do not pertain to cost effectiveness of the permanent housing outcome will take place as a part of the monitoring. Compliance will be reflected in the CoC Monitoring Conditions section of the Scorecard.

9. Were employment goals achieved?

Employment performance is measured by Measure 4, change in employment income for persons exiting the program.