

# TX-503 CoC PROJECT RENEWAL APPLICATION

## 2021 Annual HUD Continuum of Care NOFO

*This checklist and scorecard will be used for all Renewal Applications, including HMIS. ECHO reserves the right to ask for additional information or to revisit the application requirements and scoring after the release of the 2021 NOFO from HUD.*

### First Time Renewals:

- Must meet Threshold Component ensured compliance with HUD organizational recommendations and HMIS implementation.
- Will receive full points for items that are not able to be scored. Items that cannot be scored include if there is not yet 12 months' worth of information.
- Audit
  - Most Recent Completed Agency Audited Financial Statement
  - Auditor's Communication with Governance
- Board of Directors and/or equivalent policy making entity - evidence of at least one representative with lived expertise (e.g., website, letterhead).
- ELOCCS Drawdowns at least Quarterly
- Project Subrecipients (HUD application in e-snaps calls this type of relationship a Partner Agency)
  - MOU/Subrecipient Agreements
  - Contract Agreement(s)
- Documentation of grant changes and/or amendments over the past 12 months requiring an amendment or contact with the Local Field Office (e.g., copy of email communications, support letter from ECHO, memo requesting change) **Required to document any project changes.**
- HUD Monitoring Required if project participated in HUD monitoring over the past 2 years
  - HUD Monitoring Notification
  - HUD Monitoring Closeout Letter
  - HUD Closeout Letter
- Performance Improvement Plan (PIP) (required for all agencies that have executed a PIP)
- Housing First Assessment Tool (required for all renewals except for Diversion and HMIS)
- Screenshot of SAM Registration.

# Scoring Overview

| POINTS                                    |                | 1. PROGRAM CHANGES & AMENDMENTS  |
|---|----------------|--|
| N/A                                       | <u>1.1</u>     | Significant Amendments   |
| N/A                                       | <u>1.2</u>     | COVID-19 Response  |
| 2. AGENCY CHARACTERISTICS & HUD STANDARDS |                |  |
| P/F                                       | <u>2.1</u>     | Annual Financial Statement Audit                                       |
| 10  | <u>2.2</u>     | Diversity, Equity, & Inclusion: Board of Directors & Agency Leadership |
| N/A                                       | <u>2.3</u>     | HUD Monitoring   |
| 10  | <u>2.4</u>     | Unspent/Recaptured Grant Funds (Deobligation)                          |
| 3. PROJECT TYPE & E-SNAPS INFO            |                |  |
| N/A                                       | <u>3.1</u>     | Project Type Section   |
| 4. PROJECT QUALITY & PERFORMANCE          |                |  |
| 10  | <u>4.1</u>     | Performance Improvement & Disaster Response Initiatives                |
| 10  | <u>4.2</u>     | Addressing Racial & Ethnic Disparities                                 |
| 15  | <u>4.3</u>     | Policies, Procedures, & Best Practices                                 |
| 15  | <u>4.4</u>     | Lived Expertise  |
| 10  | <u>4.5</u>     | Increasing Safety for Survivors  |
| 5   | <u>4.6 (A)</u> | Severity of Barriers: Serving Clients w/Barriers (Non-HMIS Only)       |
| 5   | <u>4.6 (B)</u> | Severity of Barriers: Addressing Barriers to Housing (Non-HMIS Only)   |
| 10  | <u>4.7</u>     | HMIS Administrator Checklist (HMIS Only)                               |
| 5   | <u>4.8 (A)</u> | Program Staff: Onboarding, Training, and Retention                     |
| 5   | <u>4.8 (B)</u> | Program Staff: Compensation  |
| <b>100 = TOTAL POSSIBLE SCORE</b>         |                |  |

# 1. Program Changes and/or Amendments

## Application Question and Scoring Criteria

## Points/Scoring Guidance

### Question 1.1

*Describe any changes and/or amendments made to this project during the last 12 months. Examples include adjustments to budget, target population, service delivery, subrecipient/partner roles and responsibilities.*

**Attachment\* (optional):**

- Please provide supporting documents (emails with the field office and/or copies of change forms)

### Question 1.2

*Describe any waivers or expedited amendments you utilized for the COVID-19 response.*

**Attachment\* (optional):**

- Please provide supporting documents (emails with the field office and/or copies of change forms)

**Note:** Attachments may be required if requested by IRT members or ECHO Staff.

**Not Scored**

## 2. Agency Characteristics & HUD Standards

### Application Question and Scoring Criteria

### Points/Scoring Guidance

#### Question 2.1

*Please attach a copy of your agency's most recent financial audit.*

*For financial reporting purposes, every organization has a 12-month fiscal year. A fiscal year can coincide with the calendar year but may also be any 12-month period that is selected by the organization. Audits are performed on the organization's fiscal year. The only exception to a 12-month audit occurs if the organization has changed its fiscal year during the audit period. This will require an audit for less than or more 12 months for the year of change.*

#### Attachments:

- Most recently completed audited financial statement for your agency (Not program/project).
- The auditor's communication with governance.

#### Criteria to Consider:

- The most recent audited financial statement is attached.
- An audit is completed within 9 months of the end of the agency's fiscal year and/or the agency identifies consistent procedures that are used in the preparation of financial reports in which the most recent report follows and is attached.
- The audit opinion indicates that the agency's financial statements are fairly presented in accordance with Generally Accepted Account Principles (GAAP).
- The audit opinion does not include any substantial doubt about the organization's ability to continue as a going concern.

**PASS** – Meets all criteria.

**PASS W/FINDINGS** – Provides description of cause and or there is some concern that the project is not eligible for HUD funding.

**FAIL** – Information provided CONFIRMS that project is not eligible for HUD funding.

## Question 2.2

Does the applicant's organization reflect the community's mission of diversity, equity, and inclusion by mirroring the population experiencing homelessness (of which 73.7% identify as non-white) as well as by including at least one member who identifies as non-white in both (1) the agency's board of directors and (2) in the agency's leadership (Meaning: managers, directors/administrators, VP's, Executive/C-Suite)?

### Context:

- "The racial demographics of the homeless services workforce do not reflect the diversity of people served, particularly at the senior management level ... A strategy of growing leaders of color and building diversity in senior leadership and boards of directors is one concrete way to begin addressing such bias. While leadership by people of color does not automatically translate into equitably designed programs, it is one important strategy in the sustained work of dismantling institutional racism." [Supporting Partnerships for Anti-Racist Communities Phase One Study Findings \(2018\)](#)

### Attachments:

- Official documentation showing racial/gender diversity on Board of Directors or equivalent decision-making body.
- Agency Organizational Chart including Board Members.
- Website materials.
- Documentation of the percentage of Board and Agency Leadership that identifies as non-white.

### Criteria to Consider:

- Based on current HMIS data, 73.7% of the people experiencing homelessness recorded in HMIS identify as non-white.
- This question is assessing the diversity, equity, and inclusion of the applicant's leadership, based on individual personnel's self-identification. Applicants should confirm with personnel directly and not make assumptions of staff or (i.e. based on appearances, names, etc.):
  - Example 1: Someone would count if they do not identify as white.
  - Example 2: Someone identifies as Hispanic/Latino would count.

**10** – Multiple agency management personnel and multiple members of the board of directors identify as non-white, and the 73.7% threshold is met or exceeded.

**8** – Multiple agency management personnel and multiple members of the board of directors identify as non-white, but the 73.7% threshold is *not* met.

*(Note: If an agency has multiple people who identify as non-white in one group but not the other, the agency cannot exceed a score of 6.)*

**6** – Meets basic criteria. One person in agency management and one person on the board of directors identify as non-white.

**4** – Partially. One person in agency management identifies as non-white. (But not on the board.)

**2** – Partially. One person on the board of directors identifies as non-white. (But not in agency management.)

*(Note: appropriate attachments backing up the answer provided are required for an agency to receive any score above a zero.)*

**0** – No, criteria are not met.

|   |   |
|---|---|
| <p style="text-align: center;"><b>Question 2.3</b></p> <p><i>Has the project been monitored by HUD at any point over the past 2 years? (Y/N)</i></p> <p>If Project <u>Did</u> Receive a HUD Monitoring Visit over the past 2 years:</p> <p><b>Criteria to Consider:</b></p> <ul style="list-style-type: none"> <li>• No findings or findings that were resolved.</li> <li>• Project had findings that were not resolved within 30 days of date when Monitoring Letter is released to agency. Agency does not provide documentation of resolution via Closeout Letter (if applicable) that indicate resolutions to finding from monitoring visit. Project did not provide complete attachments.</li> </ul> <p><b>Attachments (if yes):</b></p> <ul style="list-style-type: none"> <li>• HUD Monitoring Letter (indicated findings or lack thereof).</li> <li>• HUD close out letter (indicating resolution of findings).</li> </ul> <p>If Project did <u>NOT</u> receive a HUD Monitoring Visit of the past 2 years:</p> <p><b>Criteria to Consider:</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> | <p style="text-align: center;"><b>This information is required in order to submit the application, but it is not scored.</b></p>  |
| <p style="text-align: center;"><b>Question 2.4</b></p> <p><i>Have any Funds related to the renewal project request been recaptured by HUD for the most recently expired grant term?</i></p> <p><b>Attachments:</b></p> <ul style="list-style-type: none"> <li>• Please provide official grant documentation showing (1) the percentage of overall project budget recaptured (2) total dollar amount recaptured.</li> </ul> <p><b>Optional Attachment:</b></p> <ul style="list-style-type: none"> <li>• Performance Improvement Plan (PIP) Agreement (if applicable).</li> </ul>   | <p><b>5</b> – All funds spent. No deobligated funds.</p> <p><b>4</b> – Some funds deobligated, but less than 3% of total funding.</p> <p><b>3</b> – Deobligated more than 3% of total funds, but less than 5%.</p> <p><b>2</b> – Deobligated more than 5% of total funds, but less than 7%.</p> <p><b>1</b> – Deobligated more than 7% of total funds, but less than 10%.</p> <p><b>0</b> – Project does not meet expectations due to deobligating more than 10% of total grant funds or more than \$50,000 (whichever is greater).</p> |

# 3. PROJECT TYPE & E-SNAPS INFO

## Application Question and Scoring Criteria

## Points/Scoring Guidance

### Question 3.1

Complete the following section with the same information that will be entered in e-snaps.

This section will be verified by ECHO staff for accuracy with the previous project applications in e-snaps.

***Applicants are unable to change the items in this section without a grant amendment unless otherwise allowed through the HUD FY21 NOFO Competition materials.***

The IRT may use these details to supplement their knowledge of the programs.

\*Project Type: (Transitional Housing, Permanent Housing, or SSO)

\*If Permanent Housing – Specify type: (PSH, RRH, Joint/ TH/RRH)

\*Total Number of Units, if applicable:

\*Total Number of Beds:

\*Total Dedicated Chronically Homeless Beds:

\*Identify the specific population focus for the project:

\*If Other, please explain:

\*Housing Type:

\*If Other, please explain:

**Not Scored**

## 4. PROJECT QUALITY & PERFORMANCE

### Application Question and Scoring Criteria

### Points/Scoring Guidance

#### Question 4.1

*Describe any strategies and/or efforts made during the last 12 months to improve program outcomes. Discuss how your agency has used data including HMIS reports to identify ways to improve services, program design, staff development, and/or outcomes shown through Quarterly Performance Scorecards or other performance measures. Describe how the implemented changes have improved both your organization and your project outcomes. Give specific examples of all the above especially in reference to your agency's efforts to maintain quality, equitable, service delivery while maintaining staff and client safety in your efforts to prevent, prepare, and respond to the COVID-19 pandemic as well as continuing to adhere to a Housing First approach to all service delivery.*

#### Criteria for Consideration:

- Description matches other details in project application; clarity and consistency of the narrative.
- Budgetary changes due to COVID-19.
- The response utilizes current community data (i.e. PIT Count, system performance measures, etc.) to clearly validate the rationale for how the project fills current needs and gaps in the HRS.
- The response includes rationale for funding and service design to address areas for improvement.
- Supportive Service Alignment to Population(s) of Households Receiving Services.
- Clear explanation of all activities with specific details. Narrative corroborates with the other components of the application.
- Description of applicant's efforts to improve or maintain performance from the FY 2019 Q1 CoC Performance Scorecard.
- For **non-HMIS** projects: the project is compliant with the Housing First approach:
  - No barriers to entry (e.g., clients are not screened out for or specifically selected due to requirements such as: sobriety, treatment, or service participation requirements).
  - no preconditions (e.g., clients are not screened out for or specifically selected due to requirements such as: sobriety, income).
  - does not terminate program participants from the project for lack of participation (e.g., supportive service participation requirements or rules beyond normal tenancy rules).
  - Supportive services are voluntary and offered to maximize housing stability and prevent returns to homelessness.

**10** – Surpasses criteria and significantly exceeds expectations. All elements in the question and criteria for consideration are addressed in detail, plus the project's narrative indicates an in-depth understanding of using data to improve performance and demonstrates specific examples of how they have done so. Project identifies challenge areas and has SMART goals.

**7** – Meets criteria adequately with no concerns. All elements in the question are addressed.

**5** – Some concerns identified in narrative and in meeting criteria.

**0** – Does not meet criteria.



- The project quickly moves participants into housing and does not require additional steps (e.g., a required stay in transitional housing or a certain number of days of sobriety).
- For **HMIS** projects: the narrative addresses the following elements:
  - Community Needs
  - The design and implementation of the HMIS System
  - Anticipated project outcomes
    - Project outcomes are measurable.
  - Coordination with other organizations (e.g., federal, state, nonprofit).
  - The reason CoC funding is required.
  - Narrative provides a clear description of how the project identified an area of improvement and made changes that resulted in better performance or compliance outcomes.
  - Agency requested technical assistance from outside sources and/or consultants to improve user experience and data quality.
  - Agency requested and received technical assistance from CoC Community Planning & Partnerships / HRS Strategy to learn strategies on improving performances and compliance.
  - Scheduled required trainings for staff on target area.
  - Demonstrated exceptional performance in an area in which the project was underperforming.

#### Question 4.2

*Black Americans are overrepresented in the total population experiencing homelessness in the United States relative to total population representation. According to the [Addressing Racial Disparities in Austin Texas](#) report, Black/African American residents account for 8 percent of Travis County's total population, but 35 percent of the population experiencing homelessness in the same area. This is a dramatic overrepresentation and a key challenge facing our homelessness response system and the Austin/Travis County community generally.*

*Following exits to permanent housing destinations from permanent housing projects in the Austin / Travis County Homelessness Response System, Black/African American clients are approximately 1.8 times more likely than non-Black/African American clients to return to homeless services recorded in HMIS within a year or less. Among these returns to homelessness, Black/African American clients and Hispanic/Latinx clients return in shorter periods of time on average. This suggests not only inequitable long-term housing outcomes for permanent housing projects, but also inequitable short-term housing outcomes following exits.*

*Provide a narrative describing how your project is addressing racial disparities in service delivery.*

#### Criteria for Consideration:

- Agency policies identify racial equity as a priority and the applicant has procedures in place to reduce racial disparities in service provision.
- The applicant identifies past and current challenges in equitable service delivery and provides examples of solutions the project has used and plans the project has to address current needs and gaps in racial equity.
- The applicant's narrative shows how the program's policies, procedures, and plans are designed with a racial equity lens and an awareness of system trends towards inequity as well as an intention of countering both cognitive and intentional bias, as well as undoing systemic racism.
- The applicant describes how the project uses HMIS data to monitor and identify racial equity issues and make improvements to the provision of client services.
- A clear timeline is laid out as a planning/implementation tool.
- See the [SPARC Report](#).
- See [Emerging Strategies](#) recommended by USICH.

**10** – Agency clearly demonstrates a deep and detailed comprehension of the racial & ethnic disparities in both the wider system and within its own project's clients, agency practices, and/or program outcomes. Agency provides concrete examples of policies and strategies they use to offer equitable service delivery to all clients and the narrative directly addresses how the program uses its HMIS data in this process.

**7** – Agency demonstrates significant efforts to identify and reduce racial and ethnic disparities among their clients, agency practices, and/or program outcomes and includes concrete examples of policies and strategies they use to increase equity.

**5** – Meets criteria with some concerns identified. Agency demonstrates limited understanding and/or minimal efforts to identify and reduce racial and ethnic disparities among their clients, agency practices, and/or program outcomes.

**0** – Does not meet criteria.

### Question 4.3

For **RRH**, and **Joint TH-RRH** programs **ONLY**: provide your project's policy for determining participants' rent portions as required by 24 CFR 578.37(a)(1)(ii)(A)-(B) and attach any tools utilized to determine rent portions. Provide a narrative detailing how the project utilizes **progressive engagement** in the determination of rent portion over time.

#### Attachments:

- Rental Subsidy Determination Tool(s). (Required)
- Other Relevant Program Policies/Documents/Materials (Optional)

#### Criteria for Consideration:

- Does the policy describe the frequency that client subsidy amount is assessed in reference to client's income?
- Do the program's policies and procedures incorporate total rental costs incurred by the participant?
- Does the program approach rent portion through the lens of minimum rental assistance necessary to maintain housing stability?

For **TH** programs **ONLY**: what tools, strategies, and programming do you use during participant's time in transitional housing do you use to ensure that individuals are prepared to take over their lease?

#### Attachments:

- Policies and/or program tools used in increasing participant income, life skills, and housing location. (Required)
- Other Relevant Program Policies/Documents/Materials (Optional)

#### Criteria for Consideration:

- The application indicates that the project provides the tenant multiple opportunities to increase their income during their stay in transitional housing.
- The applicant details how the project provides life skills such as money management, budgeting skills, landlord engagement and mediation, and housing search and location.
- The applicant indicates that the project supports the participant to locate permanent housing as their time in the project is coming to an end.

**15** – Fully meets criteria and exceeds expectations. All elements in the question are addressed in detail, plus the project's narrative indicates an in-depth understanding of the topic and demonstrates how they apply it in program operations. The suggested attachment must be provided.

**10** – Meets all criteria with no concerns. All elements in the question are addressed, and the suggested attachment is provided.

**5** – Appears to meet the basic criteria but some concerns are identified. (Or meets criteria adequately and all elements in the question are addressed, but the suggested attachment is not provided.)

**0** – Does not meet criteria.

For **PSH** programs ONLY: describe how your project promotes a culture of **moving on**. What are the techniques and frequency with which case managers discuss moving on with program participants, and what specific training do your case managers receive to explore these strategies with clients. Attach any tools or program policies you use for moving on strategies.

**Attachments:**

- Moving On Materials. (Required)
- Other Relevant Program Policies/Documents/Materials (Optional)

**Criteria for Consideration:**

- Does the PSH provider support the growth, recovery, independence, and participant choice by recognizing that some program participants could reach a point where they want to and are able to move on to independent permanent housing (either subsidized or unsubsidized) while others will continue to need the intensive service environment of PSH for the foreseeable future?
- Does the applicant’s response show how they help program participants understand from the time of program entry that they can stay in supportive housing for as long as they want to, but that if someday they feel ready and desire to leave, staff can support them to move on?

For **HMIS** programs ONLY: describe the community **data quality improvement** strategies your staff use and the data quality and data quality monitoring plans and policies your project follows. Attach the data quality plan(s), policies, and tools you use for ensuring and improving data quality.

**Attachments:**

- Data Quality Plan. (Required)
- Other Relevant Program Policies/Plans/Tools (Optional)

**Criteria for Consideration:**

- Does the project have a community-level **data quality plan** that facilitates the ability of the CoC to achieve statistically valid and reliable data? At minimum, does the data quality plan:
  - Identify the responsibilities of all parties within the CoC that affect data quality.
  - Establish specific data quality benchmarks for timeliness, completeness, and accuracy.
  - Describe the procedures that the HMIS Lead Agency will take to implement the plan and monitor progress to meet data quality benchmarks.
  - Establish a timeframe for implementing the plan to monitor the quality of data on a regular basis.

- Does the project have a community-level **data quality monitoring plan** outlining the set of procedures for regular ongoing analysis of and reporting on the reliability and validity of the data entered into HMIS at both the program and aggregate system levels? At minimum, does the monitoring plan:
  - Establish baseline data quality benchmarks and goals.
  - Define community roles and responsibilities.
  - Establish clear timelines (compliance, recurring report due dates, etc.)
  - Calculate compliance rates.
  - Establish timeframes for data quality reports (on an annual basis, at minimum).

*For **SSO** programs providing **Diversion** services: describe the **housing problem solving** strategies your staff use to explore immediate housing resolutions with clients during the [two week according to best practice] period before Coordinated Assessment. What percentage of clients are successfully diverted before CA, and what percentage of clients are still able to attain a rapid exit solution after CA but before enrollment in a permanent housing (RRH/PSH) project? Please attach any worksheets you use for housing problem solving activities for new clients engaged in diversion.*

**Attachments:**

- Housing Problem Solving Materials for Diversion. (Required)
- Other Relevant Program Policies/Documents/Materials (Optional)

**Criteria for Consideration:**

- Do the applicant’s policies, attached tools, and narrative show how the project is providing housing-focused, person-centered, and strengths-based services to help households identify the choices and solutions to end their homelessness independent of a housing intervention?
- Do the applicant’s policies, attached tools, and narrative show how households are referred and connected to mainstream benefits?
- Do the applicant’s policies, attached tools, and narrative show how the project strategically aims to provide the minimum assistance necessary for the shortest time possible to support households in quickly ending their housing crisis?
- Do the applicant’s policies, attached tools, and narrative show how the project establishes procedures to market diversion resources to community supported agencies not dedicated to homelessness?
- Do the applicant’s policies, attached tools, and narrative establish procedures to quickly connect with crisis response and emergency shelter options, and receive referrals for Diversion support?
- Do the applicant’s policies, attached tools, and narrative show that program staff are trained in relevant problem solving skills and interventions (e.g., Problem Solving Therapy, Solutions-Focused

Therapy, Motivational Interviewing, Trauma Informed Care, and De-escalation)?

- *“A robust diversion system assists households in identifying existing resources and supports that can be used to self-resolve their homelessness as an alternative to entering into the larger homelessness response system. Properly implemented, diversion strategies can mitigate trauma by reducing the length of time a household experiences homelessness. Diversion strategies can bolster the entire homeless response system by conserving limited housing resources when minimal diversion assistance is sufficient for a household to self-resolve their homelessness. Diversion efforts aim to redirect entry into a shelter or the streets by diverting households to other safe, appropriate options or resources provided by their own social support network and/or community resources ... Diversion strategies engage households early in their crisis of experiencing homelessness. Staff members at system entry points (e.g. Emergency Shelter, Coordinated Entry, Street Outreach) trained in diversion should initiate exploratory conversations to brainstorm practical solutions for households to resolve their homeless episode quickly and safely. Diversion conversations focus on assisting people to identify the barriers they face in obtaining safe, stable housing. Using a client-centered approach in combination with problem-solving and solution-oriented conversations, service providers help elicit realistic and creative housing options for individuals to choose from. The options identified during these conversations should exploit a household’s existing resources rather than utilizing more intensive resources within the homeless response system.”* ([TX-503 Written Standards for Program/Service Delivery](#))

#### Question 4.4

*Describe how your agency identifies areas for improvement and improves service delivery through feedback from past and current program participants.\* Please provide specific examples of formally solicited suggestions made by clients that resulted in your program making specific changes to its operations to improve outcomes or practices based on participants' feedback. Please describe your formal process for collecting client feedback, including the frequency with which it occurs, evidence of robust/concrete agency responses to that feedback, and methods by which persons with lived experience of homelessness are compensated for their participation and contributions to your agency's improvement. Has your agency hired persons with lived experience of homelessness to work as full-time staff in its programs?*

*\*For HMIS projects who do not provide direct services to clients, this includes clients whose data has been input into the HMIS system.*

#### Attachments:

- Participant Feedback & Compensation Policy/Policies
- Other Relevant Policies
- Up to 3 feedback forms (de-identified)

#### Criteria for Consideration:

- People with lived experience of homelessness have unique insight into the factors that contribute to homelessness and also into solutions that are equitable and effective. Ideally, people with lived experience should be meaningfully included in all phases of policymaking and programming, from inception and design to implementation and evaluation.
- Because they have been directly impacted by homelessness, people with lived expertise are uniquely well-suited to influence and design programs, processes, policies, and practices that best meet the real-life, on-the-ground needs and preferences of participants, to whom they can personally relate. This expertise benefits organizations and the people they serve, since participants are more likely to achieve their goals in programs that are thoughtfully geared toward their needs and preferences and staffed with relational workers with whom they can build trusting relationships.
- Organizations must regard the time taken by those with lived experience to give feedback as equally valuable as the staff they work with. Utilizing the advice of those with lived experience to build policies moving forward, means that their voices have great value. The people asking those with lived experience for consultation are receiving pay for their time/effort spent gathering that feedback, so those being consulted must also have their time and expertise honored.

**15** – Meets all criteria. Agency provides evidence that client feedback is routinely collected as well as specific examples of how they have used the feedback to make improvements. To score a 15, the agency must have a clear & consistent formal process for *compensating* persons with lived experience for their solicited participation and feedback AND must actively *employ* those with lived experience of homelessness as full-time staff in the agency's programs.

**10** – Meets basic criteria adequately with no concerns. Agency provides evidence that client feedback is collected routinely as well as examples of how they have used the feedback to make improvements. To score a 10, the agency must have a clear & consistent formal process for *compensating* persons with lived experience of homelessness for their solicited participation and feedback.

**5** – Meets basic criteria with some concerns identified. Agency demonstrates an understanding of the importance of lived experience of homelessness but cannot provide evidence of collecting client feedback, improvements made from feedback, or compensation for participation by those with lived experience of homelessness.

**0** – Does not meet criteria.



#### Question 4.5

*According to the 2021 HMIS Snapshot Report (Alternative PIT Count methodology) 41% of people experiencing homelessness reported being survivors of domestic violence. It is important that all programs providing services to those experiencing homelessness take this into account, not just DV providers.*

*For **non-HMIS** projects, provide a narrative describing how your project is delivering services to clients and operating through a trauma-informed lens, how your staff are trained to do so, and what challenges you have identified and improvements you have made in ensuring safety for survivors of domestic violence.*

*For **HMIS** projects, provide a narrative describing how your project operates its database and trains the community to protect client safety and information privacy through data security standards and practices; how project staff are trained to do so and how they train others to do so; and what challenges you have identified and improvements you have made in ensuring safety for survivors of domestic violence.*

#### Criteria for Consideration:

- For non-HMIS projects:
  - Does the application identify policies and practices to assess participant safety and increasing to safety over time?
  - Does the response indicate staff are provided regular and frequent opportunities for training on how to increase safety?
  - Does the applicant indicate the project involvement in and utilization of the local VAWA Policies, including providing participants information on VAWA rights at eligibility screening, termination, and evictions?
  - How does the project, if applicable, work with fair market landlords to educate them on VAWA protections and enshrine those protections in rental assistance agreements or participant leases?
- For HMIS projects:
  - HMIS Lead has a designated staff person who is responsible for ensuring privacy and security standards are implemented as required by HUD.
    - Project either provides a narrative description of the process/standards or an attachment is provided. Examples of documentation may include but is not limited to: (job description, HMIS Policies).
  - Conduct background check on all employees who access HMIS or view HMIS data.
  - HMIS Lead conduct Privacy and Security Trainings and follows up on all privacy and security standards on a regular basis.

**10** – Surpasses criteria and significantly exceeds expectations.

**7** – Meets criteria adequately with no concerns.

**5** – Meets criteria with some concerns identified.

**0** – Does not meet criteria.



### Question 4.6 (A)

For **non-HMIS** projects: how does the mean of the housing barriers and participant vulnerability of the applicant's households enrolled into the project within the February 1st, 2017 – March 31st, 2021, compare to the housing barriers and participant vulnerabilities of the households enrolled into all CoC funded projects of the same component type within the same timeframe as reported during CE assessment?\*

#### PH – PSH:

- Reported Abuse or Trauma: 100%
- Reported Criminal History: 93%
- No Income at Entry: 14%
- Substance Use: 95%
- Chronic Homelessness: 90%
- Households Reported Additional Barriers: 100%
- Community Mean Score: 3.924418605

#### PH – RRH\*:

- Reported Abuse or Trauma: 90%
- Reported Criminal History: 75%
- No Income at Entry: 67%
- Substance Use: 38%
- Chronic Homelessness: 52%
- Households Reported Additional Barriers: 99%
- Community Mean Score: 3.213483146

#### TH\*:

- Reported Abuse or Trauma: 89%
- Reported Criminal History: 80%
- No Income at Entry: 68%
- Substance Use: 43%
- Chronic Homelessness:
- Households Reported Additional Barriers:
- Community Mean Score: 3.349056604

**Appendix A**, the Severity of Barrier Data, identified all community baselines and current project means.

#### Criteria for Consideration:

- The Continuum of Care is charged with ensuring the most vulnerable households experiencing homelessness are connected to permanent housing supports to assist them in attaining and maintaining housing. Vulnerable households typically also have severe barriers impeding the ability to quickly gain and maintain housing.
- Projects with low enrolled vulnerability scores may indicate projects with policies which affect their ability to accept households with greater vulnerabilities.

**5 points** – the applicant's mean assessment score for households enrolled during the timeframe is higher than the project with the lowest severity of barrier mean score

**0 points** – the applicant's mean assessment score for households enrolled during the timeframe is the lowest of the community

- The CE Assessment tool, the VI-SPDAT, assessed for the following criteria when determining household vulnerability during the time period which indicates severe housing barriers:
- Reported Abuse or Trauma; Reported Criminal History; No Income at Entry; Substance Use; Chronic Homelessness: Households Reported Additional Barriers

\*In consideration of VAWA Regulations and to ensure client confidentiality and maintain household safety, projects serving only households fleeing domestic violence are excluded from this analysis and will receive full points for this question.

**Question 4.6 (B)**

For **non-HMIS** projects: review your project's data concerning the applicant's households enrolled into the project from February 1, 2017 through March 31, 2021 – as identified in Question 4.6(A). Please provide a narrative of policies and practices the project and the CoC could adopt to address the severity of barriers experienced by program participants preventing rapid placement in permanent housing or the ability to maintain permanent housing in Austin's competitive housing market.

**Criteria for Consideration:**

- Does the applicant identify practices the project and the CoC could adopt to assist participants with severe barriers to find housing quickly and maintain housing stability?
- Does the applicant identify policies or practices which would enable the project and all CoC projects to enroll households with severe housing barriers?
- Does the applicant identify policies or practices which would enable the project and the CoC to reduce competition for available units within the CoC which would accept households with severe housing barriers?
- Does the project utilize eligible expenses to assist participants with severe housing barriers with only the project resources necessary to connect such households to available units?

**5** – Exceeds Criteria

**3** – Meets Criteria

**0** – Does not meet Criteria

**Question 4.7**

For **HMIS** projects: Complete and attach the [HMIS System Administrator Checklist](#) based on project information.

This scoring element is regarding the effort to complete and use the tool – not on the results of the tool.

**Criteria to adequately meet expectations:**

- Agency completed and attached the System Administrator Checklist.
- All questions and fields answered throughout the checklist
- Included notes about the information collected for some of the checklist items.

**Criteria to exceed expectations:**

- Agency completed and attached the System Administrator Checklist.
- All questions and fields answered throughout the checklist
- Applicant provides detailed information (e.g., names, dates, events) in the notes section to document work completed/accomplished over the past year for some of the checklist items.

**10** – Surpasses criteria and significantly exceeds expectations.

**7** – Meets criteria adequately with no concerns.

**5** – Meets criteria with some concerns identified.

**0** – Does not meet criteria.

**Question 4.8 (A)**

Provide a narrative describing:

- (1) How are your program’s staff onboarded?
- (2) (a) What kind of regular continued training is required, and (b) does your agency formally conduct this required continued training in-house or arrange & pay for your staff to receive it?
- (3) (a) What kind of optional continued training is regularly made available, and (b) does your agency provide this optional continued training in-house or arrange & pay for your staff to receive it?
- (4) What is your program’s average annual staff turnover rate for the past 3 years from the beginning of the 2019 Q1 CoC Performance Scorecard reporting period through the end of the 2021 Q1 CoC Performance Scorecard reporting period? This calculation should include all staff working in the applicant’s project including program managers, landlord outreach specialists, program support, etc. (If your program has not been in operation for this full timeframe, do this calculation based on however many years it has been operating).

Ex:  
(04/01/2018 – 03/31/2019 turnover rate +  
04/01/2019 – 03/31/2020 turnover rate +  
04/01/2020 – 03/31/2021 turnover rate) / 3 = Average Annual Rate

**Attachment:**

- Official documentation of staff turnover rate from the agency’s HR (or equivalent) department.

**Criteria for Consideration:**

- Many Austin / Travis County agencies have reported that staff recruitment and retention is difficult. Professional onboarding, training, and continued development are helpful in encouraging new applicants through agency reputation and word of mouth, and ongoing professional development and support may help with retention. This question is designed to help projects think about how their practices may be improved in order to assist in recruitment and retention and incentivize best practices in hiring, training, and staff development.
- According to the [JOLTS reports from the Bureau of Labor Statistics](#), the average of the average nationwide turnover rates for 2018, 2019, and 2020 is 48.97%.

**5** – Fully addresses the question and exceeds expectations. Staff turnover rate is 48.97% or below. Policies outlining continued training are attached, and they prove that the agency arranges and pays for staff training.

*(If the required official HR attachment is not included, the project cannot receive a score higher than 3.)*

**3** – The narrative addresses the entire question adequately with no concerns. Policies outlining continued training are attached, but do not prove the agency arranges and pays for staff training.

**1** – The narrative addresses the entire question but significant concerns are identified.

**0** – Does not address the question.

**Question 4.8 (B)**

*Please provide the total amount for your program’s base starting salary + benefits for an entry level program staff in your project (i.e., case manager, specialist, intake worker, LOS, et cetera). Salary variation will be calculated by subtracting the minimum reported salary from the maximum reported salary and dividing by 5. Up to 5 points may be earned based on how far above the minimum a project’s starting case manager salary is. See the scoring formula to the right for full details.*

**Clarification/Guidance:**

*Certain project types (i.e. PSH) may benefit from hiring teams that include specialized role types including positions requiring higher education and credentials and thus higher pay, however this question is not asking about specialized program roles such as clinicians hired as clinicians (not as general program case managers). This question is only asking about the base starting rate for a **general entry level program staff member**, regardless of program type. For RRH & PSH this would probably be a case manager. For SSO an intake/diversion specialist, and for HMIS a data specialist, etc.*

**Attachment:**

- Documentation of starting salary for entry level program staff from the agency’s HR (or equivalent) department.

**Criteria for Consideration:**

- Many Austin / Travis County agencies have reported that staff recruitment and retention is difficult. A livable/competitive salary is another component to consider in successfully recruiting and retaining program staff.
- The hourly wage needed to afford a 2-bedroom unit at Fair Market Rent (FMR)... [is] \$27.58/hour in Austin-Round Rock MSA. The state average housing wage for a 2-bedroom rental home is nearly \$22/hour. In addition, minimum wage earners must work 100 hours per week (or 2.5 full-time jobs) to afford a 1-bedroom unit at fair market rent in Texas. (See the NLIHC [Out of Reach Report](#))
- 1-Person Household [Income Limits for the Austin - Round Rock Metropolitan Statistical Area \(MSA\)](#) as defined by HUD:
  - Low** = \$55,400/year (\$26.63/hour)
  - Very Low** = \$34,650/year (\$16.66/hour)
  - Extremely Low** = \$20,800 (\$10.00/hour)

**Scoring Formula (0-5 Point Scale):**

$( (\text{Maximum Salary} - \text{Minimum Salary}) / 5 ) = X$

Above “Minimum” through “Minimum + X” = 1 point

Above “Minimum + X” through “Minimum + 2X” = 2 points

[Etc. up to 5 points]

*(In order to receive points in this section, the required official HR attachment must be included.)*