

2019 CoC Competition Local Evaluation Instrument

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

[INSTRUCTION MANUAL]



Contents

Introduction	4
Evaluation Process	5
What's New	5
Who Should Submit a Local Evaluation Instrument	6
How to Submit for Consolidated Projects	6
Evaluation Criteria and Purpose	6
Deadline and Submission Requirements	7
Deadline	7
Online Submission	7
Online Submission Link	8
SurveyGizmo Tips	8
Submission Policies	8
Review & Scoring Process	10
Review	10
Scoring	10
Weighted Scoring	10
Question Types/Methods	11
Important Notice about SurveyGizmo Questions	12
Appeals	12
Appeal Process Overview	12
Appeals Steps & Timeline	13
Ranking Process	14
Local Evaluation Instrument Resources	14
Training Opportunities	14
SurveyGizmo Assistance	15
All Chicago Staff	15
Other Helpful Resources	15
Detailed Instructions	16
Section: CoC Participation	16
Section: Grant Management	16
Section: Persons of Lived Experience Input	18



2019 Evaluation Instrument Instruction Manual

Due on **May 13th, 2019**



Project Performance Report.....	20
2019 HUD Evaluation Report.....	20
Advanced Reporting Tool (ART) Instructions	20
Section: Coordinated Entry	21
Section: Project Performance	22
HMIS Helpdesk	24
Appendix.....	24



Introduction

Annually, the US Department of Housing and Urban Development (HUD) provides funding for homeless programs authorized under the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act through a Continuum of Care (CoC) Notice of Funding Availability (NOFA) process. In order to submit an application to HUD for renewal funding, the Chicago CoC requires all projects to submit a local application for evaluation to determine renewal status. The evaluation process helps ensure a high standard of quality for renewal applicants and may also be used to make funding reallocation decisions at the local level. After the local evaluation submission, renewal applicants may be invited to submit a HUD application once the NOFA is released.

In Chicago, the Chicago CoC Board of Directors is the group of community stakeholders that sets local priorities for the CoC HUD funding. The CoC Board charges the System Performance and Evaluation Committee (SPEC) with responsibilities of the local evaluation process. SPEC, through an Evaluation Instrument Committee, has designed one local evaluation process for all CoC-funded projects that will evaluate project and agency performance on the past calendar year to ensure successful execution going forward. In 2019, the Evaluation Instrument Committee implemented two stages in the Local Evaluation Process. First, projects completed an Intent to Renew, which was reviewed by All Chicago. All Chicago then recommended projects to complete the Local Evaluation Instrument, the second stage. **Please note that renewal funding is not guaranteed upon submission of the Local Evaluation Instrument.** For more information on how Local Evaluation Instrument scores are used for renewal status, see the Ranking Process section below.

This instruction manual provides information on the Chicago CoC Local Evaluation Instrument for CoC-funded projects. The evaluation process is administered by All Chicago, as the Collaborative Applicant, on behalf of the CoC Board. Please note that applications for new (not renewal) funding will be handled through a separate application process. Please contact All Chicago staff at CoCPrograms@allchicago.org for information on the new project application and selection process.



Evaluation Process

What's New

1. **CoC Participation:** This year CoC Participation will solely be based on whether the agency is a CoC member in good standing. A member in good standing is one that has paid their 2019 CoC dues by the release of the Local Evaluation Instrument on April 15th, 2019. All Chicago will run a report and apply points. Points for this section will be applied to all projects for the agency.
2. **Persons of Lived Experience Input:** This is a new section and new questions for the 2019 Local Evaluation Instrument and were developed in collaboration with the Lived Experience Commission. Agencies will submit responses to these questions in SurveyGizmo. Points for this section will be applied to all projects for the agency.
3. **Grant Management:** Projects will respond to some questions via SurveyGizmo. However, this year projects will no longer submit a worksheet regarding underspending of their grant funds. All Chicago will determine underspending through information provided by our local HUD office and then score this question. Agencies will still have the opportunity to voluntarily reallocate funds to the CoC. After the preliminary scorecards are released, All Chicago will reach out to agencies that have significant underspending over the past three years to discuss voluntary reallocation of a portion of these funds. Projects that voluntarily reallocate funds will once again receive points for this question.
4. **Project Performance Report:**
 - a. New scored questions have been added regarding utilization of coordinated entry for all program model types.
 - b. To simplify the process for the project performance section, projects will no longer need to run report through HMIS and fill in response. Instead, from April 15th through May 13th projects will have access to a report in HMIS to review their 2018 data and make any changes. On May 15th, All Chicago will run the Project Performance report from HMIS for ALL projects and then score each question. Projects have until May 13th, 2019 to update their data. Any updates to data that occur on or after May 14th, 2019 will not be considered in the evaluation.
 - c. Questions for data that is not tracked in HMIS will be answered through SurveyGizmo. These are only for Youth Transitional Housing and Supportive Services Only program model types.
 - d. Permanent Supportive Housing projects will complete a chart regarding the source of their rental subsidies. This data will be utilized to determine scoring for Coordinated Entry questions.
 - e. Domestic Violence Service Providers will receive a blank Project Performance Report to complete and submit by the deadline.
5. **Weighted Scoring:** This year the Local Evaluation Instrument will implement weighted scoring for sections. Please see the [Scoring](#) section of this manual for further details.



Who Should Submit a Local Evaluation Instrument

All CoC Projects that have been previously funded through the FY18 Chicago CoC Competition process are eligible to apply as a renewal in FY19. **An instrument should be submitted for any CoC-funded projects that operated between January 1, 2018 and December 31, 2018.** HUD CoC and Chicago Program Models are outlined in the chart below; any project that receives HUD CoC funding in these categories must submit a Local Evaluation Instrument.

New projects that began operation in 2018 and served clients for less than six months do not need to submit a Local Evaluation Instrument. However, these projects should be listed under grant management question #1.

HUD CoC Program Component Type	Chicago Program Model
Permanent Supportive Housing (PH) Long-Term Rental Assistance (LTRA), formerly Shelter Plus Care (SPC)	Permanent Housing - Permanent Supportive Housing (PSH)
Transitional Housing (TH)	IH - Interim Housing (IH) PH - Permanent Housing with Short Term Supports (PHwSS) Youth TH – Project Based or Scattered Site Transitional Housing
Supportive Services Only (SSO)	Engagement Services (various types)
Safe Haven (SH)	Safe Haven
Rapid Re-housing (RRH)	Rapid Re-housing

How to Submit for Consolidated Projects

If your agency consolidated (or merged) two or more of your projects into one project with HUD approval during the 2018 calendar year or through the FY2018 NOFA, you will submit 1 project application but will utilize data from all projects. Areas of the application where this is required will be noted.

Evaluation Criteria and Purpose

The Evaluation Instrument Committee revised the Local Evaluation Instrument (LEI) and process for 2019. The new, revised LEI and process were updated to:

1. Simplify the LEI for agencies and All Chicago;
2. Minimize risk to the Chicago CoC by ensuring all agencies and projects are in compliance with HUD requirements and meet local programmatic and fiscal priorities and thresholds;
3. Create a collaborative process that provides and emphasizes proactive support and technical



assistance to agencies and projects in order to strengthen the Chicago CoC.

The System Performance and Evaluation Committee (SPEC), and Evaluation Instrument Committee are responsible for developing a tool to evaluate performance of CoC funded projects on an annual basis.

The purpose of the Local Evaluation Instrument is to:

- Secure and ensure efficient use of resources
- Implement Chicago's Plan to End Homelessness (Plan 2.0)
- Improve Chicago's homeless system service delivery and outcomes, and
- Communicate community priorities.

The Local Evaluation Instrument is updated each year to ensure it is in line with the HEARTH Act, the Federal Strategic Plan to End Homelessness – *Opening Doors*, and Chicago's Plan to End Homelessness – Plan 2.0. The Evaluation Instrument Committee understands that projects may need time to come into alignment with any changes and makes this consideration when updating the Instrument each year. However, agencies should make efforts throughout the year to stay informed of continuum policies and priorities to ensure compliance with requirements.

Deadline and Submission Requirements

Deadline

All Local Evaluation Instruments are due to All Chicago by 4:00pm (CST) on May 13th, 2019. Agencies will be submitting their Local Evaluation Instruments online via Surveygizmo.com. The project performance section data will be pulled by All Chicago on or before May 15th, 2019 and does not need to be submitted by the agency. Similarly, the CoC participation section will be pulled by All Chicago on or before April 17th, 2019 and does not need to be submitted by the agency.

Paper copies will not be accepted this year, unless in the case of extreme hardship for the agency ([See: Submission Policies](#)).

Online Submission

Since 2014, the CoC has approved the use of Surveygizmo.com for the purposes of the Local Evaluation Instrument submissions. Surveygizmo.com is an online survey building software that allows us to streamline the submission process and significantly reduce the amount of time spent by both All Chicago and agencies. Submission of the Local Evaluation Instrument will only be accepted via the online survey method, unless prior arrangements have been made with All Chicago for extreme hardship.

New this year: This year there is only one SurveyGizmo form that covers both agency and project information. Instead of submitting one agency component and separate project components for each funded project, each agency will only need to submit once.



Online Submission Link

To submit the Local Evaluation Instrument, please [click here](#). This is the only submission link. There is not a separate link for agency and project components. You will need to submit one survey that covers the agency and all the HUD CoC-Funded Projects.

SurveyGizmo Tips

Save and Continue Feature: You should see a black bar running across the top of the page. On the right hand side, inside the black bar, there is text that says "Save and Continue later." Click here and enter your email to receive a unique link to your survey. You can use this link to reopen your survey at any time before submission. You will only need to do this once and can use the same link each time. Your survey responses will save whenever you navigate between pages by clicking "Back" or "Next." (Hint: If you complete a page and close the survey before clicking on "Next," the work you did on that page will not be saved.) Please be sure to keep the email that you receive containing the link. If you do not see the email, please check your junk mail folder. Sometimes you may experience a delay of a few hours in receiving the email from SurveyGizmo. The email will be from "noreply@surveygizmo.com." Check your email to ensure you've received the link before navigating away from the survey.

Moving Between Pages: All Chicago has not enacted the "required question" feature in SurveyGizmo for any of the questions in this year's Local Evaluation Instrument. By doing this, it is easy for you to skip ahead and navigate backwards and forwards through the form. However, even though the "required question" feature is not enacted, it is still necessary for you to provide an answer to every question that applies to your agency/project(s). Please ensure that you complete all blank fields. An "N/A" option has been provided if there are cases in which that is an acceptable response

Recommended Browser: We recommend using **Firefox** or **Google Chrome** as your browser when working with SurveyGizmo.

Submission Policies

Authorized Representative: Only an Authorized Representative should submit the final Local Evaluation Instruments for your agency. An Authorized Representative should be a high-level person in the organization who is authorized to enter into contractual agreements. Typically, it is the CEO or Executive Director, though for large agencies it may be another senior level person. This representative will check the box to certify the submission and "sign" electronically by typing their name and title to authorize the submission.

Paper Submissions: Paper submissions will not be accepted unless the agency can demonstrate that utilizing the online format will present an extreme hardship. The use of paper format must be approved



2019 Evaluation Instrument Instruction Manual

Due on **May 13th, 2019**



by All Chicago prior to the submission deadline. If you believe your agency will have an extreme hardship due to submitting the survey online, it is advisable to contact All Chicago as soon as possible in writing to request the paper submission format. All Chicago reserves the right to deny any request for paper submission.

Missing or Late Submissions: Projects that do not turn in an *Intent to Renew or Local Evaluation Instrument* by the stated deadline will have their funding reallocated by the CoC Board. Agencies/Projects who have extreme extenuating circumstances that arise on the day of submission may file an appeal with supporting documentation. All Chicago will make a determination on the appeal and if needed, further appeals may be submitted in accordance with the Appeals policies set by the CoC Charter. If any party of the appeals process determines to accept the submission for ranking, there will be an automatic 2-point deduction from the project's score for tardiness.

Multiple Submissions: Once a submission has been made, it will be considered final and corrections can only be made by re-submitting a **full survey** (before the deadline), including all responses and attachments, and notifying All Chicago of a corrected submission. In the case that multiple submissions are received for the same agency or project component, the last submission will be considered final unless the agency notifies All Chicago in writing via email to use a previous submission.

Technical Assistance: Low scoring projects as projects as determined in the 2019 CoC Monitoring Policies may receive a monitoring review along with technical assistance in 2019 from All Chicago staff. Low scoring projects for multiple years may be considered for involuntary reallocation by the CoC Board.

Technical Deficiencies Policy: Projects that have missing attachments or incomplete information will be issued a Technical Deficiency Notice by All Chicago staff and will be given three (3) business days to acknowledge receipt of the Notice and begin working on a response. All Chicago and the agency will establish a reasonable response time for the agency to complete the question(s) or submit the attachment(s). Agencies will have no more than one opportunity to submit the corrected attachment. **While the agency can resubmit the attachment or missing information, the project will lose a half (.5) point *per item* not included with the original submission. Failure to submit the correct information in response to the Technical Deficiencies Notice will result in a loss of all points for any associated question.** If the agency submits a Local Evaluation Instrument with missing or incomplete information for 2 or more consecutive years, even if the agency responds to a Technical Deficiencies Notice, their funding may be reallocated by the CoC Board.

Reminder: All submissions are due by 4:00pm (CST) on May 13th, 2019. It is highly recommended that agencies submit as early as possible before the deadline so as to allow enough time to address any technical difficulties that may arise in submitting evaluations. Please check all responses and open all attachments to ensure accuracy prior to submission.



Review & Scoring Process

Review

All Local Evaluation Instruments and supporting documentation are reviewed by members of All Chicago staff. Preliminary results will be distributed after all Local Evaluation Instruments have been reviewed, and agencies will have an opportunity to appeal any score they believe is incorrect ([See: Appeals](#)).

Scoring

All questions in the Instrument are indicated as one of the following:

- *Scored*: Points are allocated based on the scoring criteria noted for each question. Not all projects are scored on all questions and not all projects are eligible to receive all points possible.
- *Informational*: These questions are used only for informational purposes and will not contribute to the project's overall score. Informational questions may appear as scored questions in future Local Evaluation Instruments.
- *Note about Lack of Threshold Questions*: In previous years, projects were asked to respond to "Threshold" questions that had to be answered affirmatively to be eligible for renewal funding. This year's Local Evaluation Instrument does not contain "Threshold" questions. The Evaluation Instrument Committee replaced Threshold Questions with the Intent to Renew (ITR). Projects that were recommended to complete a Local Evaluation Instrument have met the threshold requirements of the CoC for this year.

Please note that scoring for the Project Performance questions is based on outcomes and benchmarks outlined in the [Program Models Chart](#) (Approved 2014, Updated 2017).

Weighted Scoring

In 2019, the Evaluation Instrument Committee implemented weighted scoring. Weighted scoring means that the Local Evaluation Instrument is divided into sections and each section has been given a specific value. These values will be provided to sections for all projects regardless of how many points are possible or earned in the section.

Applying a weight to the Local Evaluation Instrument scores will create more equitable scoring across program model types. In developing the Local Evaluation Instrument, the Evaluation Instrument Committee found that each section was worth a different percentage of the total score depending on the model type. For 2019, the Evaluation Instrument Committee looked at the percentage of the total score for each model type and averaged these percentages to determine the weight of each section.

The weights by section for the 2019 Local Evaluation Instrument are as follows:



2019 Evaluation Instrument Instruction Manual

Due on **May 13th, 2019**



Section:	Weight
CoC Participation	1.8%
Persons of Lived Experience Input	29.1%
Grant Management	7.3%
Coordinated Entry	13.4%
Project Performance	48.4%
Total	100%

Question Types/Methods

There are three types of questions associated with the 2019 Local Evaluation Instrument. The chart below describes the question types and directions for submission.

Question Type/Method	Description	Directions	Applicable at the Agency or Project Level
HMIS Data Report	These questions appear in the Local Evaluation Instrument Data report that each project can pull from HMIS. Projects have until <<Date>> to review and fix their data.	No submission necessary. All Chicago will run the data for every project and calculate scores based on the report.	These questions apply to projects. There is no agency-level HMIS data.
SurveyGizmo	These questions are required to be completed in SurveyGizmo. They include the following types: Yes/No response, narrative response, complete the table, short explanation response, and checkbox response.	Complete one SurveyGizmo form per agency that covers all agency and project level information.	Some agency-level questions and some project-level questions.
All Chicago Verification	Information that is already maintained by All Chicago is used to score these questions. Because All Chicago already maintains the information, the process has been streamlined so that agencies do not need to submit anything. This is	No submission necessary. All Chicago will calculate scores based on information that is maintained centrally.	Some agency-level questions and some project-level questions.



	separate from the HMIS Data report.		
--	-------------------------------------	--	--

Important Notice about SurveyGizmo Questions

A blank or incomplete answer on a SurveyGizmo question in the Local Evaluation Instrument will result in a loss of points for that question. Please ensure sure you have completed all *parts* of a question and have completed all narratives, explanation fields, tables, etc. as requested. For questions that pertain to project-level information, ensure you have submitted information on every project. It is advisable to carefully and thoroughly review all answers prior to submitting. **Scores will be based on what is submitted only.** For policies related to missing, late, or multiple submissions, please see the [Submission Policies](#).

Appeals

Appeal Process Overview

The Local Evaluation Instrument and Instruction Manual are developed by the Evaluation Instrument Committee of the System Performance and Evaluation Committee (SPEC) utilizing an annual community-wide input process, as well as conducting an annual quality improvement process. Through the annual processes, the Evaluation Instrument Committee strives to produce a clear, fair and useful Local Evaluation Instrument.

All renewal projects will be able to appeal their scores. Instructions for the appeal will be included in the email announcing the agency and project’s preliminary scores. Note that no new attachments or supporting documentation will be considered during the Appeals Process, unless specifically requested by All Chicago staff. HMIS data that is updated after May 13th, 2019 or CoC memberships that are renewed after April 15th, 2019 will not be considered during the Appeals Process. Please see the [Submission Policies](#) for more information on the Technical Deficiencies Policy for missing attachments.

All Chicago will review and score the Local Evaluation Instrument submissions in accordance with the Local Evaluation Instrument Instruction Manual’s policies and procedures. A preliminary “scorecard” will be sent to agencies within three weeks of the Local Evaluation Instrument final submission date. After reviewing the scorecard, agencies will be able to appeal their scores in accordance with the Appeals procedure outlined in Article 13 of the [CoC Governance Charter](#). All appeals will be reviewed by All Chicago. Agencies may submit appeals based on scoring or data errors **only**. Scoring appeals must be based on erroneous scoring, but all Intent to Renew appeals are accepted.

The role of All Chicago in reviewing appeals is to ensure scoring or data errors are identified and corrected, therefore not negatively impacting the agency’s score.

The role of the Collaborative Applicant Committee in reviewing appeals will be to ensure All Chicago’s appeal process followed the Local Evaluation Instrument instructions and the CoC Charter guidelines.



2019 Evaluation Instrument Instruction Manual

Due on **May 13th, 2019**



The role of the Appeals Panel of the CoC Board of Directors in reviewing appeals will be to ensure that appeal denials issued by All Chicago and the Collaborative Applicant Committee followed the Local Evaluation Instrument instructions and the CoC Charter guidelines. This is the final opportunity to appeal. All decisions by the Appeals Panel of the CoC Board of Directors are final.

Agencies must use the 2019 Local Evaluation Instrument Appeal Form ([See: Appeals](#)) for each individual appeal. Failure to use the form or failure to complete it thoroughly will result in an automatic denial of the appeal. Agencies may not skip any step in the process listed below. Failure to complete a step will result in an automatic denial of the appeal.

Appeals Steps & Timeline

Step 1: All Chicago releases initial scorecards to agencies for each of their projects on May 31st, 2019. Agencies can appeal scores to All Chicago (Collaborative Applicant) utilizing the [2019 Local Evaluation Instrument Appeal Form](#) until June 7th, 2019;

Step 2: Agencies receive appeal decisions from All Chicago, and if so desired, they may appeal to the Collaborative Applicant Committee utilizing the [2019 Local Evaluation Instrument Appeal Form](#) by June 24th, 2019;

Step 3: Agencies receive appeal decisions from the Collaborative Applicant Committee, and if so desired, they may appeal to the Appeals Panel of the CoC Board of Directors by utilizing the [2019 Local Evaluation Instrument Appeal Form](#) by July 10th, 2019. Decisions by the Appeals Panel are final.

If an agency missed a deadline to appeal, then the agency should explain in the narrative section of the appeal form why the appeal deadline was missed.

Throughout 2018, extensive good faith efforts were made to gather feedback from the service provider community to ensure that a fair and balanced Local Evaluation Instrument was developed for the 2019 evaluation process. Therefore, philosophical disagreements or wording of questions will not be grounds for appeals. Agencies wishing to express their dissatisfaction about questions based on philosophy or wording are encouraged to express their concerns at a meeting or in writing to the Evaluation Instrument Committee and/or System Performance and Evaluation Committee (SPEC).

All Chicago, the Collaborative Applicant Committee and the Appeals Panel of the CoC Board of Directors have developed per the CoC Charter Guidelines the following timeline regarding the appeals process and have agreed to follow this timeline. Dates are subject to change. The CoC will be notified of any changes.

Steps	Deadline
Local Evaluation Instrument Released	April 15 th , 2019
Local Evaluation Instrument Due	May 13 th , 2019
Preliminary Scores Released	May 31 st , 2019
Deadline to Appeal to All Chicago	June 7 th , 2019
All Chicago Responds to Appeals	June 19 th , 2019



2019 Evaluation Instrument Instruction Manual

Due on **May 13th, 2019**



Deadline to Appeal to CAC	June 24 th , 2019
CAC Responds to Appeals	July 3 th , 2019
Deadline to Appeal to BOD	July 10 th , 2019
BOD Responds to Appeals	July 19 th , 2019
Final Scorecards Released	July 24 th , 2019

Note: The date that final scorecards are released is dependent on the number of appeals. If all appeals are resolved in a timely manner, it is possible that final scorecards could be ready ahead of the scheduled date.

Ranking Process

The CoC Board (and relevant committees or work groups) will establish the 2018 Ranking Policies upon release of the Notice of Funding Availability (NOFA) from HUD. Local Evaluation Instrument scores are one factor among many considered when determining the Ranking Policies. A copy of these policies will be distributed when they are approved. Once the FY19 HUD CoC Program Competition begins, all projects will be notified of their ranking status.

Local Evaluation Instrument Resources

Training Opportunities

There are two Local Evaluation Instrument training opportunities, including a Webinar (Advanced) and an In-Person (Beginner). **We highly recommend at least one representative from each agency attend a Local Evaluation Instrument training.**

- **2019 Local Evaluation Instrument In-Person Training:** This training will be tailored to those who have less experience submitting a Local Evaluation Instrument and who would like more detail on the submission process, including details on how to use SurveyGizmo.com for submission. Space will be limited so we ask that you send only those that will be completing the Local Evaluation Instrument on behalf of your agency and limit attendance to one person per agency, if possible. This training will be on **April 16, 12-2pm, at All Chicago (651 W Washington Blvd, Suite 504)**. To register, login to the [All Chicago Online Learning Portal](#) and register for the course. Visit the [All Chicago Training Webpage](#) for instructions.

OR

- **2019 Local Evaluation Instrument Webinar Training:** This training will be tailored to those who have submitted Evaluations in the past and who just need an overview of the 2019 process, including changes for this year. This webinar training will be on **April 17, 12:30-2pm**. To register, login to the [All Chicago Online Learning Portal](#) and register for the course. Visit the [All Chicago Training Webpage](#) for instructions.



2019 Evaluation Instrument Instruction Manual Due on **May 13th, 2019**



If you are unable to attend the trainings, the webinar will be recorded and made available shortly afterwards in the Online Learning Portal. All presentation slides will also be available in the Online Learning Portal. If you have any questions regarding these trainings, please contact the CoC Program team at CoCprograms@allchicago.org.

SurveyGizmo Assistance

A PowerPoint presentation is available as a resource that provides technical assistance regarding the use of Survey Gizmo. Within these slides you can find information about navigating through Survey Gizmo, utilizing the “save and continue” feature, uploading files, and other tips and tricks. You can navigate through these slides at your own pace or use them to search for assistance on a particular technical issue. Access the slides through the [All Chicago Online Learning Portal](#). After logging into the learning portal, search for and launch the course called “2019 Intent to Renew Survey Gizmo Technical Assistance.” The content is the same for the Intent to Renew process and the Local Evaluation Instrument. Find instructions for using the online learning portal at <http://www.allchicago.org/training>.

All Chicago Staff

All Chicago staff will also be available to respond to questions and provide technical assistance. However, agencies are highly encouraged to consult the full Instruction Manual and [FAQs](#) prior to contacting All Chicago, as questions are often already answered.

For all questions regarding the 2019 Local Evaluation Instrument process, please contact All Chicago staff at CoCPrograms@allchicago.org or 312-379-0301. Business Hours are from 9am to 5pm, Monday through Friday. Please allow 24-48 hours for a response.

Other Helpful Resources

All Chicago Website: www.allchicago.org

Frequently Asked Questions Document: Updated versions are posted [here](#) on the All Chicago Website

HUD e-snaps Training and Resources Page: <http://www.hudhre.info/esnaps/>

HMIS Helpdesk: <https://hmis.allchicago.org>



Detailed Instructions

This section provides guidance and instructions related to each section and question in the Local Evaluation Instrument. It is recommended for agencies to review everything in this section and prepare answers prior to entering information into SurveyGizmo.

Section: CoC Participation

Question #1. Is the agency a member of the CoC in good standing?

Question Type/Method: All Chicago Verification

Agency or Project Question: This is an agency-level question.

Guidance: Agencies that paid 2019 dues by April 15, 2019 are considered members of the CoC in good standing. All Chicago maintains this information in the CoC membership database. Therefore, agencies do not need to submit an answer to this question. On or before April 17th, 2019, All Chicago will pull the list of member agencies that have paid 2019 dues to verify and score this question.

Scoring: This question is worth 1 point. Agencies that are members of the CoC in good standing will receive 1 point and agencies that are not members of the CoC in good standing will receive 0 points. The points for this question will be applied to all projects at the agency.

Question #2: What percentage of HMIS ATA meetings did the agency attend?

Agency or Project Question: This is an agency-level question.

Question Type/Method: All Chicago Verification

Guidance: Agency Technical Administrator (ATA) meetings are held quarterly. All Chicago will calculate the percent of meetings attended by the agency's ATA in 2018.

Scoring: This is an informational question.

Section: Grant Management

Question #1: The first question in this section is a project-level information table. Use the rows of the table to list **each of the agency's projects that were in operation in 2018**.

Question Type/Method: SurveyGizmo

Agency or Project Question: This is a project-level question.

Guidance: Provide the project name, HMIS ID, and grant number (for the most recently completed grant year). Under the project description column, indicate if the project is any of the following: new project in 2018, merged or consolidated in calendar year 2018, transfer in 2018, renewal projects consolidated under the FY2018 NOFA, or standard renewal. If the project was part of a consolidation under the FY2018 NOFA, information about that consolidation will be collected in Question #2.

Scoring: This is an informational question.

Question #2: If you consolidated any projects under the FY2018 NOFA, please list the surviving grant and all the grants included in the consolidation.



2019 Evaluation Instrument Instruction Manual

Due on **May 13th, 2019**



Question Type/Method: SurveyGizmo

Agency or Project Question: This is a project-level question.

Guidance: Provide the name and HMIS IDs of the consolidated projects. You do not need to list projects that did not consolidate. If this does not apply to any projects at your agency, you may skip the question.

Scoring: This is an informational question.

Question #3: If this was a new project in 2018, what was the start date? If the project was operating for more than six months, then the new project should submit a Local Evaluation Instrument.

Question Type/Method: SurveyGizmo

Agency or Project Question: This is a project-level question.

Guidance: Provide the name and start date of the new project. You do not need to list projects that were not new in 2018. If this does not apply to any projects at your agency, you may skip the question.

Scoring: This is an informational question.

Question #4: Please answer the following set of questions for each project at your agency that did **not** spend 100% of funds for the grant year that was completed in 2018. A) Explain the reason the project did not expend 100% of the funds. B) Did the project reallocate funds to the CoC in 2018? C) Is the project willing to reallocate funds in 2019? If yes, please indicate the amount.

Question Type/Method: Combination of All Chicago Verification & SurveyGizmo

Agency or Project Question: This is a project-level question.

Guidance: All Chicago will receive data from HUD about each project's expenditures and will calculate the percentage of funds spent. Therefore, agencies do not need to submit the expenditure percentage to All Chicago. However, agencies should look at their expenditures because if a project did not spend 100%, questions A-C need to be completed. If you have multiple projects that did not spend 100% of funds, you can answer this question multiple times. Once you have completed A-B for the first project, click on "Add Another Project" at the bottom to enter responses for additional. You can skip this question for any project that spent 100% of funds or for any project that was new in 2019 or merged, consolidated, or transferred in 2018. All projects should make efforts to spend down 100% of grant funds and should, if needed, make adjustments to their budget and contact local HUD throughout the year, to avoid recapture of funds. Projects consistently returning funds may be subject to partial or full grant reallocation by the CoC Board.

Scoring: Only projects spending >98% of funds will be eligible for full (4) points. Projects will be eligible for 3 points if 95-97.9% of funds were expended or funds were reallocated in 2018. Projects that expended less than 95% of funds and reallocate at least 80% of the 3-year average of unspent funds will receive 2 points. Projects that expended less than 95% of funds and reallocate 50-79.9% of the 3-year average of unspent funds will receive 1 point. Projects not expending 95% or greater with no reallocation will not be eligible for points and will have one point deducted from the overall score.

Section: Persons of Lived Experience Input

Question #1: Describe all the procedures in place at the agency that enable the Board of Directors or other policymaking entity to receive direct input from people with lived experience (PLE). For example, these procedures may include, but are not limited to: board member participation, advisory councils, consumer feedback sessions, surveys, and suggestion boxes. Describe the following: How the agency seeks PLE input; The frequency with which the activities occur; How input from feedback sessions, surveys and suggestion boxes are collected and implemented; Procedures used to inform the Board of Directors or other policymaking entity; After the Board of Directors or other policymaking entity is informed, the procedures used to communicate the resulting decisions and/or actions.

Question Type/Method: SurveyGizmo

Agency or Project Question: This is an agency-level question.

Guidance: It is the priority of the Chicago CoC Board to ensure that all services reflect the expressed needs of persons who are experiencing homelessness. The CoC Board believes that when participants are provided opportunities to contribute experiences and expertise related to the assistance and services that they need, projects and the continuum are strengthened. Please write narrative responses to answer all aspects of this question and provide as much detail as possible. Examples should be recent and information provided in other responses in this section should not be repeated.

Scoring: There are a total of nine points possible for this question. The table below describes the breakdown of how points will be awarded. The points for this question will be applied to all projects at the agency.

Scoring Detail for Question #1

Question	Maximum Points Possible	Calculation
How the agency seeks participant input	3	3 points for 3 or more ways 2 points for 2 ways 1 point for 1 way
The frequency with which the activities occur and how the activities are communicated to participants/people of lived experience	1	1 point for annual minimum 0 points for no mention of frequency or less than annually
How input from feedback sessions, surveys and suggestion boxes are collected and implemented	3	1 point for each of the following: <ul style="list-style-type: none"> - Participation is not required - All information is anonymous, cannot be linked to an individual participant, and no consequences based on input - Accommodations are made for participants who may have challenges in completing
Procedures used to inform the Board of Directors or other policy-making entity	1	1 point for clear explanation of how BoD or other entity are informed, and the frequency.



2019 Evaluation Instrument Instruction Manual
Due on **May 13th, 2019**



After the Board of Directors or other policy-making entity is informed, the procedures used to communicate the resulting decisions and/or actions	1	1 point for clear explanation of how participants are informed of decisions or actions, and the frequency.
---	---	--

Question #2: Describe at least one specific example within the last 2 years of the implementation of the process described in question 1.

Question Type/Method: SurveyGizmo

Agency or Project Question: This is an agency-level question.

Guidance: Describe an actual example of the practices described in Question #4. When describing the example, describe what occurred in each part of the process such as how the input was sought or collected, how it was implemented, how the Board of Directors or other policymaking entity was informed, and how the resulting decisions and/or actions were communicated. Examples should be recent, and information provided in other responses in this section should not be repeated.

Scoring: This question is worth two points. Two points will be awarded for one complete example that clearly reflects and includes all the steps in Question 1 AND indicates an implementation date within the past two years. Additional examples do not receive additional points. The points for this question will be applied to all projects at the agency.

Question #3: Describe how the agency provides any of the following to current project participants and provide at least two specific examples:

- opportunities for personal growth;
- opportunities to volunteer in the community;
- opportunities to volunteer at the agency;
- opportunities to contribute to agency operations;
- employment opportunities within the agency.

Question Type/Method: SurveyGizmo

Agency or Project Question: This is an agency-level question.

Guidance: Write a narrative response to answer all aspects of this question and provide as much detail as possible. Examples should be recent, and information provided in other responses in this section should not be repeated.

Scoring: 3 points for 3 or more of the examples listed with a clear explanation; 2 points for 2 of the examples listed with a clear explanation; 1 point for 1 of the examples listed with a clear explanation the points for this question will be applied to all projects at the agency.



Project Performance Report

For project performance questions, projects that were consolidated under the FY2018 NOFA will be scored under the consolidated project, not the separate projects.

PSH projects will have an additional question regarding the source of their rental subsidies. *You will only complete this table for PSH projects that **do not** use HUD CoC program funding as the source of the rental subsidy. If you have PSH projects but none fall into this category, you may skip this question.*

2019 HUD Evaluation Report

This custom report is designed to provide the answers to HMIS data questions in the Local Evaluation Instrument in the Coordinated Entry and Project Performance sections.

ATAs may review instructions on how to run the 2019 Evaluation Report here: [2019 HUD Evaluation Report Documentation and Instructions](#). All formulas have been included in the instructions.

Advanced Reporting Tool (ART) Instructions

The 2019 HUD Evaluation Report is generated from ServicePoint's Advanced Reporting Tool (ART). Only Agency Technical Administrators (ATAs) have the ability to run reports from ART in HMIS. It is recommended that you contact your ATA as soon as possible to ensure data quality and retrieve the required reports. Please contact the HMIS Helpdesk if you have further questions related to running reports.

ACCESSING ART

1. Log in to ServicePoint, and navigate to the Advanced Reporting Tool section in either of the following ways:
 - a. Reports -> Under Custom Reports click on **ART**
 - b. Top right corner under Mode: -> click on **Connect To ART**
2. Once connected to ART:
 - a. Navigate to **Public Folder -> Chicago CoC Reports (Secure) -> NOFA and Local Evaluation -> 2019 HUD Evaluation Report**
 - b. Click on the magnifying glass to the left of the report name. In the resulting pop-up window, select "View Report" to open the ART report-running dialog.

A new tab will open in your browser where the report will load.

REPORT PROMPTS

3. Please only respond to a single prompt: **Provider**. The others should be set for you. *Do NOT enter anything for the EDA Provider prompt.*



2019 Evaluation Instrument Instruction Manual

Due on **May 13th, 2019**



- a. **Provider:** Run the report for your SINGLE program (not all your agency's programs). If you do not see any providers to select, click the *Refresh Values* button to populate the list.
4. After you have selected the single provider to be included in the report, click on **Run Query** in the bottom right to generate the report.

For the purpose of completing the Local Evaluation Instrument, the 2019 HUD Evaluation Report should be run for the timeframe of **January 1, 2018 – December 31, 2018, unless otherwise indicated**. Please pay close attention to the dates and file types specified in each question or upload. Please also review the Technical Deficiencies Policy under [Appendix: Submission Policies](#).

Section: Coordinated Entry

<u>Question Number</u>	<u>Question</u>	<u>Point Max.</u>	<u>2019 Scoring</u>	<u>Model Types Included</u>
CE 1	What percentage of those housed in your project in 2018 were matched to your project through Coordinated Entry?	3	3 points for > 70% 2 points for > 40% to =<70% 1 point for >10%< to =<40% 0 points for =<10%	PSH, RRH, PHwSS, YTH, SH
CE 2	For those matched to your project and housed in 2018, how many days on average did it take from match to housing?	3	3 points for < 50 Days 2 points for >=50 days to 90 days 1 point for >=90 days 0 points for 0 days	PSH, RRH, PHwSS, YTH, SH
CE 3	For those housed in 2018, how many days on average did it take from enrollment to housing?	3	3 points for < 30 Days 2 points for >=30 days to 60 days 1 point for >=60 days 0 points for =<7 days	PSH, RRH, SH
CE 4	What percentage of referrals has an initial Needs Statuses update within 2 days?	3	3 points for > 75% 2 points for > 50% to =<75% 1 point for >25% to =<50% 0 points for =<25%	PSH, RRH, PHwSS, YTH, SH
CE 5	What percentage of project participants had an assessment through Coordinated Entry?	3	3 points for > 70% 2 points for > 40% to =<70% 1 point for >10% to =<40% 0 points for =<10%	IH, SSO

Note: Question CE 4 is not part of the 2019 HUD Evaluation Report. The question is based on time stamps and data cannot be updated or changed.



Section: Project Performance

<u>Question Number</u>	<u>Question</u>	<u>Point Max.</u>	<u>2019 Scoring</u>	<u>Model Types Included</u>
Unit Utilization				
1A	Is your project at or above 80% capacity? (total average)?	5	5 Points for =>100% 4 Points for 85%> Utilization =< 99.9% 3 Points for 80%> Utilization =< 85% 0 Points for less than 80%	All Housing with units or beds
1B	Was your project at or above 80% capacity for each of the four PIT dates throughout the year?	4	Each quarter at or above 80% get 1 point	All Housing with units or beds
Length of Stay / Retention				
2.1	Of the households who left the project, what percentage went into permanent housing within 180 days?	3	3 Points if =>70% 2 Points if >=40% to <70% 1 Points if >=20% to < 45% 0 Points if less than 20%	IH
2.2	What percentage of households remained permanently housed for 12 months or exited to permanent destination within the first 12 months of enrollment?	3	3 Points if =100% 2 Points if >=80 to <100% 1 Points if >=70% to < 80% -1 Points if less than 70%	SH, PSH
Exits to Permanent Housing				
3.1	What percentage of households exited to permanent destinations?	3	See below.	IH, PHwSS, YTH, RRH, SH, PSH
	IH	3 Points if >50% to =<100% 2 Points if >=25% to =<50% 1 Points if >=10 to < 25% 0 Points if less than 10%	PHwSS	3 Points if >85% to =<100% 2 Points if >=45% to =<85% 1 Points if >=20% to < 45% 0 Points if less than 20%
	RRH	3 Points if >70% to =<100% 2 Points if >=50% to =<70% 1 Points if >=20% to < 50% 0 Points if less than 20%	YTH	3 Points if >70% to =<100% 2 Points if >=50% to =<70% 1 Points if >=20% to < 50% 0 Points if less than 20%
	PSH	3 Points if >80% to =<100% 2 Points if >=50% to =<80% 1 Points if >=20% to < 50% 0 Points if less than 20%	SH	3 Points if >80% to =<100% 2 Points if >=50% to =<80% 1 Points if >=20% to < 50% 0 Points if less than 20%



2019 Evaluation Instrument Instruction Manual

Due on **May 13th, 2019**



<u>Question Number</u>	<u>Question</u>	<u>Point Max.</u>	<u>2019 Scoring</u>	<u>Model Types Included</u>
Exits to Permanent Housing				
3.2	What percentage of households exited to more stable housing?	3	3 Points if >60% to =<100% 2 Points if >=40% to =<60% 1 Points if >=20% to < 40% 0 Points if less than 20%	SSO
4	Of the households who exited to permanent destinations, what percentage remained permanently housed at 6-month follow up?	3	3 Points if >80% to =<100% 2 Points if >=60% to =<80% 1 Points if >=40% to < 60% 0 Points if less than 40%	RRH
Income and other supports				
5	What percentage of households without a source of non-cash benefits at entry obtained non-cash benefits through mainstream resources?	3	3 Points if >85% to =<100% 2 Points if >=50% to =<85% 1 Points if >=20% to < 50% 0 Points if less than 20%	All Models
6	What percentage of households with a source of non-cash benefits at entry maintained their non-cash benefits through 2018?	3	3 Points if >85% to =<100% 2 Points if >=50% to =<85% 1 Points if >=20% to < 50% 0 Points if less than 20%	All Models
7	What percentage of households maintained or increased their income through cash benefits, earned income, or combination of both?	3	3 Points if >85% to =<100% 2 Points if >=50% to =<85% 1 Points if >=20% to < 50% 0 Points if less than 20%	All Models
8	What percentage of adult program participants have health insurance?	3	3 Points if >85% to =<100% 2 Points if >=50% to =<85% 1 Points if >=20% to < 50% 0 Points if less than 20%	All Models
9	What percentage of adults exited the project with a high school diploma or were enrolled in an educational program?	3	3 Points if >90% to =<100% 2 Points if >=60% to =<90% 1 Points if >=30% to < 60% 0 Points if less than 20%	YTH
10	What percentage of households encountered completed an assessment and/or engaged in case management services?	3	3 Points if >60% to =<100% 2 Points if >=40% to =<60% 1 Points if >=20% to < 40% 0 Points if less than 20%	SSO

Note: Question 9 and 10 is not part of the 2019 HUD Evaluation Report. The question is based on self-report and projects will input data in SurveyGizmo.



HMIS Helpdesk

For all reporting related inquiries, please contact the HMIS Helpdesk:

hmis.allchicago.org – Submit a Ticket

E: hmis@allchicago.org

Appendix

The following items are referenced throughout this Instruction Manual and are listed again here to enable agencies to quickly locate them.

[Local Evaluation Instrument Submission Form in SurveyGizmo](#)

[Frequently Asked Questions \(FAQs\)](#)

[Appeal Form](#)

[2014 Program Models Chart \(Updated in 2017\)](#)

[2019 HUD Evaluation Report Documentation and Instructions](#)