

2018 HUD CoC Competition Evaluation Instrument

Scoring Guide and Frequently Asked Questions

Please use this guide as a reference when reviewing your preliminary and final scores and for better understanding of how scoring is determined for the 2018 Evaluation Process.

Scoring Frequently Asked Questions

What is the difference between the preliminary and final scores?

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

How are the Points Possible determined for each project?

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

Can projects lose points between their Preliminary and Final scores?

No. Projects will only have the potential to gain points and will not be penalized if there is a change due to appeals or other scoring adjustments.

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

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

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

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

Other Frequently Asked Questions

Online Survey

***New*: Update to Project Component Survey Gizmo Form for Safe Haven Projects only**

On 2/26/18, a Survey Gizmo error was fixed that only affected Safe Haven projects. Prior to the fix, Safe Haven projects were not able to view or submit Project Component Section E Questions 29-31. If your Safe Haven project started a Survey Gizmo submission prior to 2/26/18, you will not be able to view the fix and will need to start a new submission.

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

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

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

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

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

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

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

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

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

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

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

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

When are my responses saved? Can I use the same link each time or do I need to receive a new link each time I make edits?

You can reuse the same link. Keep in mind, answers are only saved when:

- a. you click on Save and Continue to enter your email address and receive a link.
- b. you click Back. Or
- c. you complete a page and click Next.

Therefore, once you receive a link to your survey, you may use the same link **ONLY** if you click Back or Next to save additional responses. If you enter additional responses, but exit without going backward or forward in the survey, your additional responses may not save.

Tip: Save the email containing the link to your computer with the name of the project so that you can easily locate all links later!

I am having trouble replacing an uploaded document with a different one. When I save the new upload, the old document is still attached.

If you are experiencing this issue, first be sure you are saving by navigating back or forward in the survey before exiting the browser. If you are still experiencing this issue, please contact CoCPrograms@allchicago.org as soon as possible.

I am reviewing my PDF before submission and it is showing other questions that were not visible in the survey. What should I do?

The PDF for review will include all questions, including those not visible to you in the survey. Please just ensure that your responses are complete and accurate based on the questions you were provided.

General Questions

What will the site visit process look like? What documentation will be expected for the checklist questions?

The Instruction Manual provides an overview of documentation that monitors will look for during the Site Visit Process. In general, be sure you can easily document or demonstrate in some way the items indicated in the checklist, if requested and that all answers provided are accurate to your knowledge (i.e. policy is on file and readily available to view, items are posted in plain sight, or records of staff participation in trainings, etc.).

Do you have a list of naming conventions for all attachments so that I may prepare and save them accordingly before going into the survey?

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

Section	Question	Naming Convention for the File
Agency Component		
Threshold	Question 4	<i>Agency Name_Audit</i>

Threshold	Question 5	Agency Name_Single Audit; OR Agency Name_AuditorLetter & Agency Name_AU260 & Agency Name_AU265
Additional Financial Review	Question 1	<i>Agency Name_Form941_1</i> <i>Agency Name_Form941_2</i> <i>Agency Name_Form941_3</i> <i>Agency Name_Form941_4</i>
Agency Governance	Question 2	<i>Agency Name_Quality</i>
Consumer Focus and Representation	Question 4	<i>Agency Name_ConsumerRights</i>
Consumer Focus and Representation	Question 7 (if applicable)	<i>Agency Name_ConsumerSurvey</i>
Project Component		
Threshold	Question 1	2018 HUD Evaluation Report (to be uploaded under Project Performance) with file name of Project Name_HMIS Project ID (ex: "Project Home_143" or if two HMIS IDs: "Project Home_143_145")
Threshold	Question 2	<i>Project Name_APR</i>
Project Operations	Question 1	<i>Project Name_Recapture</i>
Project Operations	Question 1 (if applicable) Documentation demonstrating project is new, merged, or transfer	<i>Project Name_StatusDocumentation</i>

Project Operations	Question 3	<i>Project Name_OtherLaw</i>
System Priorities	Question 3	<i>Project Name_WrittenEligibility</i>

Agency Component

During what time period should the agency representatives be active on the applicable committees or commissions (Re: Agency Governance, Question 1)?

This question is referring to participation in 2017. Please only indicate members who are *members of and regularly attend* a committee or commission. Those who regularly attend, but are not members, should not be listed.

What documentation is required to be uploaded for the audit?

If your organization was required to undergo a single (Uniform Guidance) audit, attach a single audit report (complete package). If not, attach the following related to your organization's most recently completed financial statement audit: most recently completed audited financial statement (complete package), Auditor's Management Letter (if issued by your auditor), "Auditor's communication with those charged with governance" (AU260 letter), and "Communicating Internal Control Related Matters Identified in an Audit" (AU 265 letter). These items may be in separate documents or included all in one document from your auditor.

***New*: If an agency's audit is not yet finalized, can the agency submit a draft audit?**

Yes, audits in draft form will be accepted. All Chicago may request the final audit be sent when available for verification.

Project Component

***New*: If a client has resided in a project since before HUD's Final Rule updating the chronic homelessness definition and documentation requirements went into effect (January 15, 2016), does this count against the project?**

The Chronic Homeless (CH) definition was first introduced in the FY2002 Notice of Funding Availability (NOFA). Households that qualified under previous definitions (before January 2016) are still considered chronic. Since 2016, projects have been able to update and validate the status of clients in HMIS as the definition has changed. To the extent they are able, projects can update records/data to be in alignment with the CH definition. Ultimately, projects need to utilize the 2018 HUD Evaluation Report for their responses. For a full history and explanation of the Chronic Homeless definition, please review the [HUD CoC Chronic Homeless Definition History](#). Some projects have verified and updated the data in HMIS regarding chronic homeless status. Projects should recall that up to 25% of the total number of participants in the project can have self-report as the method of verification for chronic homeless status.

***New*: Where can I locate my project's grant number?**

Grant numbers can be located in the [Grants Inventory Worksheet](#) (GIW), on your executed grant from HUD or through SAGE.

***New*: For threshold question #2, should I submit the APR from Sage or HMIS?**

Please attach a PDF copy of the APR you submitted to Sage. Here are the steps to pulling the APR from Sage:

1. Under Submission Steps, navigate to the row that says "Sign and Submit." Under the "Work" column click on View/Print Complete APR
2. Click on PRINT
3. Your Print Box should show the ability to save as a PDF.
4. Save to your desktop.

My project is new this year and we were not operating for one or more Data Quality Processes. We were also not yet at 80% capacity as we have not been open long enough to fill all beds/units. How do I respond to these questions and others that may not be applicable?

If your project is new and you were not operating at the time that one or more data quality processes occurred, please only check the quarters in which you participated in the process. All Chicago staff has participation information on file. For Threshold questions, please attach an explanatory letter if you are unable to answer any question affirmatively due to the project being in a start-up year. For questions that are not applicable to a project, the question will not be scored and the points will be removed from the total points scored.

For the Checklist/Site Visit Requirement questions, I am only able to choose Yes or No, but the question is not applicable to my project. What should I do?

For these questions, please answer using the Yes or No options available. These questions are not scored and some projects may answer No to the items in this list (i.e. SSO that does not have beds will not be able to say Yes to landlord related question). Documentation will only be requested for any Yes response, and only if chosen for a site visit.

What data should DV agencies use to answer the Project Performance questions, as they are not able to pull data from HMIS?

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

For System Priorities, Question 1 regarding Chronic Homelessness, do we use the final CH definition that went into effect January 15th 2016?

YES. The 2018 Evaluation Report will pull information directly for you to answer this question, based on data entered for your clients in 2017. Clients enrolled prior to January 15th, 2016 who met the previous definition of CH will still be considered CH. Clients entering January 15th or later will be required to meet the new definition. If you have questions about the data in the report, please contact the HMIS Helpdesk at hmis@allchicago.org

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

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

The 2018 HUD Evaluation Report does not appear to have data that reflects program participation numbers and other outcomes. What should I do?

First, please check your data in HMIS to ensure that the client-level data is accurate, complete, and reflects the calculations in the 2018 Evaluation Report Guide. The client detail tabs of the report for each project or focus provide a great starting point for investigating information that may need to be added or edited in HMIS for expected reported calculations.

If you are still having trouble or believe there to be a report error, please contact HMIS Helpdesk for further assistance. The HMIS Team does test the report prior to release, but will definitely investigate any reported issues.

Do I need to submit the full 2018 HUD Evaluation Report?

Yes, you will need to submit the full report with all pages and tabs included. Missing any part of the 2018 HUD Evaluation Report could result in a Technical Deficiency Notice and a loss of points. Please be sure all pages are included in submission.

The 2018 HUD Evaluation Report shows my # of beds as incorrect and is impacting my utilization rates. What should I do?

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

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

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

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

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

I have an LTRA project that was just transferred over from the city. Do I need to complete the Recapture Spreadsheet for Project Operations, Q1?

Yes, this question should still be completed. Within the question, you can indicate if your project is a transfer. If you do not have recapture information, you can reach out to your HUD Rep, review your APRs or other information in Sage, or contact DFSS for further details. We do not have a record of your recapture at All Chicago and cannot provide this information.

For Project Operations, Q1 (Recapture Spreadsheet), if we are currently ending a grant year on or just after the due date of the Evaluation, do we include the previous grant year or the current one even if it ends after the due date?

You may utilize the current that is ending in February if you have spent 100% of funds. If you have not yet spent down the grant in full and the grant year has not ended, I would recommend utilizing the previously ended grant years only as you still may spend down additional funds.

Evaluation Report - Known Issues

If you are attempting to upload your 2018 HUD Evaluation Report in Excel for the Project Performance and Consumer outcomes section and are getting a file type error, please first ensure your file is one of the following types: .xls,.xlsx,.xlsm,.xml.

If your file is one of the allowed file types, but will not upload in Survey Gizmo, please first try **saving your document as a more recent Excel type** (i.e. if your file is a 98-2003 MS Excel file, please convert it to a newer format).

We are currently working with Survey Gizmo on this known issue and can assist you.

Evaluation Report - Updates

1. In order to be eligible for questions 29-31 of the Project Performance and Consumer Outcomes section, a client needs to have been enrolled in the project for at least a year or they need to have exited during 2017. This is to ensure that there was an opportunity to show a change in income or non-cash benefits, either in an annual assessment or an exit assessment.
2. Altered the Chronic Homeless definition to ensure that new corrections to data for clients who entered projects before 1/15/2016 are properly reflected in the report.

***New*:**

3. Updates to 2018 HUD Evaluation Report

Agency Technical Administrators were notified about four updates that were made to the 2018 HUD Evaluation Report ART report during the week of February 26. As of Wednesday, February 28, 2018, at 11:30am, no additional updates will be made to the report. We encourage ATAs to run the latest version of the report to ensure you get the best results. The updates are published for ATAs in *Public Folder > Chicago CoC Reports (Secure) > NOFA and Local Evaluation*.

The updates that were released the week of February 26 are:

- Some providers had issues with calculations in **Project Component Section E** related to **exits to permanent housing**. A fix was applied that should resolve this. (Update made 2/27/18 at 6:22pm)
- Some providers had issues with calculations in **Project Component Section E #29** (*What percentage of households without source of non-cash benefits at entry, obtained non-cash benefits through mainstream resources?*). A fix was applied that should resolve this. (Update made 2/26/18 at 3:48pm)
- The **PHwSS** and **Youth TH** tabs were not identifying those entering the project as housed for the purposes of Project Component Section D #4. A fix was applied that should resolve this. (Update made 2/27/18 at 6:22pm)

