

memo

To: CoC Board of Directors
From: Local Evaluation Committee
CC: Lived Experience Commission (LEC); Service Providers Commission (SPC); System Performance & Evaluation Committee (SPEC); Collaborative Applicant Committee (CAC)
Date: Date
Re: Appeals Process for 2020 Local Evaluation Instrument

The Local Evaluation Committee with support from the Lived Experience Commission (LEC) Service Providers Commission (SPC), the System Performance & Evaluation Committee (SPEC) and the Collaborative Applicant Committee (CAC) requests approval to pilot a new process for Local Evaluation Instrument appeals in 2020. The benefits of this new process are that it would shorten the time required for the Local Evaluation Instrument with scorecards to be issued more quickly, leverage community expertise, ensure objectivity and provide a break between the Intent to Renew and the Local Evaluation Instrument processes.

The Local Evaluation Committee proposes that the new process should include two levels: 1) Remediation of Preliminary Scorecard with All Chicago and 2) Formal appeals to a Local Evaluation Instrument Appeals Panel. Decisions made by the Local Evaluation Instrument Appeals Panel would be final.

Justification:

The current process and timeline are outlined in the CoC Governance Charter Article 13; Appeals Process for Evaluation Instrument Scoring. Based on the timeframes outlined in the CoC Charter the appeals process takes a minimum of 35 business days (at least 7 weeks), which does not include time to allow providers to submit an appeal, which is usually 3-5 additional days per level of appeal. Because of this timeline, the Local Evaluation Instrument must begin no later than the middle of April to ensure these timelines are honored and the process is completed within HUD NOFA Guidelines each year. Reducing the number of levels and time at each level would significantly reduce the time needed to resolve scoring issues.

Historically, All Chicago has encouraged providers to resolve scoring issues directly without filing an appeal. All Chicago resolves a significant number of scoring issues in this way and advises projects to use the appeals process when necessary.

After providers appeal to All Chicago, subsequent levels are reviewed by the Collaborative Applicant Committee (CAC) and Appeals Panel of the Board of Directors. Historically, these

additional levels have been tasked with ensuring that All Chicago followed the Local Evaluation Instrument instructions and the CoC Charter guidelines. For both levels, All Chicago provides support for context and background on the Local Evaluation Instrument, Coordinated Entry, data collection and other system level processes. Because the justification of some appeals is beyond what is outlined in the Local Evaluation Instrument instructions, members of both CAC and the Appeals Panel of the Board often do not have the context to independently review the appeals they receive.

New Process:

In general, the scope of appeals will be erroneous scoring and not appeals for philosophical reasons regarding the questions (per the existing Instruction Manual guidance). These should be taken directly to the Local Evaluation Committee.

Remediation of Preliminary Scorecard (Level 1) – All Chicago will remedy any identified issues with a project’s score. This is limited to erroneous data errors or not following the Local Evaluation Instrument instructions. Providers will submit a request to remedy their score in writing through the CoCPrograms@allchicago.org email. All Chicago will set a deadline and will respond in writing within 10 business days of issuance of the preliminary score card.

Local Evaluation Instrument Appeals Panel (Level 2) – Local Evaluation Instrument Appeals Panel will review and decide on any appeals of All Chicago’s decision during Level 1. The Local Evaluation Instrument Appeals Panel will not review appeals that were not submitted during Level 1. The panel will focus on whether or not All Chicago followed the Local Evaluation Instrument instructions and CoC Governance Charter. Providers will submit an appeal in writing through a form in SurveyGizmo and include documentation from Level 1. All Chicago will set a deadline for appeals. The Local Evaluation Instrument Appeals Panel will respond in writing within 5 business days after the appeal submission deadline. Decisions made by the Local Evaluation Instrument Appeals Panel would be final.

A two-stage process not only shortens the time line but also maintains the integrity and neutrality of the process. All Chicago surveyed providers regarding the Local Evaluation process. Providers agreed that a neutral body to file an appeal and review All Chicago’s decisions was needed. As mentioned above, All Chicago provides support and background to both the Collaborative Applicant Committee and Appeals Panel of the Board for appeals. An appeals panel specifically constructed for the Local Evaluation Instrument would ensure appropriate knowledge, background, expertise and neutrality. A Local Evaluation Instrument Appeals Panel would be constructed as follows:

<u>Number of Members:</u>	<u>Committee / Work Group:</u>	<u>Purpose</u>
2	Local Evaluation Committee (1 Lived Experience Commission; 1 Service Provider)	Background, knowledge and intent regarding development of Local Evaluation Instrument and instructions.
2	Collaborative Applicant Committee	Ensures All Chicago followed Local Evaluation Instrument instructions and CoC Charter
2	Board of Directors (1 Lived Experience Commission; 1 Service Provider or Other Group)	Ensures All Chicago followed Local Evaluation Instrument instructions and CoC Charter

1	Coordinated Entry Lead or CE Leadership Team	Background and knowledge of expectations and policies around Coordinated Entry.
1	HMIS Lead or HMIS Committee	Background and knowledge of expectations and policies around HMIS.
1	Lived Experience Commission	Ensures voice and representation of persons of lived experience
2	Service Providers Commission	Background and knowledge regarding implementation of CoC funded projects and community expectations.

Note: Service Providers who submit appeals to this level would not be able to be on the Appeals Panel. Service Providers who are subgrantees for a CoC grant of an agency that submitted an appeal would not be able to be on the Appeals Panel. All Chicago staff who participated in the review and scoring of Local Evaluation Instruments would not participate.

The Local Evaluation Committee will provide timelines and additional guidance in the selection of representatives and alternates. Coordinated Entry and HMIS representation will be selected by the CE Leadership and HMIS Committee respectively.

Timeline:

	<u>Current Appeals Process</u>	<u>New Appeals Process</u>
Release Local Evaluation Instrument	4/20/2020	4/20/2020
Local Evaluation Instrument Deadline	5/18/2020	5/18/2020
Preliminary Score Card Released	6/1/2020	6/1/2020
Level 1: All Chicago	6/15/2020	6/11/2020
Level 2: Collaborative Applicant	6/30/2020	
Level 2: LEI Appeals Panel		6/24/2020
Level 3: Appeals Panel of Board	7/21/2020	
Final Scorecards Issued	7/24/2020	6/30/2020
Total Weeks	14 weeks	10.5 weeks

(Timeline provided as an example)

Approved by the CoC Board of Directors on February 25th, 2020