



Instruction Manual  
2023 Local Evaluation Instrument  
Due on April 28, 2023

# **2023 CoC Competition Local Evaluation Instrument**

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**Instrument & Instruction Manual**

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



# Instruction Manual

## 2023 Local Evaluation Instrument

### Due on April 28, 2023

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## Introduction

The US Department of Housing and Urban Development (HUD) provides annual funding for Continuum of Care (CoC) programs that provide housing and services for people experiencing homelessness. The CoC program is designed to quickly rehouse people experiencing homelessness, minimize trauma and dislocation caused by homelessness, and promote access to mainstream programs and services.

The Chicago CoC Board of Directors is the group of community stakeholders that sets local priorities for HUD CoC funding. The Chicago CoC Board has designated All Chicago to act as the Collaborative Applicant. In this role, All Chicago is responsible for developing a review process for prioritizing and ranking renewal projects for CoC funding. All Chicago develops the Local Evaluation Instrument (LEI) with community input, and the results may be incorporated into the project ranking list and used to make funding reallocation decisions at the local level. The LEI is designed to quantify the performance of each project and measure the degree to which the project improves Chicago's system performance.

In addition to submitting an LEI, all projects must submit a HUD renewal application after the annual Notice of Funding Opportunity (NOFO) is released by HUD. HUD makes final funding determinations. Please note that renewal funding is not guaranteed upon submission of the LEI. For information on how renewal funding is assessed based on LEI scores, see the [Ranking Process](#) section.

Applications for new (not renewal) funding involve a different application process. Please contact All Chicago at [CoCPrograms@allchicago.org](mailto:CoCPrograms@allchicago.org) for information on the new project application and selection process.



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## Assistance

### *Resources*

Please visit the following online resources:

- LEI information: <https://allchicago.org/continuum-of-care/coc-programs/>
- Frequently Asked Questions: [Join the Chicago CoC Slack Channel](#) (This is where updated FAQs are posted; go to the provider questions channel.)
- HMIS Helpdesk: <https://hmis.allchicago.org>

### *LEI Training*

All Chicago provides a virtual training with an overview of the LEI. The training will cover the LEI questions, timeline, submission form, and appeals process. Please register for the training in advance. The session will be recorded and posted in All Chicago's [Online Learning Portal](#). If you have any questions regarding these trainings, please contact the CoC Program team at [CoCprograms@allchicago.org](mailto:CoCprograms@allchicago.org).

- What: LEI Training
- When: April 6, 2023, 10:00-11:30 am
- Where: Zoom
- Register: <https://allchicago.talentlms.com/catalog/info/id:589>

### *HMIS Tickets & Webinar*

Submit questions about HMIS data to [helpdesk@allchicago.org](mailto:helpdesk@allchicago.org). All Chicago has scheduled a webinar mid-way through the LEI submission period to provide additional support after Agency Technical Administrators (ATAs) have had a chance to begin reviewing data and sending questions to the helpdesk. The webinar will: 1) Announce and explain any significant changes in the report logic due to any discovered errors, 2) Provide everyone with the opportunity to ask questions about the performance data reports. Register [here](#) for the webinar on April 17, 1:00-2:00PM.

### *Alchemer Technical Assistance*

All Chicago provides technical assistance regarding the use of Alchemer (formerly SurveyGizmo). Within the Alchemer Technical Assistance Course, you can find information about navigating through Alchemer, utilizing the "save and continue" feature, uploading files, and other tips and tricks.

- What: Alchemer Technical Assistance (slides you can view at your own pace, any time)
- Where: <https://allchicago.talentlms.com/catalog/info/id:510>

### *All Chicago Program Staff Support*

All Chicago program staff are available to respond to questions and provide technical assistance. Agencies are encouraged to consult the Instruction Manual and FAQs prior to contacting All Chicago.



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- Email: [CoCprograms@allchicago.org](mailto:CoCprograms@allchicago.org)
- Phone: Andrew Hubona (872-291-1246) or Jennifer Fabbrini (872-291-1263)
- Business hours: 9am to 5pm, Monday through Friday. Please allow 24-48 hours for a response.



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## Overview of the Evaluation Process

There are two required steps in the Chicago CoC's locally developed review process for renewal projects: 1) Intent to Renew (ITR), and 2) Local Evaluation Instrument (LEI). The ITR step is designed to minimize risk to the Chicago CoC by reviewing compliance with HUD requirements and verifying whether local priorities and thresholds are being met. The LEI step is designed to quantify the performance of each project and measure the degree to which the project improves Chicago's system performance.

## Who Participates in the Evaluation Process?

### *Required to participate in the Intent to Renew*

All projects with HUD CoC Funding that were in operation for any length of time between 1/1/22 and 12/31/22, including system level coordination projects such as Coordinated Entry, HMIS lead, or the planning grant.

### *Required to participate in Local Evaluation Instrument*

All projects with HUD CoC Funding that meet all the criteria listed below.

- HUD program model is PSH, RRH, TH, Joint TH-RRH, SH or SSO
- The project is not a system level coordination project such as Coordinated Entry, HMIS lead, or the planning grant
- If the project began operation in 2022, the project served clients for a minimum of six months during the period between 1/1/22 and 12/31/22
- The project declared an intention to renew the grant in the Intent to Renew submission
- The project is included in the final 2023 Grant Inventory Worksheet (GIW)

## How to Submit for Consolidated Projects

If your agency consolidated two or more projects into one project with HUD approval and the grant that ended in 2022 was the consolidated grant, then complete the LEI for the consolidated project. Consolidated projects will be scored on all questions including the grant management question. If the consolidation is upcoming or has not yet completed one year as a combined project, then complete the LEI for the separate projects.



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## Timeline

Step	Date
LEI opens	April 3
Training webinar	April 6
LEI submission deadline	April 28
Preliminary reports released	May 19
Deadline to submit a Level 1 appeal to All Chicago for scoring remedy	May 26
All Chicago responds to scoring remedies	June 2
Deadline to Appeal to Level 2 LEI Appeals Panel	June 8
LEI Appeals Panel responds to appeals	June 16
Final reports released	June 21

## Deadline and Submission Requirements

**Where to submit:** Agencies submit the LEI online via Alchemer (formerly SurveyGizmo) -- to submit the LEI, please click [here](#). Each agency only needs to submit one LEI covering all project-level and agency-level information. There is not a separate link for agency and project components.

**Deadline:** **All submissions are due by 4:00pm (CST) on April 28, 2023.** It is highly recommended to submit as early as possible before the deadline 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.

**Authorized Representative:** Only an authorized representative should submit the LEI for your agency. An authorized representative should be a senior-level staff member in the organization who is authorized to enter into contractual agreements. Typically, this is the CEO or Executive Director, though at large agencies it may be another senior-level staff member. This representative will check the box to certify the submission and “sign” electronically by typing their name and title to authorize the submission.

**Missing or Late Submissions:** Projects that submit a LEI after the deadline – April 28, 2023 - will automatically receive a deduction of 10% off the final score per project. Projects that do not submit a LEI at all may have their funding reallocated by the CoC Board. Agencies/projects may file an appeal with supporting documentation regarding their late submission or lack of submission. All Chicago will make a determination on the appeal. If necessary, further appeals may be submitted in accordance with the appeals process.



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**Multiple Submissions:** If you already submitted the LEI and need to make corrections prior to the deadline, you may email [CoCprograms@allchicago.org](mailto:CoCprograms@allchicago.org) and request a link that you can use for the purpose. If this type of request is made within 48 hours of the deadline, All Chicago does not guarantee a response. If an agency submits two or more complete LEIs, the last submission will be considered final unless the agency notifies All Chicago in writing via email.

**Technical Assistance:** Preliminary and final reports will include feedback from the ITR and scores from the LEI. Technical assistance opportunities will be provided according to identified needs. Low scoring projects may receive a monitoring review and/or technical assistance. Low scores for multiple years may be considered for involuntary funding reallocation by the CoC Board.

**Technical Deficiencies Policy regarding blank or incomplete answers:** All Chicago will not reach out to agencies to correct technical deficiencies. A blank or incomplete answer on a question in the LEI will result in a loss of points for that question. Ensure that all parts of a question, including narrative and explanation fields, tables, etc. are completed. For a question that pertains to project-level information, submit information for every project at the agency.

## Alchemer Tips

The survey software used by All Chicago is Alchemer (formerly SurveyGizmo). We recommend using **Firefox** or **Google Chrome** as your browser when working with Alchemer.

**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 reads "Save and Continue later." Click here and enter your email to receive a unique link to your LEI form. You can use this link to reopen and continue your LEI at any time before submission. You will only need to do this once and can use the same link each time you go back to work on the LEI in Alchemer.

Keep the email that you receive containing the link. If you do not see the email, check your junk mail folder. Sometimes there is a delay of a few hours in receiving the email. The email will be from 'noreply@alchemer.com.' Check your email to ensure you have received the link before navigating away from your LEI form.

Your responses will **save** whenever you navigate between pages by clicking 'Back' or 'Next.' **NOTE:** If you complete a page and close the LEI before clicking on 'Next,' the work you did on that page will not be saved.

**Required Questions:** All Chicago has not enacted the required question feature for any questions in this year's LEI. By doing this, it is easy for you to skip ahead and navigate backwards and forwards through the form. 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.





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## Scoring

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

- *Scored:* Points are allocated based on the scoring criteria noted for each question. See the [detailed instructions in this manual that explain the scoring criteria for every question.](#)
- *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 LEIs.

### *Weighted Scoring*

The LEI uses a weighted scoring approach which means that each section is given a specific value or weight. These values will be provided to sections for all projects regardless of how many points are possible or earned in the section.

<b><u>Section:</u></b>	<b><u>Weight</u></b>
CoC Participation	2%
Grant Management	7%
Persons of Lived Experience Input	29%
Diversity, Equity, and Inclusion	Informational
Project Performance	62%
<b>Total</b>	<b>100%</b>

### *Example of weighted scoring:*

Project X earns 0/1 point for CoC Participation, 4/4 points for Grant Management, 7/14 points for Persons of Lived Experience Input, and 80/100 points for Project Performance. The weighted score is calculated by multiplying the earned score for the section by the section weight, and then adding these together.

CoC Participation :  $0/1 = 0 \times .02 = 0$  (earned score is 0, weight is .02)

Grant Management :  $4/4 = 1 \times .07 = .07$  (earned score is 1, weight is .07)

Persons of Lived Experience Input:  $7/14 = .50 \times .29 = .145$  (earned score is .5, weight is .29)

Project Performance:  $80/100 = .80 \times .62 = .496$  (earned score is .80, weight is .62)

Total score =  $.145 + .07 + 0 + .496 = .711 \times 100 = 71.1\%$

## Ranking

The CoC Board (and relevant committees or work groups) will establish the 2023 Ranking Policies upon release of the Notice of Funding Opportunity (NOFO) from HUD. LEI scores are one of many factors considered when determining the Ranking Policies. A copy of these policies will be distributed when they are approved and projects will be notified of their ranking status.



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## Appeals

All Chicago will review and score the LEI submissions in accordance with the LEI Instruction Manual's policies and procedures. A preliminary report containing LEI scores will be sent to agencies. The Appeals Policy and instructions will be included in the email containing the preliminary report. After reviewing the scores, agencies may submit an appeal for the following reasons: a report did not pull data correctly or All Chicago incorrectly followed the scoring instructions detailed in this Instruction Manual. As in past years, All Chicago collects community feedback when developing the LEI, and therefore philosophical disagreements (including but not limited to what All Chicago decided to score or how All Chicago decided to score it) and question wording will not be grounds for appeals. Agencies wishing to express their disagreement about questions based on philosophy or wording are encouraged to do so at a meeting or in writing to the Collaborative Applicant Committee (CAC). New attachments or supporting documentation will not be considered during the Appeals Process, unless specifically requested by All Chicago staff. Level 1 or level 2 appeals submitted after the deadline will be automatically denied.

The role of All Chicago in reviewing appeals is to ensure scoring mistakes or report errors are identified and corrected, so that agency scores are not negatively impacted. All Chicago calculates scores based on the details in this Instruction Manual. The role of the LEI Appeals Panel in reviewing appeals is to ensure that appeal denials issued by All Chicago followed the guidance/details provided in this LEI Instruction Manual. The LEI Appeal Panel will not review appeals that were not submitted during level 1. This is the final opportunity to appeal. All decisions by the LEI Appeals Panel are final.

To submit an appeal, follow each step below in consecutive order. 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

**Step 1:** Included with the preliminary scorecard will be a link to a form for submitting a level 1 appeal. Complete the form by the deadline of **May 26<sup>th</sup>**. In the form, explain the scoring issue (such as data that was not pulled correctly or incorrect scoring according to the Instruction Manual) that you have identified. Include which question and which project(s) it applies to. This year All Chicago is only accepting level 1 appeals via the form; appeals that are emailed will not be accepted.

**Step 2:** All Chicago will respond to level 1 appeals by June 2<sup>nd</sup>, and agencies then have the option to submit a level 2 appeal to the LEI Appeals Panel. With the decision from All Chicago there will be a link to a form for submitting a level 2 appeal. Complete the form by June 8<sup>th</sup>. Level 2 appeals are only accepted via the form.

**Step 3:** Agencies will receive a response to their level 2 appeals by June 21<sup>st</sup> with the final reports. Decisions made by the LEI Appeals Panel are final.



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<b>Appeals Step</b>	<b>Deadline</b>
Preliminary scorecards released	May 19
Deadline to submit a Level 1 appeal to All Chicago for scoring remedy	May 26
All Chicago responds to Level 1 appeals	June 2
Deadline to Appeal to Level 2: LEI Appeals Panel	June 8
LEI Appeals Panel responds to appeals	June 16
Final scorecards released	June 21

#### **Appeal Panel Membership & Recusal Rules**

The panel is specifically constructed for the Local Evaluation Instrument to ensure appropriate knowledge, background, expertise and neutrality.

<b><u>Number of Members:</u></b>	<b><u>Committee / Work Group:</u></b>	<b><u>Purpose</u></b>
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 CA MOU
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
1	Youth Action Board	Ensures voice and representation of persons of lived experience
1	Service Providers Commission	Background and knowledge regarding implementation of CoC funded projects and community expectations.

All Chicago provides timelines and additional guidance to the selected representatives and alternates. All Chicago supports the recruitment and preparation of the panel through various activities including but not limited to outreach to identify representatives and alternatives, scheduling meeting dates, providing a training session to orient the panel members, and requesting panel members to identify any recusals or potential conflicts of interest.



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Service providers who submit appeals to level 2 are not able to participate on the Appeal Panel. Service Providers that submit a level 1 appeal but not a level 2 appeal may participate on the Appeal Panel. Service Providers who are subgrantees for a CoC Grant of an agency that submitted a level 2 appeal are not able to participate on the Appeal Panel. Only one individual per CoC-funded agency may participate on the panel. All Chicago staff who participated in the review and scoring of LEIs may not participate. Coordinated Entry and HMIS representation will be selected by the CE Leadership and HMIS Committee respectively.

#### **Annual Updates to the Appeal Process**

Annually, All Chicago reviews how the appeal process is functioning, collects feedback from parties, and reviews the process with the LEI Committee. Updates to the process are made and documented in this Instruction Manual. The timeframe for the process will be identified each year and is subject to adjustments based on the calendar and other scheduled activities. An effort is made to follow these general timeframes in order to maintain an efficient process: level 1 appeal deadline is 1 week after preliminary reports, All Chicago responds to level 1 appeals 1 week later, level 2 appeal deadline is 1 week after All Chicago's deadline to respond, the Appeal Panel responds 1 week later, and final scorecards are issued 3 days after the level 2 decision deadline.



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## What's New

### 1. Project Performance:

- Some questions have been added to the project performance section:
  - i. Need Status Timeliness 1 has been added to the instrument due to concerns with providers not following the established contact protocol. This metric has been scored in previous LEIs but will be reintroduced informationally in the 2023 LEI. Need Status Timeliness 2 was scored in the LEI last year but will become informational in the 2023 LEI.
  - ii. Returns to Homelessness was on the 2022 LEI, however the reporting logic was based on 6-month follow-up HMIS data and only applied to RRH programs. This metric has been updated to calculate the Number and percent of participants who return to homelessness from 0-6 months, 6-12 months, 12-24 months for all project model types based on HMIS enrollments. This question will be informational in the 2023 LEI.
  - iii. An education question has been added to the instrument. This question has been scored in previous LEIs but will be reintroduced informationally in the 2023 LEI. The question will only apply to TH projects dedicated to serving youth and will require agencies to submit their data.
- Some questions have been removed from the project performance section:
  - i. Removed metrics related to cost effectiveness and serving high need populations.
- To address challenges that are particular to our community/system, the following changes were made:
  - i. Narrowed the focus of the metric on the number/category of rematch requests. The 2023 LEI calculates the count of specific rematch reasons "CES: Rematch Needed: Client Declined to participate (specify in notes)" and "CES: Rematch Needed: Other (specify in notes)" that do not have associated notes.
  - ii. For the unit utilization question, the last Wednesday of the month will be used as the PIT date, as this is what HUD uses in its APR template. In previous LEIs random dates were used every month.
  - iii. Safe Havens (SHs) will be informational for Question 1 on CE participation and Question 15 on unit utilization due to systemic challenges with this model type.
- Considering feedback All Chicago received from the 2022 LEI, exclusions/inclusions were added to certain metrics:
  - i. Exclusions for minor heads of households for the health insurance question.
  - ii. Exclusions for deceased persons and persons exiting to "foster care home or foster care group home; hospital or other residential non-psychiatric medical facility; Residential project or halfway house with no homeless criteria; and long-term care facility or nursing home" and participants who have not left the program and have been housed for less than a year for the remain in or exit to permanent housing question.





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## LEI

Each question in the LEI is listed below. Important: see the [detailed instructions](#) (next section of this instruction manual) for guidance and scoring criteria.

### *CoC Participation (section weight: 2%)*

1. Determination of whether the agency is a member of the CoC in good standing. (1 point)

### *Grant Management (section weight: 7%)*

1. Measurement of the percentage of funds the project spent for the grant year that was completed in 2022. (4 points)

If the project did **not** spend 100% of funds for the grant year that was completed in 2022:

- a. Explain the reason the project did not expend 100% of the funds.
- b. Is the project willing to reallocate funds in 2023? If yes, please indicate the amount.

### *Persons of Lived Experience Input (section weight: 29%)*

1. Which of the following did the agency use to seek input from participants at least once in 2022? (Check all that apply. Upload evidence for each method selected.) (3 points)
  - a. Survey
  - b. Advisory council
  - c. Townhalls, community/resident meeting
  - d. Representative with lived experience on the Board of Directors
  - e. Suggestion box
  - f. Other method of actively seeking input (specify):
2. Describe the intentional steps the agency has taken to ensure there is at least one method for participants to provide feedback completely anonymously. (2 points)
3. Describe how the agency (in calendar year 2022) involved current or former program participants, or other people with lived experience of homelessness, in planning or performing program operations and/or providing services through employment or volunteer roles (beyond having a board member of lived experience)? (2 points)
4. Does the agency include one or more people of lived experience on its Board of Directors or other policy making entity? (Check all that apply.) (2 points)
  - a. Person/people of lived experience on the Board of Directors
  - b. Person/people of lived experience on other policy-making entity (specify):
  - c. None
5. Describe one example within the last year (Jan 1, 2022 – Dec 31, 2022) of a change made to a program, process or policy that resulted from direct input provided by a program participant(s) or Board member(s) of lived experience. Please describe the most impactful example of a change during the 2022 calendar year. Please address each of the sub-questions below. (5 points)
  - a. Describe what change was implemented as a direct result of input.
  - b. When did this example take place?
  - c. Detail the method used to actively collect the input that gave rise to this change.
  - d. Detail the steps taken to review and consider the input among agency staff, decision making entity or Board.
  - e. List all ways the program or policy change was communicated to program participants.





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#### *Diversity, Equity, and Inclusion (Informational)*

1. Describe the agency's efforts to advance diversity, equity, and inclusion within the agency and/or its programs in 2022. For each effort, describe how it is implemented. (Informational)
2. Describe any steps the agency is taking to work towards achieving a leadership staff reflects the diversity of its participants. Please include demographic data (race/ethnicity/gender) on the make-up of your leadership staff. (Informational)
  - a. What positions would your agency consider as leadership staff?
  - b. Submission of leadership staff demographic data.
  - c. Actions the agency is taking to work towards achieving a leadership staff that is reflective of its participants.
3. Describe equitable internal policies and procedures that have been implemented at your agency. If no said policies or procedures currently exist, describe any existing plans for developing and implementing them. (Informational)

#### *Project Performance (section weight: 62%)*

Listed by program model type. There are 16 questions in total and each program model type has a different set of questions that are applicable. Therefore, if a number is skipped in the list below it is because the question is not applicable to the program model type. The questions are listed out in chart format and additional guidance provided in the [detailed instructions](#). The "Project Performance Metrics Chart" in the [detailed instructions](#) indicates situations in which projects are exempted from a scored question. The [detailed instructions](#) also includes the logic used to calculate these metrics.

#### **Permanent Supportive Housing (PSH)**

1. Coordinated Entry participation – 12 points
2. Coordinated Entry rematches – 6 points
3. Need status timeliness 1 (informational)
4. Need status timeliness 2 (informational)
6. Time from match to housing – 12 points
8. Increase in earned or non-employment income (i.e., any income) for stayers – 12 points
9. Increase in earned or non-employment income (i.e., any income) for leavers – 12 points
10. Health insurance – 12 points
11. Exit to permanent housing – 12 points
12. Remain in or exit to permanent housing – 16 points
13. Returns to Homelessness (informational)
14. Racial equity (informational)
15. Unit utilization - 12 points

#### **Rapid Rehousing (RRH)**

1. Coordinated Entry participation – 12 points
2. Coordinated Entry rematches – 6 points
3. Need status timeliness 1 (informational)
4. Need status timeliness 2 (informational)
6. Time from match to housing – 12 points
8. Increase in earned or non-employment income (i.e., any income) for stayers – 12 points
9. Increase in earned or non-employment income (i.e., any income) for leavers – 12 points
10. Health insurance – 12 points
11. Exit to permanent housing – 12 points





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12. Returns to Homelessness (informational)
13. Racial equity (informational)
14. Unit utilization - *12 points*

#### **Transitional Housing (TH)**

In 2022, there were two types of TH projects – those that take matches from Coordinated Entry (CE) and those formerly categorized as interim that do not take matches from CE. The projects that take matches from CE are evaluated on questions 1, 2, 3, 4, 7, 8, 9, 10, 11, 13, 14, and 15. The projects that do not take matches from CE are evaluated on questions 5, 7, 8, 9, 10, 11, 13, 14, and 15. TH projects dedicated to serving youth are also evaluated on question 16.

1. Coordinated Entry participation – *12 points*
2. Coordinated Entry rematches – *6 points*
3. Need status timeliness 1 (informational)
4. Need status timeliness 2 (informational)
5. Assessments – *18 points*
7. Time from entry to exit to permanent housing – *12 points*
8. Increase in earned or non-employment income (i.e., any income) for stayers – *12 points*
9. Increase in earned or non-employment income (i.e., any income) for leavers – *12 points*
10. Health insurance – *12 points*
11. Exit to permanent housing – *12 points*
12. Returns to Homelessness (informational)
13. Racial equity (informational)
14. Unit utilization - *12 points*
15. Education Youth Only (informational)

#### **Joint Transitional Housing – Rapid Rehousing (Joint TH-RRH)**

This model type is set up in HMIS as two separate projects. The TH project will be evaluated on the set of TH questions listed above that apply to projects that take matches from Coordinated Entry. The RRH project will be evaluated on the set of RRH questions listed above. To combine the two scores into one joint score, All Chicago will review the number of TH units and RRH units listed on the project’s 2022 NOFO renewal application and use the formula below to calculate the score:

Combined score = (#TH units / # Total units) x TH project score + (#RRH units / # Total units) x RRH project score.

#### **Supportive Services Only (SSO)**

5. Assessments – *52 points*
8. Increase in earned or non-employment income (i.e., any income) for stayers – *12 points*
9. Increase in earned or non-employment income (i.e., any income) for leavers – *12 points*
10. Health insurance – *12 points*
11. Exit to permanent housing – *12 points*
13. Returns to Homelessness (informational)
14. Racial equity (informational)

#### **Safe Haven (SH)**

1. Coordinated Entry participation (informational)
2. Coordinated Entry rematches – *6 points*
3. Need status timeliness 1 (informational)



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4. Need status timeliness 2 (informational)
8. Increase in earned or non-employment income (i.e., any income) for stayers – *12 points*
9. Increase in earned or non-employment income (i.e., any income) for leavers – *12 points*
10. Health insurance – *12 points*
11. Exit to permanent housing – *12 points*
12. Remain in or exit to permanent housing – *16 points*
13. Returns to Homelessness (informational)
14. Racial equity (informational)
15. Unit utilization (informational)



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## LEI Detailed Instructions

This section provides details related to each section and question in the LEI. It is recommended for agencies to carefully review everything in this section.

### CoC Participation Section

**Rationale (explanation of why the Chicago CoC includes this topic in the LEI):** Continuums of Care are member organizations mandated by HUD that strategize and plan a coordinated, comprehensive approach to providing housing and services for people experiencing homelessness. For the Chicago CoC, membership requirements include; agreement with the mission, values, and goals of the CoC, attendance at semi-annual public CoC meetings, participation in advocacy initiatives, and payment of annual dues.

**Question #1.** Determination of whether the agency is a member of the CoC in good standing.

**Question Type/Method:** All Chicago Verification. Agencies do not need to submit anything because All Chicago will access this information from the CoC membership database.

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

**Guidance:** Agencies that paid 2023 dues by April 3, 2023 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. All Chicago will pull the list of member agencies that have paid 2023 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 will receive 0 points. The points for this question will be applied to all projects at the agency.

### Grant Management Section

**Rationale (explanation of why the Chicago CoC includes this topic in the LEI):** The CoC prioritizes effective use of funds to maximize our impact on homelessness in Chicago. HUD monitors expenditures and has the ability to recapture funds that are not spent by grantees.

**Question #1:** Measurement of the percentage of funds the project spent for the grant year completed in 2022. 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 2022:

- a. Explain the reason the project did not expend 100% of the funds.
- b. Is the project willing to reallocate funds in 2023? If yes, please indicate the amount.



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**Question Type/Method:** All Chicago Verification **and** Project Narrative. Projects do not need to submit the percentage of funds spent because this will be calculated by All Chicago based on data provided by HUD. Projects need to submit a narrative to explain unspent funds (if applicable).

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

**Projects exempt from this question:** Projects that were new or transferred in 2022. Projects that reallocated in the previous cycle where reallocation has not yet gone into effect.

**Guidance:** All projects should make efforts to spend down 100% of grant funds and should, if needed, adjust their budget and contact local HUD throughout the year, to avoid recapture of funds. 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, if a project did not spend 100% of its funds, Questions #1a-1b need to be completed. If agencies have multiple projects that did not spend 100% of funds, they need to answer Questions #1a-1b multiple times. Skip this question for any project that has spent 100% of funds or for any project that is exempt from this question.

*Voluntary reallocation:*

All Chicago will use the following process to give agencies the opportunity to voluntarily reallocate funds to the CoC: While completing the LEI, agencies will be asked whether they are willing to reallocate funds. All Chicago will reach out to projects and ask them to sign a commitment form. Projects choosing to voluntarily reallocate may be exempt from this question next year.

**Scoring:** Projects spending >98% of funds will be eligible for four (4) points. Projects will be eligible for three (3) points if 95-97.9% of funds were expended. Projects that expended 90-94.9% of funds will receive zero (0) points. Projects that expended less than 90% of funds will receive -2 points.

## Persons of Lived Experience Input Section

All Persons of Lived Experience input questions are agency-level questions. The score an agency receives on this section will be applied to each of the agency's project scores.

**Rationale (explanation of why the Chicago CoC includes this topic in the LEI):** HUD has prioritized inclusion of persons with lived experience in service delivery and decision making in the CoC Interim Rule and in the annual Notice of Funding Opportunity (NOFO) (1D-11). The NOFO also prioritizes routinely gathering feedback and addressing challenges of individuals with lived experience (1D-11c). HUD continues to reinforce having persons of lived experience of homelessness on recipient's/subrecipient's board of directors through their sample rating and ranking tool.

**Question #1:** Which of the following did the agency use to seek input from participants **at least once in 2022?** (Check all that apply.)



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- Survey
- Advisory council
- Townhalls, community/resident meeting
- Representative with lived experience on the Board of Directors
- Suggestion box
- Other method of actively seeking input (specify):

For each of the above selected methods, your agency must also upload evidence of the method used.

**Question Type/Method:** Checkbox and attachment upload.

**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. When deciding what attachments to upload, please include the best possible evidence your agency has to document accountability. Below is a list of suggested types of evidence that can be provided for each method.

Method	Example of evidence that could be provided
Survey	Summary of survey results
Advisory Council	Attendance list Meeting minutes
Townhalls, community/resident meeting	Attendance list Meeting minutes
Representative with lived experience on the Board of Directors	Board list with member of lived experience indicated
Suggestion box	Photo of suggestion box
Other method of actively seeking input (specify)	Best possible evidence your agency has to document accountability

**Scoring:** There are a total of three (3) points possible for this question. One (1) point will be awarded if the agency uses a survey to seek input and uploads evidence it was used in 2022. Up to two (2) additional points will be awarded if the agency uses any of the remaining five options to seek input and uploads evidence of selected method(s) (1 point for each additional selection up to 2 additional selections).

**Question #2:** Describe the intentional steps the agency has taken to ensure there is at least one method for participants to provide feedback completely anonymously.



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**Question Type/Method:** Narrative (maximum of 300 words).

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

**Guidance:** Anticipation of consequences can prevent program participants from providing input. Therefore, it is important for agencies to offer participants the ability to remain anonymous. Not every method of collecting input may be well suited to offer anonymity. The method described here can be one that was selected in Question 1.

**Scoring:** This question is worth two (2) points. Maximum points will be awarded for a complete description of a method of seeking input that shows reasonable effort is taken to fully prevent staff from linking feedback to participants. The rubric below identifies the methodology for determining the difference between full, partial, or zero points.

- **Maximum points (2)** – There is (to the maximum extent possible) no way to link feedback to a participant.  
Example: Survey is submitted anonymously without staff seeing who submitted the survey; survey doesn't include any way to identify who submitted it (i.e., name, address), such as providing a self-addressed and postage paid envelope; suggestion box is out of staff's sight; being able to slip feedback under an office door without staff or other residents seeing the individual; submitting feedback electronically, but not in a public space; being able to complete a survey over the web from home.
- **Some points (1)** – Some steps are taken to ensure anonymity, but the process is not completely anonymous.  
Example: Intern administering the survey; exit survey is used to seek input; having to ask staff for a feedback form; suggestion box is right outside building entrance or offices and in full sight of residents and staff
- **No points** – No evidence of effort to ensure anonymity.

**Question #3:** Describe how the agency (in calendar year 2022) involved current or former program participants, or other people with lived experience of homelessness, in planning or performing program operations and/or providing services through employment or volunteer roles (beyond having a board member of lived experience)?

- Check this box if the example you are describing took place in 2022.

**Question Type/Method:** Checkbox and narrative (maximum of 300 words).

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

**Guidance:** Ensure the response addresses activities that support program operations or services. Provide detail to help the reviewer understand specifically what this work looks like at your agency. Providing an example of a person participating on the Board of Directors will not earn any points. A person may have been hired or begun their involvement prior to 2022, but the narrative



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needs to describe involvement that took place during 2022. Use the check box to verify if the example took place in 2022.

**Scoring:** This question is worth two (2) points. The rubric below identifies the methodology for determining the difference between full, partial, or zero points.

- **Maximum points (2)** – Current or former participants or persons of lived experience contribute to planning core agency operations or providing core services through employment that is structured and ongoing.  
Examples: Former participant has a role providing services to current participants; former participant is hired as a case manager or program coordinator delivering services to current participants; a person of lived experience is hired or currently employed by the agency on a continuous (not one time) basis.
- **Some points (1)** – Agency provides one-time or unstructured opportunities for participants or people of lived experience to contribute to agency operations or in providing services through employment or volunteer opportunities. Some instead of full points are awarded because the activities performed may not allow persons of lived experience to influence the planning or delivery of core services. The opportunities, although structured and on-going, may not involve core programs and services.  
Examples: Agency involves participants in communal gardening; agency involves participants in planning and hosting a holiday party; all volunteer opportunities, such as being a peer mentor; agency involves people of lived experience on an advisory board.
- **No points** – Agency does not provide any opportunities for current or former participants and other people of lived experience to participate in agency planning or operations.

**Question #4:** Does the agency include one or more people of lived experience on its Board of Directors or other policy making entity?

Check all that apply:

- Person/people of lived experience on the **Board of Directors**
- Person/people of lived experience on **other policy-making entity (specify):**
- None

**Question Type/Method:** Checkbox

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

**Guidance:** Both options (Board of Directors and other policy-making entity) fulfill the minimum HUD requirement. However, Board participation is prioritized locally and is therefore awarded maximum points. There is no requirement for how recently a board member(s) have experience of homelessness.

**Scoring:** There are a total of two (2) points possible for this question. Two (2) points will be awarded if the agency has a person of lived experience on the Board of Directors. One (1) point will be awarded if the agency has a person of lived experience on a policy-making entity and not on the Board of Directors. Zero (0) points will be earned if the agency has neither. To be clear, extra points





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are not awarded for selecting Board of Directors *and* other policy-making entity, but both answers may be selected if this is the case at your agency.

**Question #5:** Describe **one example within the last year** (Jan 1, 2022 – Dec 31, 2022) of a change made to a program, process or policy that resulted from direct input provided by a program participant(s) or Board member(s) of lived experience. *Please describe the most impactful example of a change during the 2022 calendar year. Please address each of the sub-questions below.*

- a) Describe what change was implemented as a direct result of input.
- b) When did this example take place?
- c) Detail the method used to actively collect the input that gave rise to this change.
- d) Detail the steps taken to review and consider the input among agency staff, decision making entity or Board.
- e) List all ways the program or policy change was communicated to program participants.

**Question Type/Method:** Narrative (maximum 300 words for each sub-question)

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

**Guidance:** The response should enable the reviewer to get a clear and detailed sense of the steps and processes by which your agency seeks input and uses it to improve programs and policies.

**Scoring:** There are a total of five (5) points possible for this question.

- a) Maximum of two (2) points for this sub-question. The rubric below identifies the methodology for determining the difference between full, partial, or zero points.
  - **Maximum points (2)** – The change is related to project design, program improvement, or use of new funding.  
Examples: Input informs renovations of the entire building; change to the types of services being offered; changes to the intake process and form.
  - **Some points (1)** – The change is related to everyday logistics and small quality of life adjustments.  
Examples: Change in computer room hours; purchase of additional items for common kitchen; making a one-time purchase; organizing a movie night.
  - **No points** – Agency did not provide a narrative.
- b) Half (½) point for answering when this occurred and demonstrating that it occurred in calendar year 2022
- c) Half (½) point for a full narrative
- d) One (1) point for a full narrative
- e) One (1) point for a full narrative

## Diversity, Equity, and Inclusion (DEI) Section

**Rationale (explanation of why the Chicago CoC includes this topic in the LEI):** HUD has established the importance of including equity related questions through its sample rating and





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ranking tool and the NOFO process. The Chicago CoC is committed to promoting diversity, equity, and inclusion within recipient program administration and service delivery.

All DEI questions are agency-level questions. An agency's answers on this section will be applied to each of their projects. The questions are informational this year and may be scored in future years.

**Question #1 (Informational):** Describe the agency's efforts to advance diversity, equity, and inclusion within the agency and/or its programs in 2022. For each effort, describe how it is implemented.

**Question Type/Method:** Narrative (Maximum of 300 words).

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

**Guidance:** This question is open-ended so that agencies can identify any type of DEI efforts they are implementing. Some examples of DEI efforts that agencies could be using include: staff training on cultural competency, including DEI goals in an agency's strategic plan, and having an equity workgroup, to name a few. To verify that the agency has implemented these practices, include in the response detailed descriptions of the implementation of these efforts. For example, if an agency describes an equity workgroup, the reviewer will be looking for elements such as who is a part of this group, what activities the group partake in, how often they meet, their goals/focues and so forth. The reviewer is looking for more than a statement that an equity workgroup met in 2022.

**Scoring:** None

**Question #2:** Describe any steps the agency is taking to work towards achieving a leadership staff that is reflective of the diversity of its participants. Please include demographic data (race/ethnicity/gender) on the make-up of your leadership staff.

- a. What positions would your agency consider as leadership staff?
- b. Submission of leadership staff demographic data.
- c. Actions the agency is taking to work towards achieving a leadership staff that is reflective of its participants.

**Question Type/Method:** Short answer, attachment upload, and narrative (maximum of 300 words).

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

**Guidance:** This question focuses on race, ethnicity, and gender. To answer part (a), identify who your agency would consider leadership staff (what positions). All Chicago will use this information to create a standard definition in the future. For part (b), your agency can choose to include demographic data in the narrative portion of the question or upload a document such as an excel



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spreadsheet with information. Upload the number of leadership staff at your agency, the number of leadership staff that identify by race, number of leadership staff that identify by ethnicity, and number of leadership staff that identify by gender. Refer to the [HUD's Universal Data Elements](#) for categories on each identity. Please do not include any personal identifiable information in your upload (No names). If staff choose not to identify their demographic information, note this in your response. For part (c), ensure that your response is detailed in describing steps the agency is taking to work towards leadership staff being representative of the participants your agency serves. What specific actions is the agency undertaking? Examples could include, but are not limited to, adding inclusive language to job listings, hiring persons with lived experience, etc.

**Scoring:** None

**Question #3:** Describe equitable internal policies and procedures that have been implemented at your agency. If no said policies or procedures currently exist, describe any existing plans for developing and implementing them.

**Question Type/Method:** Narrative (maximum of 300 words) and attachment upload.

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

**Guidance:** Internal policies and procedures include, but are not limited to, areas related to accessibility, recruitment, hiring, pay, promotion, etc. Upload the described policies and procedures in the LEI form. If language is part of a larger document, ensure that the pertinent sections are highlighted for review. If no equitable policies and procedures currently exist, submit a plan for developing and implementing said policies and procedures if one exists. For example, if an agency describes a plan to develop equitable HR policies, the reviewer will be looking for specific steps outlined as to how that agency will implement that plan.

**Scoring:** None



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## Project Performance Section

Quantitative data from HMIS is used to measure the performance outcomes of projects. The list of metrics has been aligned with System Performance Measures and the [Sample HUD Rating and Ranking Tool](#) (an optional tool that can be used by CoCs to evaluate project performance).

For each metric, the data is pulled either from the Annual Performance Report (APR) or from a custom HMIS report. There are a few exceptions in which data is requested via self-report from the agency. The APR report is available within HMIS to run and download any time. The report must be run on the time period of January 1, 2022 – December 31, 2022. Visit this [Helpdesk article for a refresher on running the CoC APR](#).

For the performance metrics that will be pulled from custom reports, each project will receive a copy of these custom reports two times. The first time will be within two business days of the date the LEI is released. ATAs can review and correct data based on this report up until the deadline of April 28. The second time the project will receive a copy is when All Chicago exports the data once the deadline has passed. For any project that has two or more provider IDs in HMIS, the custom data reports will show separate data for each provider ID.

### Data Update and Correction

As the HMIS data used for each Question is reviewed by the agency, there may be updates and/or corrections indicated. Any updates or corrections should be made to make the data accurate and correct. These will likely fall into the following categories:

- Data that your agency is responsible for entering. As usual, please enter the correct data into the HMIS system.
- Data is correct in the HMIS but not reported correctly in the data extract for each question. Please contact the HMIS Help Desk ([helpdesk@allchicago.org](mailto:helpdesk@allchicago.org)).

### Discovering and Announcing Report Errors

All Chicago tested the custom reports prior to releasing them. However, as agencies review data and submit questions to the HMIS Help Desk, it is possible that an error in report logic may be discovered. If this occurs, the report will be fixed and the correction will be announced. Minor corrections will be announced in the LEI FAQ document posted to the Chicago CoC Slack site (provider questions channel). Significant corrections will be announced in an email blast.

### April 17 Webinar

All Chicago has scheduled a webinar mid-way through the LEI submission period to address the following: 1) Announce and explain any significant changes in the report logic due to any discovered errors, 2) Provide everyone with the opportunity to ask questions about the data reports. Register [here](#) for the webinar on April 17, 1:00-2:00pm.

### Submitting the Data



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Agencies may review, update and correct data until the LEI deadline of April 28. Agencies do not need to submit the data to All Chicago. All Chicago will export all the data directly out of HMIS. A copy of the data that All Chicago exports will be shared with each project.

#### **Agencies Not Using HMIS**

Some projects serving survivors of gender-based violence are exempt from the requirement to participate in HMIS. These projects are required to self-report their performance on each applicable metric by uploading an excel file (in the LEI Alchemer form) by the April 28 deadline. All Chicago will provide the excel file template.

#### **Scoring scales**

The scoring scale provides the performance thresholds used to award maximum, partial or zero points for each metric. The scoring scales can be found starting on page 46. These scales were established by analyzing the performance of projects in the 2022 LEI. Certain scales have been updated since the 2022 LEI .

The following pages contain important details regarding the report logic used to calculate performance and how the project performance questions are scored.



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#### Project Performance Metrics Chart

This chart contains a list of all performance metrics. The yellow columns on the right side indicate how the metrics are applied to each program model. A number in the cell indicates the number of possible points for the model. “Info” indicates it is an informational question for the model (i.e., not scored). N/A indicates the metric does not apply to this model.

If there is a situation in which a project is exempt from a scored question that applies to its program model type, this will be indicated in the “Exceptions” column below. For such cases, the points associated with the question will be removed from the numerator and denominator of the project’s score.

Question #	Metric	Data Source	Rationale	Exceptions made for model types scored on the metric	PSH	RRH	TH	Joint TH-RRH	SSO	SH
1	<b>Coordinated Entry participation.</b> Percent of participants housed in the project with a coordinated entry referral.	Custom Report	Projects funded through HUD CoC are required to participate in Chicago’s coordinated entry system. Chicago’s System Goal 3 is “Projects committed to the Coordinated Entry System will use only that system to fill their units.”	1) TH projects formerly categorized as interim that do not take matches from CE, 2) Projects that use the CHA vacancy matching process, 3) Projects using the GBV CE	12	12	12	12 (TH); 12 (RRH)	N/A	info
2	<b>Coordinated Entry rematches.</b> Count of specific rematch reasons “CES: Rematch Needed: Client Declined to participate (specify in notes)” and “CES: Rematch Needed: Other	Custom Report	Our local CE system has identified a challenge related to declined matches. The purpose is to look at whether rematches are executed according to CE Protocol.	1) TH projects formerly categorized as interim that do not take matches from CE, 2) Projects that use the CHA vacancy matching process, 3) Projects using the GBV CE	6	6	6	6 (TH); 6 (RRH)	N/A	6



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	(specify in notes)" that do not have associated notes.									
3	<b>Need status timeliness 1.</b> Percentage of referral statuses that were not initially updated within 2 business days of receipt of referral.	Custom Report	Timely updates to need statuses support our CE system's efforts to avoid a slow-moving system. Standards have been outlined in the CES contact protocol. Housing people as quickly as possible is a local priority.	1) TH projects formerly categorized as interim that do not take matches from CE, 2) Projects that use the CHA vacancy matching process, 3) Projects using the GBV CE	info	info	info	info	N/A	info
4.	<b>Need status timeliness 2.</b> Percentage of referrals that lapsed or missed the 15 day timeframe.	Custom Report	Timely updates to need statuses support our CE system's efforts to avoid a slow-moving system. Standards have been outlined in the CES contact protocol. Housing people as quickly as possible is a local priority.	1) TH projects formerly categorized as interim that do not take matches from CE, 2) Projects that use the CHA vacancy matching process, 3) Projects using the GBV CE	info	info	info	info	N/A	info
5	<b>Assessments.</b> Percent of participants who were assessed for Coordinated Entry.	Custom Report	In the Program Model Chart, Coordinated Entry assessments is a standard for this model type.	TH projects that take matches from CE	N/A	N/A	18	N/A	52	N/A



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6	<b>Time from match to housing.</b> “On average, participants spend XX days from match to housing move-in.”	Custom Report	Housing people as quickly as possible is a local priority. This metric is a system performance measure (i.e., measure 1 length of time homeless) and the previous HUD NOFO awarded points for a CoC’s use of local rating criteria that includes outcome measures related to CoC system performance measures.	1) Projects that use the CHA vacancy matching process, 2) Projects using the GBV CE	12	12	N/A	N/A (TH); 12 (RRH)	N/A	N/A
7	<b>Time from entry to exit to permanent housing.</b> “On average, participants spend XX number of days from entry to exit to permanent housing”	Custom Report	A successful outcome for TH projects is for participants to move into permanent housing. The sample HUD Rating and Ranking Tool uses a similar metric.		N/A	N/A	12	12 (TH); N/A (RRH)	N/A	N/A
8	<b>Increase in earned or non-employment income (i.e., any income) for stayers.</b> Percent of adult participants with new or increased earned income for project stayers.	HUD APR, Q19a1	This is a HUD System Performance Measure (SPM), a Chicago CoC System Goal, and included in the Chicago Community Standards. The previous HUD NOFO awarded points for a CoC’s use of local rating criteria that include outcome measures related to CoC system performance measures (i.e., measure 4 employment and income growth).		12	12	12	12 (TH); 12 (RRH)	12	12



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9	<b>Increase in earned or non-employment income for leavers.</b> Percent of adult participants with new or increased earned income for project leavers.	HUD APR, Q19a2	This is a HUD System Performance Measure (SPM), a Chicago CoC System Goal, and included in the Chicago Community Standards. The previous HUD NOFO awarded points for a CoC's use of local rating criteria that include outcome measures related to CoC system performance measures (i.e., measure 4 employment and income growth).		12	12	12	12 (TH); 12 (RRH)	12	12
10	<b>Health insurance.</b> Percent of participants with health insurance.	APR Q21, Q5a	Health care access is consistently referenced in the Chicago Community Standards as an essential element to programs. The previous HUD NOFO placed an emphasis on collaboration and intersection between homelessness and healthcare.		12	12	12	12 (TH); 12 (RRH)	12	12
11	<b>Exit to permanent housing.</b> "Of those who exit, percent who move to permanent housing."	HUD APR Q23c	The Chicago Community Standards include a local standard for exits to permanent housing for PSH and RRH. HUD includes this metric in the sample HUD Rating and Ranking Tool, and it is used by other communities.		12	12	12	12 (TH); 12 (RRH)	12	12
12	<b>Remain in or exit to housing.</b> Percent of participants that remain in or	HUD APR, Q5a, Q22a1, Q23c	The Chicago Community Standards include a local standard for retention for PSH and SH. HUD includes this metric in the sample		16	N/A	N/A	N/A	N/A	16





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	move to housing. For PSH and SH, “remain in” includes participants that have remained in the project for 12 months or longer.		HUD Rating and Ranking Tool, and it is used by other communities.							
13	<b>Returns to homelessness.</b> Number and percent of participants who return to homelessness from 0-6 months, 6-12 months, 12-24 months.	Custom Report	Returns to homelessness is a HUD System Performance Measure. The 2022 HUD NOFO awards points for a CoC’s use of local rating criteria that include outcome measures related to CoC system performance measures (i.e., measure 2 returns to homelessness). The Chicago Community Standards include a local standard for returns to homelessness for RRH. HUD includes this metric in the sample HUD Rating and Ranking Tool, and it is used by other communities.		info	info	info	info (TH); info (RRH)	info	info
14	<b>Racial Equity.</b> The percent of participants served by race and ethnicity compared to the CoC’s demographics.	HUD APR Q12a, Q12b	Addressing racial equity is a local priority area and Line of Action. HUD includes this metric in the sample rating/ranking tool. The 2022 HUD NOFO included points for rating and ranking projects based on the degree to which program participants		info	info	info	info	info	info



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			mirror homeless population demographics.							
15	<b>Unit utilization.</b> Percentage of occupied units out of the number of total units each month from Aug. – Dec. 2022.	Custom Report	This metric ties into our system’s ability to house people quickly. Utilization has been a concern discussed by the CoC Board of Directors in recent years.		12	12	12	12 (TH); 12 (RRH)	N/A	info
16.	<b>Education.</b> Percentage of adults who have exited from the project that have a high school diploma OR are enrolled in an educational program.	Provider Submission	Education outcomes are an important measurement for youth service providers.	All projects not designated as Youth TH.	N/A	N/A	info (YTH TH)	N/A	N/A	N/A



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#### **Logic Used for Custom Reports**

This section contains the report logic for questions 1, 2, 3, 4, 5, 6, 7, 13 and 15. Each question below will be delivered in its own spreadsheet with two sheets (tabs): Results and Detail.

#### **Question 1, CE Participation Percentage:**

- File : “LEI Question 1 CE Participation Results - <Parent Agency HMIS Name>.xlsx”
- The base data is enrollments with a 2022 Housing Move-in Date. The count of these enrollments is the “Housed” for the project.
- Of the enrollments above, the number with a CE Referral with a Referral Date that precedes the Entry Date into the project is counted as the “CE Referred”
- Of the enrollments above, the number with a Transfer with a Referral Date that precedes the Entry Date into the project is counted as the “Transferred”
- The “Percent” is calculated as  $(\text{CE Referred} + \text{Transferred}) / (\text{Housed}) * 100$ .
- The detail data has the following columns:
  - Provider\_id (Project)
  - Name (Project Name)
  - Program\_type\_code (HUD Program Type)
  - Parent\_provider\_id (Agency ID)
  - Agency (Agency Name)
  - Client\_id (HMIS ID)
  - Entry\_exit\_id (HMIS enrollment ID)
  - Entry\_date (Project Entry Date)
  - Exit\_date (Project Exit Date)
  - Hmid (Housing Move-in Date)
  - CE\_refer\_date (Referral date from Coordinated entry; NULL = not present)
  - Transfer\_refer\_date
- Potential data issues:
  - Missing enrollments
  - Missing or incorrect Housing Move-in Dates
  - Missing or incorrect CE Referral Dates
  - Missing or incorrect Transfer Referral Dates

#### **Question 2, Count of Rematch Reasons that Indicate to (specify) with No Associated Notes:**

- File: “LEI Question 2 CE Rematches - <Parent Agency HMIS Name>.xlsx
- The base data is all CE referrals with a Referral Date in 2022. A count is made of the number of referrals for each project as “#Referrals”.
- Of the Referral items above, a count of the number that have a Status that begins with “CES: Rematch Needed” is performed as “#Rematches”.
- The “Percentage” is calculated as  $\# \text{Rematches} / \# \text{Referrals} * 100$ .
- **For Scoring**, Count the number of rematches with reasons “CES: Rematch Needed: Client Declined to participate (specify in notes)” and “CES: Rematch Needed: Other (specify in notes)”, that do not have associated notes.
- The detail data has the following columns:
  - Client\_ID (HMIS ID)
  - Need\_ID (Referral ID)
  - Referto\_Provider\_id (HMIS Project ID)
  - Name (Project Name)
  - Program\_type\_code (HUD Program Type)



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- Parent\_provider\_id (Agency HMIS Project ID)
- Agency (Agency Name)
- Refer\_date (Referral date of client)
- Status (Referral Status)
- Note (Referral Notes)
- Potential data Issues:
  - Missing or incorrect CE Referrals
  - Missing or incorrect Need Status

#### **Question 3, Need Status Timeliness 1:**

- Report under development. Data anticipated to be available next year.

#### **Question 4, Need Status Timeliness 2:**

- File: "LEI Question 4 Need Status Timeliness - <Parent Agency HMIS Name>.xlsx"
- Base data is CE Referrals with a Referral Date in 2022. These are counted as "Total Referrals".
- The number of the referrals above that have a Status of "CES: Matched: Awaiting response by Housing Provider" and are older than 15 days are counted as "#Matched\_awaiting\_GT\_15".
- The number of the referrals above that have a Status of "CES: Attempted/Attempting Contact" and are older than 15 days are counted as "#Attempted\_GT\_15".
- The number of the referrals above that have a Status of "CES: Rematch Needed: CES Team Only: Housing Provider Did Not Respond" are counted as "#Provider\_did\_not\_respond".
- The Percent is calculated as (Sum of the three values above) / (Total Referrals) \* 100
- The detail data has the following columns:
  - Client\_id (HMIS ID of referred client)
  - Refer\_date (Date referred from CE)
  - Status (Need Status)
  - Refer\_to\_provider\_id (Project ID receiving referral)
  - Name (Project Name)
  - Program\_type\_code (HUD Program Type)
  - Parent\_provider\_id (Agency ID)
  - Agency (Agency Name)
- Potential data issues:
  - Missing or incorrect CE Referrals
  - Missing or incorrect Needs Status

#### **Question 5, Percent of CE Participants Assessed:**

- File: "LEI Question 5 Percent of CE Participants Assessed - <Parent Agency HMIS name>.xlsx"
- Base data is clients with enrollments in TH projects with an entry date in 2022. The count is "#Clients".
- For the clients above, count the number with an enrollment in the CE project. This count is "#Assessed".
- "Percent" is calculated as #Assessed / #Clients \* 100.
- The detail data has the following columns:
  - Client\_ID (HMIS ID)
  - Provider\_id (HMIS Project ID)



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- Name (Project Name)
- Program\_type\_code (HUD Program Type)
- Parent\_provider\_id (Agency HMIS Project ID)
- Agency (Agency Name)
- CE\_Entry\_date (Enrollment date of client in CE project)
- Potential data issues:
  - Missing or incorrect project enrollment
  - Missing or incorrect CE enrollment

#### **Question 6, Average Time from Match to Housing:**

- File: "LEI Question 6 Average Time Refer to Housed - <Parent Agency HMIS name>.xlsx"
- Base data is enrollments with a Housing Move-in Date in 2022 and a CE Referral Date. This count is "#Enrollments" (not shown).
- For each enrollment, calculate the difference between Housing Move-in Date ("hmid") and CE Referral Date ("CE\_refer\_date") as "#Days" in Detail. Do the same for Transfers.
- Calculate average number of days for the project as (sum of the detail #Days) / #Enrollments as "#Days" in the Results.
- The detail data has the following columns:
  - Client\_id (HMIS ID)
  - Entry\_date (project entry date)
  - HMID (PH Housing move-in date)
  - CE\_refer\_date (Date of CE referral)
  - Transfer\_refer\_date (Date of Transfer referral)
  - #Days (number of days between CE referral and HMID)
  - Provider\_id (HMIS Project ID)
  - Name (Project Name)
  - Program\_type\_code (HUD Program Type)
  - Parent\_provider\_id (Agency HMIS Project ID)
  - Agency (Agency Name)
- Potential data issues:
  - Missing or incorrect enrollments
  - Missing or incorrect CE referral
  - Missing or incorrect Transfer Referral
  - Missing or incorrect Housing Move-in Date

#### **Question 7, Average Time from Entry to Permanent Exit Destination:**

- File: "LEI Question 7 Average Time Entry to Exit TH - <Parent Agency HMIS name>.xlsx"
- Base data is TH enrollments with an exit date in 2022 and an exit destination to one of the following:
  - Moved from one HOPWA funded project to HOPWA PH (HUD)
  - Owned by client, no ongoing housing subsidy (HUD)
  - Owned by client, with ongoing housing subsidy (HUD)
  - Permanent housing (other than RRH) for formerly homeless persons (HUD)
  - Rental by client, no ongoing housing subsidy (HUD)
  - Rental by client, with GPD TIP housing subsidy (HUD)
  - Rental by client, with other ongoing housing subsidy (HUD)
  - Rental by client, with VASH housing subsidy (HUD)
  - Staying or living with family, permanent tenure (HUD)
  - Staying or living with friends, permanent tenure (HUD)



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- For each such enrollment, calculate the number of days between Entry Date and Exit Date as “#Days” in Detail.
- Calculate Average Number of Days as (Sum of #Days) / # Enrollments as “Average #Days”.
- The detail data has the following columns:
  - Client\_id (HMIS ID)
  - Entry\_date (Project entry date)
  - Exit\_date (Project exit date)
  - #Days (Number of days between Entry date and Exit Date)
  - Destination (Exit Destination)
  - Provider\_id (HMIS Project ID)
  - Name (Project Name)
  - Program\_type\_code (HUD Program Type)
  - Parent\_provider\_id (Agency HMIS Project ID)
  - Agency (Agency Name)
- Potential data issues:
  - Missing or incorrect enrollment
  - Missing or incorrect Destination

#### Question 13, Returns to Homelessness

- File: “LEI Question 13 RTH - <Parent Agency HMIS Name>.xlsx
- Base data is clients with exits to permanent destinations from 1/1/2020 – 12/31/2020 (2 years prior to measurement period 1/1/2022 – 12/31/2022)
- Determine whether client has a subsequent enrollment in:
  - ES/SH/SO project
  - PH/TH project after 14 days
- If so, compute time between exit date for exit to permanent destination and entry date for subsequent enrollment.
- The detail data has the following columns:
  - Client ID (HMIS ID)
  - Entry Date
  - Exit Date
  - Provider\_id (HMIS Project ID)
  - Name (Provider Name)
  - Parent Provider\_id (Agency HMIS Project ID)
  - Agency (Agency Name)
  - Subsequent Enrollment Entry Date (if exists)
  - Subsequent Enrollment Provider ID (HMIS Project ID) (if exists)
  - Subsequent Enrollment Program Type (HUD Program Type Code) (if exists)
  - RTH Days (if exists)
  - RTH Category (if exists)

#### Question 15, Unit Utilization

- File: “LEI Question 15 Unit Util Results - <Parent Agency HMIS name>.xlsx”
- Base data is Unit Inventory for 2022 (“Units”) and households enrolled (“Units Enrolled”) at a point in time each month from August 2022 - December 2022
- Calculate (Units Enrolled by month) / (Unit inventory by month) \* 100 for each month between August and December of 2022. If the rate is greater than 80%, mark as “Yes” for the month. If the rate is less than 80%, mark as “No” for the month.



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- The detail data has the following columns:
  - Name (Project Name)
  - Provider\_id (Project HMIS ID)
  - Program\_type\_code (HUD Program Type)
  - Units (Unit Inventory for the project)
  - Units Enrolled (# Households Enrolled)
  - Unit Rate (Util Rate for that Month)
  - Month
  - Year
  - Agency (Agency Name)
- Potential Data Issues:
  - Incorrect or missing Unit Inventory
  - Incorrect or missing enrollments



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#### **APR Logic**

This section contains the report logic for questions 8, 9, 10, 11, and 12. These questions use data from the APR report in ServicePoint. All Chicago will load the APR data into database tables to make the tabulation of the data efficient for the final reporting and scoring. We do not have an efficient way to distribute that data on an iterative basis to each agency.

Since agencies have access to the APR report in ServicePoint, you have independent access to that data and the ability to see the impact of any changes you might make. To check what your values will be, please run the APR report for your projects. The instructions for running an APR for a project can be found in the following Help Desk article: <https://hmis.allchicago.org/hc/en-us/articles/360000404183-Running-the-CoC-APR->

The date range for all projects for the LEI is 01/01/2022 – 12/31/2022.

The file names specified below are the file names to extract from the compressed (zip) file that is downloaded as a result of running the APR. For any questions concerning the APR, please contact the Help Desk.

#### **Question 8, Increase in earned or non-employment income, stayers:**

- File: Q19a1.csv
- Highlighted value below is used

A	B	C	D	E	F	G	H	I	J
"Income Change by Income Category (Universe: Adult Stayers with Income Information at Start and Annual Assessment)"	"Had Income Category at Start and Did Not Have It at Annual Assessment"	"Retained Income Category But Had Less \$ at Annual Assessment Than at Start"	"Retained Income Category and Same \$ at Annual Assessment as at Start"	"Retained Income Category and Increased \$ at Annual Assessment"	"Did Not Have the Income Category at Start and Gained the Income Category at Annual Assessment"	"Did Not Have the Income Category at Start or at Annual Assessment"	"Total Adults (including those with No Income)"	"Performance Measure: Adults who Gained or Increased Income from Start to Annual Assessment Average Gain"	"Performance measure: Percent of persons who accomplished this measure"
"Number of Adults with Earned Income (i.e., Employment Income)"	0	0	0	0	0	51	51	0	0
"Average Change in Earned Income"	0	0	0	0	0	0	0	0	0
"Number of Adults with Other Income"	2	0	0	36	5	8	51	41	0.8
"Average Change in Other Income"	-728.5	0	0	832.69	779	0	0	826.15	0
"Number of Adults with Any Income (i.e., Total Income)"	2	0	0	36	5	8	51	41	0.8
"Average Change in Overall Income"	-728.5	0	0	853.92	779	0	650	844.78	0

- Potential data issues:
  - Missing or incorrect Income assessment/sub-assessment
- Exclusions:
  - All participants under the age of 18 are excluded from calculations

#### **Question 9, Increase in earned or non-employment income, leavers:**

- File Q19a2.csv
- Highlighted value below is used

A	B	C	D	E	F	G	H	I	J
"Income Change by Income Category (Universe: Adult Leavers with Income Information at Start and Exit)"	"Had Income Category at Start and Did Not Have It at Exit"	"Retained Income Category But Had Less \$ at Exit Than at Start"	"Retained Income Category and Same \$ at Exit as at Start"	"Retained Income Category and Increased \$ at Exit"	"Did Not Have the Income Category at Start and Gained the Income Category at Exit"	"Did Not Have the Income Category at Start or at Exit"	"Total Adults (including those with No Income)"	"Performance Measure: Adults who Gained or Increased Income from Start to Exit Average Gain"	"Performance measure: Percent of persons who accomplished this measure"
"Number of Adults with Earned Income (i.e., Employment Income)"	0	0	1	0	0	8	9	0	0
"Average Change in Earned Income"	0	0	0	0	0	0	0	0	0
"Number of Adults with Other Income"	0	0	1	6	0	2	9	6	0.67
"Average Change in Other Income"	0	0	0	444.5	0	0	0	444.5	0
"Number of Adults with Any Income (i.e., Total Income)"	0	0	1	6	0	2	9	6	0.67
"Average Change in Overall Income"	0	0	0	444.5	0	0	296	444.5	0





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- Potential data issues:
  - Missing or incorrect Income assessment/sub-assessment
- Exclusions:
  - All participants under the age of 18 are excluded from calculations

#### Question 10, Percentage with Health Insurance

- Files Q21.csv, Q5a.csv
- Values highlighted in yellow below from Q21.csv are added together as “Total with insurance”

A	B	C	D
	"At Start"	"At Annual Assessment for Stayers"	"At Exit for Leavers"
'MEDICAID"	41	28	5
'MEDICARE"	19	14	1
'State Children's Health Insurance Program"	1	0	0
'Veteran's Administration (VA) Medical Services"	19	12	3
'Employer - Provided Health Insurance"	1	0	0
'Health Insurance obtained through COBRA"	1	0	0
'Private Pay Health Insurance"	3	1	1
'State Health Insurance for Adults"	1	0	0
'Indian Health Services Program"	0	0	0
'Other"	1	0	0
'No Health Insurance"	11	7	0
'Client Doesn't Know/Client Refused"	0	0	0
'Data Not Collected"	0	12	0
'Number of Stayers not yet Required To Have an Annual Assessment"	0	5	0
'1 Source of Health Insurance"	52	33	8
'More than 1 Source of Health Insurance"	14	11	1

- Values in blue above is subtracted from the value in green below from Q5a.csv to get “Total Population”

A	B
1 "Total Number of Persons Served"	77
2 "Number of Adults (age 18 or over)"	77
3 "Number of Children (under age 18)"	0
4 "Number of Persons with Unknown Age"	0
5 "Number of Leavers"	9
6 "Number of Adult Leavers"	9
7 "Number of Adult and Head of Household Leavers"	9
8 "Number of Stayers"	68
9 "Number of Adult Stayers"	68
10 "Number of Veterans"	19
11 "Number of Chronically Homeless Persons"	39
12 "Number of Youth Under Age 25"	0
13 "Number of Parenting Youth Under Age 25 with Children"	0
14 "Number of Adult Heads of Household"	75
15 "Number of Child and Unknown-Age Heads of Household"	0
16 "Heads of Households and Adult Stayers in the Project 365 Days or More"	63
17	
18	

- Percentage = (Total with Insurance) / (Total Population)
- Potential data issues:
  - Missing or incorrect data in Assessment for Insurance coverage
- Exclusions:
  - Youth projects will be asked to indicate HMIS IDs of Heads of Household who are under 18 in order to exclude these participants from calculations



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**Question 11, Percent Exited to PH:**

- File: Q23c.csv
- Value highlighted below is used

	A	B	C	D	E	F	G
		"Total"	"Without Children"	"With Children and Adults"	"With Only Children"	"Unknown Household Type"	
1							
2	"Permanent Destinations"						
3	"Moved from one HOPWA funded project to HOPWA PH"	0	0	0	0	0	0
4	"Owned by client, no ongoing subsidy"	0	0	0	0	0	0
5	"Owned by client, with ongoing subsidy"	0	0	0	0	0	0
6	"Rental by client, no ongoing subsidy"	0	0	0	0	0	0
7	"Rental by client, with VASH subsidy"	0	0	0	0	0	0
8	"Rental by client, with GPD TIP subsidy"	0	0	0	0	0	0
9	"Rental by client, other ongoing subsidy"	4	4	0	0	0	0
10	"Permanent housing (other than RRH) for formerly homeless persons"	0	0	0	0	0	0
11	"Staying or living with family, permanent tenure"	0	0	0	0	0	0
12	"Staying or living with friends, permanent tenure"	0	0	0	0	0	0
13	"Rental by client, with RRH or equivalent subsidy"	0	0	0	0	0	0
14	"Rental by client, with HCV voucher (tenant or project based)"	0	0	0	0	0	0
15	"Rental by client in a public housing unit"	0	0	0	0	0	0
16	"Subtotal"	4	4	0	0	0	0
17	"Temporary Destinations"						
18	"Emergency shelter, including hotel or motel paid for with emergency shelter voucher"	1	1	0	0	0	0
19	"Moved from one HOPWA funded project to HOPWATH"	0	0	0	0	0	0
20	"Transitional housing for homeless persons (including homeless youth)"	0	0	0	0	0	0
21	"Staying or living with family, temporary tenure"	0	0	0	0	0	0
22	"Staying or living with friends, temporary tenure"	0	0	0	0	0	0
23	"Place not meant for human habitation"	0	0	0	0	0	0
24	"Safe Haven"	0	0	0	0	0	0
25	"Hotel or motel, paid by client"	0	0	0	0	0	0
26	"Host Home (non-crisis) "	0	0	0	0	0	0
27	"Subtotal"	1	1	0	0	0	0
28	"Institutional Settings"						
29	"Foster care home or group foster care home"	0	0	0	0	0	0
30	"Psychiatric hospital or other psychiatric facility"	0	0	0	0	0	0
31	"Substance abuse treatment facility or detox center"	1	1	0	0	0	0
32	"Hospital or other residential non-psychiatric medical facility"	0	0	0	0	0	0
33	"Jail, prison, or juvenile detention facility"	1	1	0	0	0	0
34	"Long-term care facility or nursing home"	1	1	0	0	0	0
35	"Subtotal"	3	3	0	0	0	0
36	"Other Destinations"						
37	"Residential project or halfway house with no homeless criteria"	0	0	0	0	0	0
38	"Deceased"	1	1	0	0	0	0
39	"Other"	0	0	0	0	0	0
40	"Client Doesn't Know/Client Refused"	0	0	0	0	0	0
41	"Data Not Collected (no exit interview completed)"	0	0	0	0	0	0
42	"Subtotal"	1	1	0	0	0	0
43	"Total"	9	9	0	0	0	0
44	"Total persons exiting to positive housing destinations"	4	4	0	0	0	0
45	"Total persons whose destinations excluded them from the calculation"	2	2	0	0	0	0
46	"Percentage"	0.57	0.57	0	0	0	0
47							

- Potential data issues:
  - Missing or incorrect Destinations
- Inclusions:
  - For Youth TH, exits to "Transitional housing for homeless persons (including homeless youth)" (Row 20 above) will be counted as exits to permanent destinations.
  - For Youth TH, exits to "Other Destinations" (specify) that exited to dormitories will be counted as exits to permanent destinations. This information will be captured through self-report. See more detail in the Self-Report Logic section below.

**Question 12, Remain in or exit to housing:**

- Files : Q5a.csv, Q22a1.csv, Q23c.csv



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- Use the red highlighted value below as “#Exclusions” in Q23c.csv. Subtract these from the # of Participants in the final calculation. Take the yellow highlighted value as “#Leavers\_PH”

	A	B	C	D	E	F
		"Total"	"Without Children"	"With Children and Adults"	"With Only Children"	"Unknown Household Type"
1						
2	"Permanent Destinations"					
3	"Moved from one HOPWA funded project to HOPWA PH"	0	0	0	0	0
4	"Owned by client, no ongoing subsidy"	0	0	0	0	0
5	"Owned by client, with ongoing subsidy"	0	0	0	0	0
6	"Rental by client, no ongoing subsidy"	0	0	0	0	0
7	"Rental by client, with VASH subsidy"	0	0	0	0	0
8	"Rental by client, with GPD TIP subsidy"	0	0	0	0	0
9	"Rental by client, other ongoing subsidy"	5	5	0	0	0
10	"Permanent housing (other than RRH) for formerly homeless persons"	0	0	0	0	0
11	"Staying or living with family, permanent tenure"	1	1	0	0	0
12	"Staying or living with friends, permanent tenure"	0	0	0	0	0
13	"Rental by client, with RRH or equivalent subsidy"	0	0	0	0	0
14	"Rental by client, with HCV voucher (tenant or project based)"	9	9	0	0	0
15	"Rental by client in a public housing unit"	0	0	0	0	0
16	"Subtotal"	15	15	0	0	0
17	"Temporary Destinations"					
18	"Emergency shelter, including hotel or motel paid for with emergency shelter voucher"	1	1	0	0	0
19	"Moved from one HOPWA funded project to HOPWA TH"	0	0	0	0	0
20	"Transitional housing for homeless persons (including homeless youth)"	0	0	0	0	0
21	"Staying or living with family, temporary tenure"	1	1	0	0	0
22	"Staying or living with friends, temporary tenure"	0	0	0	0	0
23	"Place not meant for human habitation"	0	0	0	0	0
24	"Safe Haven"	0	0	0	0	0
25	"Hotel or motel, paid by client"	0	0	0	0	0
26	"Host Home (non-crisis) "	0	0	0	0	0
27	"Subtotal"	2	2	0	0	0
28	"Institutional Settings"					
29	"Foster care home or group foster care home"	0	0	0	0	0
30	"Psychiatric hospital or other psychiatric facility"	1	1	0	0	0
31	"Substance abuse treatment facility or detox center"	0	0	0	0	0
32	"Hospital or other residential non-psychiatric medical facility"	2	2	0	0	0
33	"Jail, prison, or juvenile detention facility"	0	0	0	0	0
34	"Long-term care facility or nursing home"	0	0	0	0	0
35	"Subtotal"	3	3	0	0	0
36	"Other Destinations"					
37	"Residential project or halfway house with no homeless criteria"	1	1	0	0	0
38	"Deceased"	2	2	0	0	0
39	"Other"	0	0	0	0	0
40	"Client Doesn't Know/Client Refused"	0	0	0	0	0
41	"Data Not Collected (no exit interview completed)"	1	1	0	0	0
42	"Subtotal"	4	4	0	0	0
43	"Total"	24	24	0	0	0
44	"Total persons exiting to positive housing destinations"	15	15	0	0	0
45	"Total persons whose destinations excluded them from the calculation"	4	4	0	0	0
46	"Percentage"	0.75	0.75	0	0	0

- Sum the highlighted values in Q22a1.csv below as “#Stayers\_PH”



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	A	B	C	D
1	"Length"	"Total"	"Leavers"	"Stayers"
2	"30 days or less"	3	0	3
3	"31 to 60 days"	0	0	0
4	"61 to 90 days"	0	0	0
5	"91 to 180 days"	3	0	3
6	"181 to 365 days"	13	0	13
7	"366 to 730 Days (1-2 Yrs)"	19	6	13
8	"731 to 1,095 Days (2-3 Yrs)"	22	9	13
9	"1,096 to 1,460 Days (3-4 Yrs)"	8	1	7
10	"1,461 to 1,825 Days (5-5 Yrs)"	0	0	0
11	"More than 1,825 Days (>5 Yrs)"	42	8	34
12	"Data Not Collected"	0	0	0
13	"Total"	110	24	86

- PH/SH Percentage = (#Stayers\_PH + #Leavers\_PH) / (#Participants – Exclusions)
- Exclusions:
  - Calculations exclude deceased persons
  - Calculations exclude persons exiting to “foster care home or foster care group home; hospital or other residential non-psychiatric medical facility; Residential project or halfway house with no homeless criteria; and long-term care facility or nursing home.”
- Calculations exclude participants that have been in the program for less than 1 year

#### Question 14, Racial Equity:

- We will be providing system-wide race and ethnicity percentages at a later date for comparison purposes.
- Files: Q12a.csv, Q12b.csv
- For percentages of each racial category, divide the values highlighted in yellow below by the value highlighted in green below from file Q12a.csv

	A	B	C	D	E	F
		"Total"	"Without Children"	"With Children and Adults"	"With Only Children"	"Unknown Household Type"
1	"White"	15	15	0	0	0
2	"Black, African American, or African"	62	62	0	0	0
3	"Asian or Asian American"	0	0	0	0	0
4	"American Indian, Alaska Native, or Indigenous"	0	0	0	0	0
5	"Native Hawaiian or Pacific Islander"	0	0	0	0	0
6	"Multiple Races"	0	0	0	0	0
7	"Client Doesn't Know/Client Refused"	0	0	0	0	0
8	"Data Not Collected"	0	0	0	0	0
9	"Total"	77	77	0	0	0

- For percentages of each ethnicity category, divide the values highlighted in yellow below by the value highlighted in green below from file Q12b.csv



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A	B	C	D	E	F
	"Total"	"Without Children"	"With Children and Adults"	"With Only Children"	"Unknown Household Type"
"Non-Hispanic/Non-Latin(a)(o)(x)"	75	75	0	0	0
"Hispanic/Latin(a)(o)(x)"	2	2	0	0	0
"Client Doesn't Know/Client Refused"	0	0	0	0	0
"Data Not Collected"	0	0	0	0	0
"Total"	77	77	0	0	0

- Potential data issues:
  - Missing or incorrect assessment data for Primary Race and/or Ethnicity

### **Self-Report Logic**

#### **Question 10, Health Insurance**

For question 10 on health insurance, projects dedicated to serving youth will be asked to self-report data on the number of Heads of Households under the age of 18 enrolled in 2022, and whether they have health insurance or not. These numbers will be excluded from the numerator and denominator of question 10's logic.

#### **Question 11, Exits to PH**

For question 11 on Exits to Permanent Housing, youth TH projects will be asked to self-report data on the number of exits to Other Destinations (specify) in 2022 that are dormitories. This number will be compared to the total number of exits to Other Destinations for data quality. Those individuals will be counted as exiting to permanent housing for the calculation.

#### **Question 15, Unit Utilization**

Projects that have utilized EHV's from April 2022 – December 2022 will be asked to verify the number of Households leased during this time period.

#### **Question 16, Education**

For question 16 on education, youth TH projects will be asked to self-report data on adult participants who exit the program with a high school diploma OR are enrolled in an educational program in 2022. This information will be compared to the total number of adult exits (APR Q23c.csv) from the project to calculate the percentage. Your agency will not need to submit data on the total number of adult exits, as All Chicago already has access to this data through the APR.



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## 2023 Local Evaluation Instrument

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#### **Scoring Scales for Project Performance Questions**

This section contains scoring scales for questions 1, 2, 5, 6, 7, 8, 9, 10, 11, 12, and 15. Below are the scales developed by All Chicago to determine when to award maximum, partial, or zero points for each project performance question. These decisions were made based on analysis of the data in the 2022 LEI. These scales themselves are not grounds for an appeal. Slight variations to possible points for each project model have been made this year.

#### **Question 1, CE Participation (SHs are informational in 2023)**

	Possible Points – PSH, RRH, TH	Performance Range to Earn Points
Maximum Points	12	100%
Partial Points High	8	>70% to ≤ 99%
Partial Points Low	4	>10% to ≤ 70%
Zero Points	0	≤ 10%

#### **Question 2, CE Rematches (Scored in 2023)**

	Possible Point – All Applicable Project Models	Performance Range to Earn Points
Maximum Points	6	No instances of missing notes on the associated rematch statuses
Partial Points	3	One (1) instance of missing notes on the associated rematch statuses
Zero Points	0	Two (2) or more instances of missing notes on the associated rematch statuses

#### **Question 3, Need Status Timeliness 1 (Informational)**

#### **Question 4, Need Status Timeliness 2 (Informational)**



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#### Question 5, Assessments

	Possible Points – TH	Possible Points – SSO	Performance Range to Earn Points
Maximum Points	18	52	>70%
Partial Points High	12	35	> 40% to ≤ 70%
Partial Points Low	6	18	> 10% to ≤ 40%
Zero Points	0	0	≤ 10%

#### Question 6, Time from Match to Housing

	Possible Points – PSH, RRH	Performance Range to Earn Points
Maximum Points	12	< 50
Partial Points High	8	≥ 50 to < 90
Partial Points Low	4	≥ 90
Zero Points	0	The project housed participants and there is no data for this metric b/c there is no Coordinated Entry Match (this is labeled as “No Match” in the verified response column)

#### Question 7, Time from Entry to Exit to Permanent Housing (Scored in 2023)

All Chicago established a separate scoring scale for TH projects than for TH projects dedicated to serving youth.

Table 7A: Used for TH projects, except for TH projects that are dedicated youth projects.

	Possible Points – TH	Performance Range to Earn Points
Maximum Points	12	<164 Days
Partial Points High	8	>164 to ≤322 Days
Partial Points Low	4	>322 to ≤520 Days
Zero Points	0	≥520



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Table 7B: Used for TH projects dedicated to serving youth.

	Possible Points Youth TH	Performance Range to Earn Points
Maximum Points	12	<286 Days
Partial Points High	8	>286 to ≤452 Days
Partial Points Low	4	>452 to ≤700 Days
Zero Points	0	>700

**Question 8, Increase in earned or non-employment income (i.e., any income) for adult stayers**

All Chicago established a separate scoring scale for PSH projects than for non-PSH projects and projects dedicated to serving youth and GBV populations.

Table 8A: Used for PSH projects, except for PSH projects that are dedicated youth projects.

	Possible Points – PSH	Performance Range to Earn Points (PSH)
Maximum Points	12	>85% to ≤ 100%
Partial Points High	8	≥ 50% to ≤ 85%
Partial Points Low	4	≥ 20% to < 50%
Zero Points	0	< 20%

Table 8B: Used for PSH projects dedicated to serving youth.

	Possible Points – PSH	Performance Range to Earn Points (PSH)
Maximum Points	12	> 48 %
Partial Points High	8	> 16% to ≤ 48 %
Partial Points Low	4	> 8 % to ≤ 16 %
Zero Points	0	≤ 8 %





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Table 8C: Used for RRH, TH, SSO, and SH models, including projects dedicated to serving GBV or youth populations.

	Possible Points – RRH, TH, SSO, SH	Performance Range to Earn Points (RRH, TH, SSO, SH, Youth, GBV)
Maximum Points	12	> 48 %
Partial Points High	8	> 16% to ≤ 48 %
Partial Points Low	4	> 8 % to ≤ 16 %
Zero Points	0	≤ 8 %

#### Question 9, Increase in earned or non-employment income for adult leavers

All Chicago established a separate scoring scale for PSH projects than for non-PSH projects and projects dedicated to serving youth and GBV populations.

Table 9A: Used for PSH projects, except for PSH projects that are dedicated youth projects.

	Possible Points - PSH	Performance Range to Earn Points (PSH)
Maximum Points	12	>85% to ≤ 100%
Partial Points High	8	≥ 50% to ≤ 85%
Partial Points Low	4	≥ 20% to < 50%
Zero Points	0	< 20%

Table 8B: Used for PSH projects dedicated to serving youth.

	Possible Points - PSH	Performance Range to Earn Points (PSH)
Maximum Points	12	> 48 %
Partial Points High	8	> 16% to ≤ 48 %
Partial Points Low	4	> 8 % to ≤ 16 %
Zero Points	0	≤ 8 %



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Table 8C: Used for RRH, TH, SSO, and SH models, including projects dedicated to serving GBV or youth populations.

	Possible Points – RRH, TH, SSO, SH	Performance Range to Earn Points (RRH, TH, SSO, SH, Youth, GBV)
Maximum Points	12	> 48 %
Partial Points High	8	> 16% to ≤ 48 %
Partial Points Low	4	> 8 % to ≤ 16 %
Zero Points	0	≤ 8 %

#### Question 10, Health Insurance

	Possible Points – PSH, RRH, TH, SSO, SH	Performance Range to Earn Points
Maximum Points	12	>85% to ≤100%
Partial Points High	8	≥50% to ≤85%
Partial Points Low	4	≥20% to < 50%
Zero Points	0	< 20%

#### Question 11, Exit to Permanent Housing

Previous LEIs have incorporated different performance ranges for different model types for this question. All Chicago continued using this approach. Table 11A is for PSH & SH, 11B is for RRH & TH, and 11C is for SSO.

Table 11A: Used for PSH & SH

	Possible Points – PSH, SH	Performance Range to Earn Points (PSH, SH)
Maximum Points	12	>80% to ≤100%
Partial Points High	8	≥50% to ≤80%
Partial Points Low	4	≥20% to < 50%
Zero Points	0	< 20%



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Table 11B: Used for TH & RRH

	Possible Points – RRH, TH	Performance Range to Earn Points (RRH, TH)
Maximum Points	12	>70% to ≤ 100%
Partial Points High	8	≥ 50% to ≤ 70%
Partial Points Low	4	≥ 20% to < 50%
Zero Points	0	< 20%

Table 11C: Used for SSO

	Possible Points – SSO	Performance Range to Earn Points (SSO)
Maximum Points	12	>70% to ≤ 100%
Partial Points High	8	≥ 50% to ≤ 70%
Partial Points Low	4	≥ 20% to < 50%
Zero Points	0	< 20%

#### Question 12, Remain in or Exit to Permanent Housing

	Possible Point – PSH & SH	Performance Range to Earn Points
Maximum Points	16	100%
Partial Points High	11	≥97% to <100%
Partial Points Low	6	≥92% to <97%
Zero Points	0	<92%

#### Question 13, Returns to Homelessness (Informational)

#### Question 14, Racial Equity (Informational)



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#### **Question 15, Unit Utilization (Updated scoring scales considering CE matching times and EHV. SHs are informational in 2023)**

All Chicago will use two separate scoring methods in the 2023 LEI.

- a. Maximum points will be awarded if projects had equal to or greater than 10% of their total units turned-over due to EHV from April-December of 2022. Agencies will be asked to verify this number in the LEI online form.
- b. If projects have less than 10% EHV utilization, they will be scored on the number of months with 80% utilization or higher from August 2022 – December 2022. See scale below.

	Possible Points – PSH, RRH, TH
2.4 points for each month at or above 80% utilization.	12

#### **Question 16, Education (Informational)**



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## Appendix

The following items are referenced within this Instruction Manual and are listed again here for quick reference.

LEI Submission Form in Alchemer: <https://survey.alchemer.com/s3/7275835/2023-Local-Evaluation-Instrument-Draft>

LEI training registration: <https://allchicago.talentlms.com/catalog/info/id:589>

LEI Performance Data Webinar registration:  
[https://us06web.zoom.us/webinar/register/WN\\_MWt2qUw4QVGmz1yk74eRPw](https://us06web.zoom.us/webinar/register/WN_MWt2qUw4QVGmz1yk74eRPw)

Webpage with LEI information: <https://allchicago.org/continuum-of-care/coc-programs/>

Alchemer Technical Assistance slides: <https://allchicago.talentlms.com/catalog/info/id:510>

Frequently Asked Questions Document: [Join the Chicago CoC Slack Channel](#) (This is where updated FAQs are posted; go to the provider questions channel)

Appeal form: Appeal form will be sent with preliminary scorecards.

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

HMIS Helpdesk ticket: [helpdesk@allchicago.org](mailto:helpdesk@allchicago.org)

Program team ticket: [cocprograms@allchicago.org](mailto:cocprograms@allchicago.org)