2019 Scorecard for CoC Funds: Renewal Projects

This scorecard will be used by the North Carolina Balance of State Continuum of Care (NC BoS CoC) Project Review Committee to score applications for renewal projects. The CoC prioritizes projects that serve households with severe needs and vulnerabilities, including chronic homelessness.

This scorecard has four goals:

- Fund organizations that have the capacity to run effective programs (can manage and administer the program, can operate on reimbursement basis, have experience serving this population or a similar one).
- Fund projects that reflect the NC BoS CoC & HUD's priorities: projects that meet community need, as outlined by the funding priorities document approved by the NC BoS CoC Steering Committee.
- Incentivize agencies to be good partners (participating in community efforts to end homelessness, on HMIS, helping create infrastructure for their community's homeless service system to operate effectively throughout the year).
- Ensure that funded projects are being good stewards of NC BoS CoC funding and performing to NC BoS CoC standards, including descriptions in written standards and the NC BoS CoC grantee agreement.

The BoS Project Review Committee may ask applicant agencies to provide additional information to determine agency capacity to: implement projects in a timely manner with successful outcomes, score well on the HUD Annual Performance Report (APR), and avoid jeopardizing overall agency stability or future funding in the NC BoS CoC.

[References in brackets indicate the materials that will be used to score each question.]

Reviewer:	
Applicant:	
Project Name:	
Project Type (select one)	☐ PH:PSH ☐ PH:RRH

Reviewer Signature:		Date:	

PROJECT QUALITY REQUIREMENTS

Renewal projects **must receive at least the standard and minimum score in each section**. Standards and funding priorities will be used in the ranking process. If a standard or minimum is not met, further review will be triggered. After further review, the Project Review Committee will determine potential consequences, including whether the project is ineligible for inclusion in final BoS CoC application or will receive reduced funding. Thresholds must be met in order for the project to be eligible for funding.	**Maximum Score Possible:**	**PSH: 147** **RRH: 125**
	Project Score:	

Combined Scoring

This section is scored by two reviewers, a member of the NC BoS CoC Project Review Committee and an NCCEH staff person, and these two scores are averaged for each question. Find more information on the Project Review Committee in the NC BoS CoC Governance Charter: www.ncceh.org/bos.

Section I: General Application		Section I Score	
Possible Points: 9 Minimum Points Required or Review is Triggered: 5			
Accuracy and Appropriateness of Responses		**Possible Score**	**Project Score**
1.1	Does the project description address all parts of the detailed instructions? [Proj. App: 3B, Project Application Detailed Instructions]	3	
1.2	Do the questions regarding services address all parts of the detailed instructions? [Proj. App: 4A, Project Application Detailed Instructions]	3	
1.3	Do the questions regarding outreach address all parts of the detailed instructions? [Proj. App: 5C, Project Application Detailed Instructions]	3	

Section II: Program Design		Section II Score	
Possible Points: PSH: 25 RRH: 10 Minimum Points Required or Review is Triggered: Standards Met			
Housing First			
2.1	**Does this project use a Housing First approach?** *Must meet all statements below to meet standard. Program should not have any policies that would result in screening out or terminating anyone for any of the reasons below, but policies do not have to explicitly include the statements below to meet the standard. [Policies and procedures]*	Standard (must meet all statements below) ☐ met (2 of 2 met) ☐ unmet (1 or more missed)	
2.1a	Does the project ensure that participants are not screened out based on the following: ☐ Having too little or no income ☐ Active or history of substance abuse ☐ Having a criminal record (with exceptions for state mandated restrictions)	☐ met ☐ unmet ☐ unmet, documentation not provided	

	☐ History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement)	
2.1b	Does the project ensure that participants are not terminated from the program for the following reasons: ☐ Failure to participate in supportive services ☐ Failure to make progress on a service plan ☐ Loss of income or failure to improve income ☐ Domestic violence ☐ Any other activity not covered in a lease agreement typically found in the project's geographic area	Standard ☐ met ☐ unmet ☐ unmet, documentation not provided

Key Elements of Permanent Supportive Housing

2.2	If this project is a permanent supportive housing project, does it include the following key elements of permanent supportive housing as defined by the Substance Abuse and Mental Health Services Administration (SAMHSA)[1]?	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
2.2a	Leases or rental agreements do not have any provisions that would not be found in leases held by someone who does not have a disability. *[Sample lease]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2b	Participation in services is voluntary and tenants cannot be terminated from the program for rejecting services. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2c	House rules, if any, are similar to those found in housing for people who do not have disabilities and do not restrict visitors or otherwise interfere with a life in the community. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2d	Housing is not time-limited, and the lease is renewable at tenants' and owners' option. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A

[1] US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration Center for Mental Health Services. (2010) Permanent Supportive Housing: Building Your Program (Evidence- Based Practices KIT). Retrieved from http://store.samhsa.gov/shin/content//SMA10-4510/SMA10-4510-06-BuildingYourProgram-PSH.pdf

		☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2e	Tenants have choices in the support services that they receive. They are asked about their choices and can choose from a range of services, and different tenants receive different types of services based on their needs and preferences. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2f	As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2g	Before moving into permanent housing, tenants are asked about their housing preference and are offered the same range of choices as are available to others at their income level in the same housing market. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2h	Support services promoting recovery are designed to help tenants choose, get, and keep housing. In all forms of permanent supportive housing, the staff helps tenants establish a household, meet the obligation of tenancy (such as paying rent on time), and get along with neighbors. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.2i	The provision of housing and the provision of support services are distinct. *(Note: This means that if a person is evicted from a unit, they can continue receiving services and be rehoused. Or, if the tenant refuses services or the service provider terminates services, the tenant can remain in housing.)* *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
Rapid Re-Housing Performance Benchmarks and Program Standards		
2.3	If this project is a rapid re-housing project, does it include the following program standards as defined by the National Alliance to End Homelessness, the U.S. Department of Veteran Affairs (VA), the U.S. Department of Housing and Urban Development	

	(HUD), U.S. Interagency Council on Homelessness (USICH), and Abt Associates [2]?	
2.3a	**Core Program Standard: Housing Identification**	
2.3a1	Program designates staff whose responsibility is to identify and recruit landlords and encourage them to rent to homeless households served by the program. Staff have the knowledge, skills, and agency resources to: understand landlords' perspectives, understand landlord and tenant rights and responsibilities, and negotiate landlord supports. A program may have dedicated staff for whom this is the primary responsibility. If a program does not have a dedicated staff person(s) who performs this function, case manager job descriptions must include responsibilities including landlord recruitment and negotiation and at least some of the program's case managers must be trained in this specialized skill set to perform the recruitment function effectively. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3a2	Program has written policies and procedures for landlord recruitment activities, including screening out potential landlord partners who have a history of poor compliance with their legal responsibilities and fair housing practices. *[Policies and procedures]*.	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3a3	Program offers a standard, basic level of support to all landlords who lease to program participants. This support is detailed in a written policy distributed to landlords. Program can negotiate additional supports, as needed, on a case-by-case basis. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3a4	Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3b	**Core Program Standard: Rent and Move-In Assistance**	
2.3b1	Program staff are trained on regulatory requirements of all rapid re-housing funding streams and on the ethical use and application of a program's financial assistance policies, including, but not limited to, initial and ongoing eligibility	Standard ☐ met ☐ unmet ☐ N/A

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[2] http://www.endhomelessness.org/page/-/files/Rapid%20Re-Housing%20Performance%20Benchmarks%20and%20Program%20Standards_2016.pdf

	criteria, program requirements, and assistance maximums. Program has a routine way to onboard new staff and to keep staff regularly updated on changing regulations and/or program policies. *[Policies and procedures]*	☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3b2	Program has clearly defined policies and procedures for determining the amount of financial assistance provided to a participant, as well as defined and objective standards for when case management and financial assistance should continue and end. Guidelines are flexible enough to respond to the varied and changing needs of program participants, including participants with zero income. *(Note: guidelines should not offer the same amount and duration of assistance to everyone in the program. Financial assistance and case management should not have a strictly applied end point. Policies and procedures and objective standards should individually determine the needs of each household and when assistance should continue and end for that household.) [Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3b3	A progressive approach is used to determine the duration and amount of rent assistance. Financial assistance is not a standard "package" and is flexible enough to adjust to households' unique needs and resources, especially as participants' financial circumstances or housing costs change. Policies detailing this progressive approach include clear and fair decision guidelines and processes for reassessment for the continuation and amount of financial assistance. Policies and procedures also detail when and how rapid re-housing assistance is used as a bridge to a permanent subsidy or permanent supportive housing placement. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3c	**Core Program Standard: Rapid Re-Housing Case Management and Services**	
2.3c1	Except where dictated by the funder, program participants direct when, where, and how often case management meetings occur. Meetings occur in a participant's home and/or in a location of the participant's choosing whenever possible. *(Note: The intent of this standard is that program participants are involved in creating a mutually agreed upon time, place and frequency of meetings with the case manager.) [Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3c2	When case management and service compliance is not mandated by federal or state regulation, services offered by a	Standard

	program have voluntary participation. *(Note: HUD requires CoC programs to meet with participants once a month but does not require programs to dictate the location, duration, or topic of the meeting and does not require programs to terminate participants if they fail to attend scheduled meetings.) [Policies and procedures]*	☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3c3	Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3c4	Program has clearly defined policies and objective standards for when case management should continue and end. These guidelines are flexible enough to respond to the varied and changing needs of program participants. In instances where cases are continued outside of these defined policies and objective standards, there is a review and approval process. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3d	**Core Program Standard: Program Philosophy and Design**	
2.3d1	Program staff are trained on the principles of Housing First and oriented to the basic program philosophy of rapid re-housing. Program has routine way of onboarding new staff that includes training on Housing First and rapid re-housing principles. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3d2	Program has well-defined and written screening processes that use consistent and transparent decision criteria. Criteria do not include screening possible participants out for income or lack thereof. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3d3	Eligibility criteria for the program do not include a period of sobriety, a commitment to participation in treatment, or any other criteria designed to "predict" long-term housing stability other than willingness to engage the program and work on a self-directed housing plan. *[Policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A

		☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.3d4	Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed. [*Policies and procedures*]	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	

Services Resource Leverage Plan		Possible Score	Project Score
2.4	CoC programs should maximize the number of people they can serve by leveraging other sources of funding for services and dedicating most of their HUD funding towards housing assistance. Does this program leverage services funding for its clients and does it have a plan in place to increase the amount of its budget dedicated to housing assistance? To receive full points, the program should demonstrate: • It currently has formal relationships with another agency (at least MOUs or MOAs in place) or a dedicated funding stream to provide some services for program participants that are funded by another source besides CoC program funds. • Services provided by other funding sources exceed the required 25% match. • The program has a plan in place to increase the amount of services provided by other funding sources.		
Program does not meet all bulleted points above		0	
Program meets all bulleted points above (must provide MOU/MOA for full points)		10	
Reviewer notes (explain reasoning for points given):			

Permanent Supportive Housing: Move-on Strategy		Possible Score	Project Score
2.5	Permanent supportive housing should be available indefinitely, as long as households need it. However, participants in these programs can stabilize to the point that they no longer need the intensive services associated with the program. Move-on strategies for permanent supportive housing projects create opportunities for participants who no longer need the supportive part of permanent supportive housing to live		

independently and sustain their homes after graduation for the program. They usually involve transferring the tenant to another long-term housing subsidy, such as a Housing Choice Voucher (Section 8), public housing, or other affordable housing option.[3]

Does the permanent supportive housing project incorporate move-on strategies? To receive full points program policies and procedures should include:
- Regular evaluation using standardized criteria to identify households who may be interested and able to move on;
- A formal partnership with one or more affordable housing providers (like a public housing authority/HCV organization);
- A method to prepare tenants to move-on and exit planning procedures;
- A method to link move-on tenants to mainstream services and supports;
- Procedures to provide step-down services after exit; and
- A strategy to evaluate the effectiveness of the move-on program.

[Policies and procedures]

Program meets all bulleted points above	15	
Program meets 1-3 of the above bulleted points	5	
Program has none of the bulleted points	0	
Reviewer notes (explaining reasoning for points given):		

Staff Scoring

The following section is scored by NCCEH. Staff use standardized scoring methods to ensure fairness.

Section III: NC BoS CoC Priorities	Section III Score
Possible Points: 10	

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[3] https://www.usich.gov/resources/uploads/asset_library/PHA_MovingUp.pdf

3.1 Targeting to Prioritized Subpopulations	The Department of Housing and Urban Development (HUD) and the NC Balance of State CoC (NC BoS CoC) prioritize funding for certain homeless subpopulations, including people experiencing chronic homelessness, homeless Veterans, survivors of domestic violence, and youth. Is this project targeting one of the subpopulations below? If so, does it describe additional outreach activities, partnerships with organizations that serve that population, and a service plan that meets that subpopulation's specific needs? Is the project targeting: ☐ People experiencing chronic homelessness ☐ Veterans ☐ Survivors of domestic violence ☐ Unaccompanied or parenting youth 18-24 *[Policies and Procedures]*	**No specific targeting: 0 points** **Targeted program: 10 points**

Section IV: Project Performance

Section IV Score

Possible Points Added: PSH: 93 RRH: 86
Minimum Points Required or Review is Triggered: PSH: 47 RRH:44

The following project performance scores are based on CoC Annual Performance Reports (CoC-APRs) for January 1, 2018, to December 31, 2018, unless otherwise noted.

Populations Served		Renewal Score	New Score
4.1a	**RRH projects:** What percentage of the **people** served by the project had a disability? *[Q13a2 divided by total enrolled]*		
	Less than 25%	0	
	25%-49%	4	
	Above 50%	8	
4.1b	What percentage of the **adults** served by the project were veterans? *[CoC-APR Q25a/b]*		
	Less than 25%	0	
	25%-49%	3	
	Above 50%	6	
4.1c	**PSH Projects:** What percentage of new admissions during the 2018 calendar year were chronically homeless?		
	100%	8	
	Less than 100%	0	
4.1d	**PSH Projects:** What percentage of **adults** served by the project were chronically homeless? *[CoC-APR Q26]*		
	Less than 50%	0	
	50-74%	2	

		75-100%	4	
4.1e	**RRH Projects:** What percentage of **households** served by the project were chronically homeless? *[CoC-APR Q26a]*			
		Less than 25%	0	
		25%-49%	4	
		50-74%	8	
		75-99%	12	
4.1f	What is the program's unit utilization rate? *[Average of APR Q8b divided by application unit projections]*			
		Less than 70%	-10	
		70-80%	-5	
		80-95%	0	
		95%-124%	5	
		Above 125%	10	
4.1g	**RRH projects**: what percentage of exits were to a permanent housing destination? *[CoC-APR 23a/b]*			
		Less than 70%	0	
		70-80%	5	
		Above 80%	15	
4.1h	What percentage of exits were to a known destination?			
		95% or higher	5	
		0-94%	0	
4.1i	**PSH projects:** what percentage of exits were to a permanent housing destination? *[CoC-APR 23c.]*			
		No exits	5	
		Below 80%	0	
		80% or higher	10	
4.1j	What percentage of adults gained or increased total cash income? *[CoC-APR 19a3]*			
		Under 25%	0	
		25%-35%	5	
		Above 35%	10	
4.1k	**PSH projects**: What percentage of program participants remained in the program for 6 months or longer? *[CoC-APR 22a]*			
		At least 80%	5	
4.1l		At least 94%	10	
	PSH Projects: What percent of total program participants enrolled in the program during the calendar year exited to a permanent destination? *[CoC-APR _____ divided by CoC-APR _____]*			
		<10%	**0**	
		10-15%	**4**	
		15-20%	**8**	

		20-30%	10	
			Possible Score	**Project Score**
HMIS Participation (Per federal law domestic violence programs are prohibited from using HMIS and exempted from this section)				
4.2a	HMIS Data Completeness *[0640 – HUD Data Quality Report Framework Report, Q2-Q5]*			
		0-10%	5	
		Above 10%	0	
4.2b	Are all of the agency's projects that are listed in the 2019 HIC participating in HMIS? *[HIC]*			
		Yes	10	
		No	0	
4.2c	Did the program submit their APR on or before the designated deadline? *[Sage]*			
		Yes	5	
		No	0	
HUD Monitoring				
4.3a	Is the recipient free of HUD monitoring findings for any agency projects? If not, findings must be resolved or explained to the satisfaction of the Project Review Committee for the application to meet standards. *[Renewal application form]*		Standard ☐ met ☐ unmet	
4.3b	**Previous Project Spending Rates** These questions are for projects that have been operating for at least one year at the time of the NOFA release. (percentage rounded to the nearest whole number) *[Scored from APR. If APR is not available, agencies will submit a LOCCS screenshot of final draw for last completed year. If agencies are spending less than 90% of funding, they must submit a narrative explaining why the agency is underspending their grant.]*			
		Amount awarded		
		Amount spent		
4.3c	Percentage 90% or higher (Projects that fall below the standard will trigger review by CoC staff and Project Review Committee. The review will determine potential consequences, including whether some funding should be reallocated to new projects.)		Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided	
4.3d	How many grant extensions from HUD were given in for a reason other than merging grants in fiscal years 2016, 2017, and 2018? *[Renewal application form]*			
		0	0	

		1	-5
		2+	Further review

Section V: Coordinated Entry and Prioritization

Possible Points: 10
Minimum score or review triggered: 3

5.1a	Does the program have a VI-SPDAT score for every new admission during the 2018 calendar year? *[Renewal project form]*		
		100%	10
		90%-99%	6
		80%-89%	3
		No	0
5.1b	Is the program's average VI-SPDAT score for new admissions in the 2018 calendar year within or above the recommended range for the program type? *[Renewal project form]*	Standard ☐ met ☐ unmet ☐ N/A	
	Permanent Supportive Housing: Has the program adopted HUD's prioritization policy as outlined in HUD Notice CPD-16-011 and added it to their program policies? [*Policies and Procedures*]	Standard ☐ met ☐ unmet ☐ N/A	

# Section VI: Application Deadlines and Documentation	**Section V Score**
Possible Deductions: -25 Minimum Points Required or Review is Triggered: Not more than loss of -15	

Budget & Match			
6.1a	If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	
6.1b	Does the project demonstrate they have 25% match and all match funds are eligible? [*Match amounts are based on documentation submitted by the applicant by the submission deadline. Information submitted after the deadline will not be included in the scoring of these sections.*]	Standard ☐ met ☐ unmet	
6.1c	If the online application was NOT completed correctly, subtract up to 10 points. (Specific dates for deadlines will be clarified as the NOFA timeline is discerned or published.)	-10	
6.1d	If required accompanying documents were NOT completed correctly, subtract up to 10 points.	-10	
Deadlines			
6.2a	The online application and accompanying documents must be submitted by the deadline. If not, the Project Review Committee will determine potential consequences, including	Standard ☐ met ☐ unmet	

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	whether the project is ineligible for inclusion in final NC BoS CoC application or will receive reduced funding.		
6.2b	Was the signed NC BoS CoC Grantee Agreement submitted?	Threshold ☐ met ☐ unmet	