2018 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	☐ SSO-CE	
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: 192 RRH: 172**
	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: 12 Minimum Points Required or Review is Triggered: 6			
Accuracy and Appropriateness of Responses		**Possible Score**	**Project Score**
1.1	Is the project description completed and accurate? [Proj. App: 3B]	3	
1.2	Are questions regarding services completed and accurate? [Proj. App: 4A]	3	
1.3	Are questions regarding outreach completed and accurate? [Proj. App: 5C]	3	
1.4	Are all questions answered thoroughly and consistently?	3	

Section II: Program Design		Section II Score	
Possible Points: PSH: 10 RRH: 0			
Housing First			
2.2	Is this a Housing First project? *Must meet all statements below to meet standard [Proj. App: 3B, question 3d; policies and procedures]*	Standard (must meet all statements below) _____ of 2 met	
2.2a	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) ☐ History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement)	☐ met ☐ unmet ☐ unmet, documentation not provided	

2.2b	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	☐ met ☐ unmet ☐ unmet, documentation not provided

Key Elements of Permanent Supportive Housing

2.5	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]?	Must meet all statements below _____ of 9 met
2.5a	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):	
2.5b	Participation in services is voluntary and tenants cannot be terminated from the program for rejecting services. *[Key Element of PSH form, program/house rules (if any)]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.5c	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. *[Program/house rules, policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.5d	Housing is not time-limited, and the lease is renewable at tenants' and owners' option. *[Key Elements of PSH form, policies and procedures, sample lease]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	

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[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

2.5e	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. *[Key Elements of PSH form, policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.5f	As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes. *[Key Elements of PSH form, policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.5g	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. *[Key Elements of PSH form, policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.5h	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. *[Key Elements of PSH form, policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.5i	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.) [Key Elements of PSH form, policies and procedures, sample lease]*	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		
2.7	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]? *[RRH Program Standards Form, program eligibility requirements, sample lease, program policies and procedures]*	Must meet all statements below ____ of 15 met

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

2.7a	**Core Program Standard: Housing Identification**	Must meet all statements below _____ of 4 met
2.7a1	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. [*RRH Program Standards Form, policies and procedures*]	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.7a2	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. *[RRH Program Standards Form, policies and procedures]*.	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.7a3	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. *[RRH Program Standards Form, policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.7a4	Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease. *[RRH Program Standards Form, policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.7b	**Core Program Standard: Rent and Move-In Assistance**	Must meet all statements below _____ of 3 met
2.7b1	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 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. *[RRH Program Standards Form, policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	

2.7b2	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 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.)* [RRH Program Standards Form, policies and procedures]	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.7b3	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. *[RRH Program Standards Form, policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.7c	**Core Program Standard: Rapid Re-Housing Case Management and Services**	Must meet all statements below _____ of 4 met
2.7c1	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.)* [RRH Program Standards Form, policies and procedures]	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.7c2	When case management and service compliance is not mandated by federal or state regulation, services offered by a 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*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided

	scheduled meetings.) *[RRH Program Standards Form, policies and procedures]*	
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.7c3	Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate. *[RRH Program Standards Form, policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.7c4	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. *[RRH Program Standards Form, policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.7d	**Core Program Standard: Program Philosophy and Design**	Must meet all statements below _____ of 4 met
2.7d1	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. *[RRH Program Standards Form, policies and procedures]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.7d2	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. *[RRH Program Standards Form, RRH Program Eligibility Criteria]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	
2.7d3	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. *[RRH Program Standards Form, RRH Program Eligibility Criteria]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	

2.7d4	Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed. *[RRH Program Standards Form, sample lease, RRH Program Eligibility Criteria]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided
	Reviewer Notes (if unmet or documentation not provided, note why):	

Services Funding Plan		
2.8	While services are an important component of supporting households in maintaining their housing, HUD prioritizes using CoC program funds for housing and using other sources of available funding to provide services. Projects requesting HUD funding to provide supportive services must provide a plan on how these services will be funded in the future from alternate sources. Please include these elements: • All funding sources that the project is currently using to provide supportive services and if these resources will be expanded. • Other potential sources of funding that the project is working to secure to fund supportive services. • A plan for when the project will reduce its use of CoC funds for services.	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided

Permanent Supportive Housing: Move-on Program		**Possible Score**	**Project Score**
2.9	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 programs 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 project.[3] Does the permanent supportive housing project have a formal move-on program? To receive full points a move-on program should include the following: • Standardized criteria to identify people who may be ready to move-on; • A formal partnership with one or more affordable housing providers (like a public housing authority); • A method to prepare tenants to move-on; • A method to link move-on tenants to mainstream services and supports; and		

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

	• A strategy to evaluate the effectiveness of the move-on program. *[program policies]*		
	Yes	10	
	No	0	

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: 20 Minimum Points Required or Review is Triggered: 11			
Housing Over Services			
3.1a	Total $ request for housing activities (leased units, leased structures, and/or rental assistance): *[Proj. App.: 6I]*		
3.1b	Total Assistance requested (**not** including match or admin): *[Proj. App.: 6I, line 6]*		
3.1c	Percentage of total budget devoted to housing activities (housing activities request ÷ total assistance request x 100):	_____%	
		Possible Score	**Project Score**
3.1d	Less than 35%	0	
	Between 35% and 54.9%	5	
	Between 55% and 74.9%	10	
	Between 75% and 84.9%	15	
	Between 85% and 100%	20	
Permanent Supportive Housing: Prioritizing Beds for Chronically Homeless Participants			
3.2	Does the project have 100% of their beds prioritized for chronically homeless participants? *[Proj. App: 4B, CH beds]*	Standard ☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided	

Section IV: Project Performance	Section IV Score
Possible Points Added: PSH: 150 RRH: 140 Possible Points Subtracted: PSH: -15 RRH: -15 Minimum Points Required or Review is Triggered: PSH: 48 RRH: 30	

The following project performance scores are based on CoC Annual Performance Reports (CoC-APRs) for January 1, 2017, to December 31, 2017, unless otherwise noted.

Populations Served	Possible Score	Project Score

4.1	**PSH projects:** What percentage of the **households** served by the project were composed of at least one person with a disability? *[CoC-APR]*		
	Less than 100%	0	
	100%	8	
4.2	**RRH projects:** What percentage of the **households** served by the project were composed of at least one person with a disability? *[CoC-APR]*		
	Less than 25%	0	
	25-49%	2	
	50-74%	4	
	75-99%	6	
	100%	8	
4.3	What percentage of the **adults** served by the project were veterans? *[CoC-APR Q25a/b]*		
	Less than 25%	0	
	25-49%	4	
	50-74%	8	
	75-99%	12	
	100%	16	
4.4	What percentage of **adults** served by the project were chronically homeless? *[CoC-APR Q26]*		
	Less than 25%	0	
	25-49%	4	
	50-74%	8	
	75-99%	12	
	100%	16	
4.5	What is the program's unit utilization rate? *[compare actual units in HMIS vs. application projections]*		
	0-79%	-5	
	80-94%	0	
	95% or higher	5	
4.6	Did 100% of program participants enter the program from an eligible situation? *[if participants found ineligible, staff will follow up with grantee to determine eligibility]*		
	Yes	0	
	No	-5	
4.7	**RRH projects**: what percentage of program participants exited to a permanent housing destination? *[CoC-APR 23a/b]*		
	Below 80%	0	
	Performance met RRH Performance Benchmark Goal: At least 80%	15	
4.8	**PSH projects:** what percentage of program participants exited to a permanent housing destination? (if no exits, 10 points are automatically awarded) *[CoC-APR 23c]*		
	Below 80%	0	
	80% or higher	10	

4.9	What percentage of program participants exited to a known destination?		
	95% or higher	5	
	80-94%	0	
	0-79%	-5	
4.10	What percentage of program participants were employed at program exit? [CoC-APR Q18]		
	Performance met HUD Goal: At least 20%	5	
	Performance met BoS Goal: At least 28%	15	
4.11	What percentage of program participants were receiving mainstream benefits at program exit? [CoC-APR Q20b]		
	Performance met HUD Goal: At least 20%	5	
	Performance met BoS Goal: At least 75%	15	
4.12	**PSH projects**: what percentage of program participants remained in the program for 6 months or longer? [CoC-APR 22a]		
	Performance met HUD Goal: At least 80%	5	
	Performance met BoS Goal: At least 94%	15	
HMIS Participation (Per federal law domestic violence programs are prohibited from using HMIS and exempted from this section)		**Possible Score**	**Project Score**
4.13	HMIS Data Completeness [0640 – HUD Data Quality Report Framework Report, Q2-Q5]		
	0-10%	15	
	Above 10%	0	
4.14	Are all of the agency's projects that are listed in the 2017 HIC participating in HMIS? [HIC]		
	Yes	5	
	No	0	
4.15	Did the program submit their APR on or before the designated deadline?		
	Yes	5	
	No	0	
4.16	Did program staff adhere to the APR review process with CoC staff?		
	Yes	5	
	No	0	
HUD Monitoring			
4.17	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. [Interview with agency]	Standard ☐ met ☐ unmet	
4.18	**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 on 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		

4.19		Percentage 90+%	Standard	
	(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.)		☐ met ☐ unmet ☐ N/A ☐ unmet, documentation not provided	

4.20	How many grant extensions from HUD were given in for a reason other than merging grants? *[Interview with agency or information from HUD]*		**Possible Score**	**Project Score**
		0	15	
		1	0	
		2+	further review	

Coordinated Assessment and Prioritization

4.21	Does the program fill all open slots directly from the coordinated entry prioritization wait list? *[Interviews with Regional Committee CA Lead and agency]*	Standard ☐ met ☐ unmet
4.22	**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? *[Program policies]*	Standard ☐ met ☐ unmet ☐ N/A

Section V: 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		**Possible Score**	**Project Score**
5.1	If questions regarding the budget are not complete and accurate, subtract up to 5 points.	-5	
5.2	Do match letters sufficiently document the required match for the project type? *[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	

Deadlines		**Possible Score**	**Project Score**
5.3	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	
5.4	If required accompanying documents were NOT completed correctly, subtract up to 10 points.	-10	
5.5	The online application and accompanying documents must be submitted by the deadline. If not, the Project Review Committee will determine potential consequences, including whether the project is ineligible for inclusion in final NC BoS CoC application or will receive reduced funding.	Standard ☐ met ☐ unmet	

5.6	Was the signed NC BoS CoC Grantee Agreement submitted?	Threshold ☐ met ☐ unmet