



North Carolina Balance of State Continuum of Care

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2018 Scorecard for CoC Funds: New 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 new 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 for 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)	<input type="checkbox"/> PH:PSH	<input type="checkbox"/> PH:RRH	<input type="checkbox"/> SSO:CA <input type="checkbox"/> RRH-TH
Reviewer Signature:		Date:	

PROJECT QUALITY REQUIREMENTS		
<p>New 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 NC BoS CoC application or will receive reduced funding. Thresholds are a requirement for new projects. Projects that do not meet thresholds will not be put through the next steps in the application process.</p>	Maximum Score Possible:	PSH: 86 RRH: 85 SSO: 34
	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: 15			
Minimum Points Required or Review is Triggered: 8			
Consistency with Mission			
1.1	Does the project fit within the mission of the agency? Does the agency currently serve homeless households in their community? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
Accuracy and Appropriateness of Responses		Possible Score	Project Score
1.2	Is the project description completed and accurate? <i>[Proj. App: 3B]</i>	3	
1.3	Does the agency describe prior experience serving homeless persons that has prepared the agency for administering this grant? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	
1.4	Are questions regarding services completed and accurate? <i>[Proj. App: 4A]</i>	3	
1.5	Are questions regarding outreach completed and accurate? <i>[Proj. App: 5C]</i>	3	
1.5	Are questions regarding housing for participants completed and accurate? <i>[Proj. App: 4B]</i>	3	
1.6	Are all questions answered thoroughly and consistently?	3	



Section II: Program Design		Section II Score
Possible Points: PSH: 30 RRH: 30 SSO: 0 Minimum Points Required or Review is Triggered: PSH: 11 RRH: 11 SSO: Standards Met		
Community Need Statement		
2.1	New CoC projects must demonstrate that they are meeting an existing need in their community. Projects must describe: <ul style="list-style-type: none"> What community need the new project will address, including local data (PIT Count, coordinated assessment data, waiting lists, etc.) that demonstrates the need How the community has used other resources to address this need <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
Permanent Housing Projects (PSH, RRH, and RRH-TH)		
2.2	What priority is this project in its region? <i>[Priority 1, 2, 3, or not prioritized, based on funding priorities document]</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> no priority
Targeting to Prioritized Subpopulations		
2.3	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 chronically homeless individuals and families, homeless Veterans, people with disabilities, and youth. Projects requesting HUD funding must provide a narrative identifying the subpopulations for which the project will serve and describe the ways in which the project will engage these subpopulations to ensure entry into permanent housing. <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
2.4	Does the project demonstrate that households will be quickly enrolled and helped to find safe and appropriate housing, ideally in less than 30 days? <i>[New Project Form]</i>	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
2.5	PSH projects: Is this a permanent supportive (PSH) project dedicated to serving chronically homeless households per HUD Notice CPD-16-11? <i>[Policies and procedures]</i>	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
2.6	Rental assistance projects are preferred to leasing projects as rental assistance projects adjust to FMR and provide tenants with a lease in their name. Projects that wish to provide leasing must submit a written statement that explains why the project is not applying as a rental assistance project.	Standard <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided



2.7	RRH projects: Applicants must be currently receiving Emergency Solutions Grant (ESG) RRH funds and be in good standing with the ESG office or operating a RRH program with other funding sources that adheres to the RRH program standards. Exceptions may be made for public housing authorities (note: PHAs are not eligible to apply for ESG funds but are eligible for CoC funding).	Threshold <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Supportive Services Only (SSO) Projects			
2.8	SSO projects: Is this a coordinated assessment project that will serve the NC BoS CoC's seventy-nine counties?	Threshold <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> N/A	
Housing Over Services			
2.9	Total \$ request for housing activities (acquisition, rehab, construction, rental assistance, leased units, and/or leased structures): <i>[Proj. App: 6I]</i>		
2.10	Total Assistance Requested (not including match or admin): <i>[Proj. App: 6I, Line 6]</i>		
2.11	Percentage of total budget devoted to housing activities (housing activities request ÷ total request x 100):		
	Less than 35%	0	
	Between 35% and 54.9%	5	
	Between 55% and 74.9%	10	
	Between 75% and 84.9%	20	
	Between 85% and 100%	30	
2.12	PSH, RRH, and RRH-TH projects: 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: <ul style="list-style-type: none"> • 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 <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided	
Housing First			
2.13	Is this a Housing First project? <i>Must meet all statements below to meet threshold. [Policies and procedures]</i>	Threshold (must meet all statements below) _____ of 2 met	
2.13a	Does the project ensure that participants are not screened out based on the following: <ul style="list-style-type: none"> <input type="checkbox"/> Having too little or no income <input type="checkbox"/> Active or history of substance abuse <input type="checkbox"/> Having a criminal record (with exceptions for state mandated restrictions) <input type="checkbox"/> History of domestic violence (e.g. lack of protective order, of separation from abuser, or law enforcement involvement) 	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided	



2.13b	<p>Does the project ensure that participants are not terminated from the program for the following reasons:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Failure to participate in supportive services <input type="checkbox"/> Failure to make progress on a service plan <input type="checkbox"/> Loss of income or failure to improve income <input type="checkbox"/> Domestic violence <input type="checkbox"/> Any other activity not covered in a lease agreement typically found in the project’s geographic area 	<input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> unmet, documentation not provided
PSH Projects Only: Key Elements of Permanent Supportive Housing		
2.14	<p>Does this project include the following key elements of permanent supportive housing as defined by the Substance Abuse and Mental Health Services Administration (SAMHSA)¹? If the applicant does not demonstrate that the project will meet all standards, the application should not be included in the CoC competition.</p>	<p>Must meet all statements below _____ of 9 met</p>
2.14a	<p>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. <i>[Sample lease]</i></p>	<p style="text-align: center;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
<p>Reviewer Notes (if unmet or documentation not provided, note why):</p>		
2.14b	<p>Participation in services is voluntary and tenants cannot be terminated from the program for rejecting services. <i>[Key Element of PSH form, program/house rules (if any)]</i></p>	<p style="text-align: center;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
<p>Reviewer Notes (if unmet or documentation not provided, note why):</p>		
2.14c	<p>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. <i>[Program/house rules, policies and procedures]</i></p>	<p style="text-align: center;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
<p>Reviewer Notes (if unmet or documentation not provided, note why):</p>		

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>



2.14d	Housing is not time-limited, and the lease is renewable at tenants' and owners' option. <i>[Key Elements of PSH form, policies and procedures, sample lease]</i>	<p style="text-align: center;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
Reviewer Notes (if unmet or documentation not provided, note why):		
2.14e	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. <i>[Key Elements of PSH form, policies and procedures]</i>	<p style="text-align: center;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
Reviewer Notes (if unmet or documentation not provided, note why):		
2.14f	As needs change over time, tenants can receive more intensive or less intensive support services without losing their homes. <i>[Key Elements of PSH form, policies and procedures]</i>	<p style="text-align: center;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
Reviewer Notes (if unmet or documentation not provided, note why):		
2.14g	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. <i>[Key Elements of PSH form, policies and procedures]</i>	<p style="text-align: center;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
Reviewer Notes (if unmet or documentation not provided, note why):		
2.14h	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. <i>[Key Elements of PSH form, policies and procedures]</i>	<p style="text-align: center;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
Reviewer Notes (if unmet or documentation not provided, note why):		



2.14i	<p>The provision of housing and the provision of support services are distinct. <i>(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.)</i> [Key Elements of PSH form, policies and procedures, sample lease]</p> <p>Reviewer Notes (if unmet or documentation not provided, note why):</p>	<p>Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> unmet, documentation not provided</p>
For RRH Programs Only: Rapid Re-Housing Performance Benchmarks and Program Standards		
2.15	<p>Does this project 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? If applicant does not demonstrate that the project will meet all standards, the application should not be included in the CoC competition. [RRH Program Standards Form, program eligibility requirements, sample lease, program policies and procedures]</p>	<p>Must meet all statements below _____ of 15 met</p>
2.15a	<p>Core Program Standard: Housing Identification</p>	<p>Must meet all statements below _____ of 4 met</p>
2.15a1	<p>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]</p> <p>Reviewer Notes (if unmet or documentation not provided, note why):</p>	<p>Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> unmet, documentation not provided</p>
2.15a2	<p>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]</p> <p>Reviewer Notes (if unmet or documentation not provided, note why):</p>	<p>Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> unmet, documentation not provided</p>

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



2.15a3	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. <i>[RRH Program Standards Form, policies and procedures]</i>	<p style="text-align: center;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
Reviewer Notes (if unmet or documentation not provided, note why):		
2.15a4	Program has a written policy requiring staff to explain to participants basic landlord-tenant rights and responsibilities and the requirements of their specific lease. <i>[RRH Program Standards Form, policies and procedures]</i>	<p style="text-align: center;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
Reviewer Notes (if unmet or documentation not provided, note why):		
2.15b	Core Program Standard: Rent and Move-In Assistance	Must meet all statements below _____ of 3 met
2.15b1	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. <i>[RRH Program Standards Form, policies and procedures]</i>	<p style="text-align: center;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
Reviewer Notes (if unmet or documentation not provided, note why):		
2.15b2	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. <i>(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]</i>	<p style="text-align: center;">Standard</p> <input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A <input type="checkbox"/> unmet, documentation not provided
Reviewer Notes (if unmet or documentation not provided, note why):		



2.15b3	<p>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. <i>[RRH Program Standards Form, policies and procedures]</i></p>	<p style="text-align: center;">Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> unmet, documentation not provided</p>
Reviewer Notes (if unmet or documentation not provided, note why):		
2.15c	Core Program Standard: Rapid Re-Housing Case Management and Services	Must meet all statements below _____ of 4 met
2.15c1	<p>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. <i>(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]</i></p>	<p style="text-align: center;">Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> unmet, documentation not provided</p>
Reviewer Notes (if unmet or documentation not provided, note why):		
2.15c2	<p>When case management and service compliance is not mandated by federal or state regulation, services offered by a program have voluntary participation. <i>(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.) [RRH Program Standards Form, policies and procedures]</i></p>	<p style="text-align: center;">Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> unmet, documentation not provided</p>
Reviewer Notes (if unmet or documentation not provided, note why):		
2.15c3	<p>Program has clearly defined relationships with employment and income programs that it can connect program participants to when appropriate. <i>[RRH Program Standards Form, policies and procedures]</i></p>	<p style="text-align: center;">Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> unmet, documentation not provided</p>
Reviewer Notes (if unmet or documentation not provided, note why):		



2.15c4	<p>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. <i>[RRH Program Standards Form, policies and procedures]</i></p>	<p style="text-align: center;">Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> unmet, documentation not provided</p>
Reviewer Notes (if unmet or documentation not provided, note why):		
2.15d	Core Program Standard: Program Philosophy and Design	Must meet all statements below _____ of 4 met
2.15d1	<p>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. <i>[RRH Program Standards Form, policies and procedures]</i></p>	<p style="text-align: center;">Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> unmet, documentation not provided</p>
Reviewer Notes (if unmet or documentation not provided, note why):		
2.15d2	<p>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. <i>[RRH Program Standards Form, RRH Program Eligibility Criteria]</i></p>	<p style="text-align: center;">Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> unmet, documentation not provided</p>
Reviewer Notes (if unmet or documentation not provided, note why):		
2.15d3	<p>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. <i>[RRH Program Standards Form, RRH Program Eligibility Criteria]</i></p>	<p style="text-align: center;">Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> unmet, documentation not provided</p>
Reviewer Notes (if unmet or documentation not provided, note why):		
2.15d4	<p>Leases for program participants are legally binding, written leases. Leases with additional requirements, such as drug testing or program participation, are not allowed. <i>[RRH Program Standards Form, sample lease, RRH Program Eligibility Criteria]</i></p>	<p style="text-align: center;">Standard</p> <p><input type="checkbox"/> met <input type="checkbox"/> unmet <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> unmet, documentation not provided</p>
Reviewer Notes (if unmet or documentation not provided, note why):		



Section III: Scope of Services		Section III Score	
Possible Points: 8 Minimum Points Required or Review is Triggered: 6			
Service Needs		Possible Score	Project Score
3.1	Does the applicant demonstrate they will meet the anticipated individual service needs of participant households? Will services ensure households will be able to find and maintain permanent housing? <i>[Proj. App: 4A Question 2]</i>	4	
Employment Services		Possible Score	Project Score
3.2	Does the project provide or link participants to employment services? Does the program have employment goals? <i>[Proj. App: 4A]</i>	2	
Access to Mainstream Benefits		Possible Score	Project Score
3.3	Does the project include services to help participants access mainstream benefits such as unemployment benefits, TANF, and food stamps/SNAP? <i>[Proj. App: 4A]</i>	1	
3.4	Does the project use SOAR caseworkers?	1	

