



# 2017 CoC Competition Evaluation Instrument

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

**[INSTRUCTION MANUAL]**

# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## Table of Contents

|  |    |
|--|----|
| Introduction .....   | 2  |
| Evaluation Process .....   | 2  |
| Who Should Submit an Evaluation Instrument? .....  | 2  |
| Evaluation Criteria and Purpose .....  | 3  |
| Summary of Changes for 2017 .....  | 4  |
| Deadline & Submission Requirements .....   | 5  |
| Application Review Process .....   | 7  |
| Scoring .....  | 7  |
| Appeals Process .....  | 7  |
| Ranking Process .....  | 8  |
| Evaluation Instrument Resources .....  | 8  |
| Technical Assistance & Questions .....   | 8  |
| Other Helpful Resources .....  | 8  |
| Detailed Instructions .....  | 9  |
| Agency Component .....   | 9  |
| Agency Information .....   | 9  |
| Threshold Questions .....  | 9  |
| Additional Financial Review .....  | 10 |
| Section A. Agency Certification Checklist .....  | 10 |
| Section B. Agency Governance .....   | 10 |
| Section C. Consumer Focus and Representation .....   | 11 |
| Final Submission .....   | 13 |
| Project Component .....  | 14 |
| Project Information (Cover Page) .....   | 14 |
| Threshold Questions .....  | 14 |
| Section A. Project Certification Checklist .....   | 16 |
| Section B. Project Operations .....  | 16 |
| Section C. Homeless Management Information System (HMIS) Implementation & Data Quality ..... | 17 |
| Section D. System Priorities .....   | 17 |
| Section E. Project Performance and Consumer Outcomes .....                                   | 19 |
| Final Submission .....   | 20 |
| Appendices .....   | 21 |
| List of Attachments .....  | 21 |
| Advanced Reporting Tool (ART) Instructions .....   | 22 |
| Submission Policies .....  | 23 |

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## Introduction

Annually, the US Department of Housing and Urban Development (HUD) provides funding for homeless programs authorized under the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act through a Continuum of Care (CoC) Notice of Funding Availability (NOFA) process. In order to submit an application to HUD for renewal funding, the Chicago CoC requires all projects to submit a local application for evaluation to determine renewal status. The evaluation process helps ensure a high standard of quality for renewal applicants, and may also be used to make funding reallocation decisions at the local level. After the local application submission, renewal applicants may be invited to submit a HUD application once the NOFA is released.

In Chicago, the Chicago CoC Board of Directors is the group of community stakeholders that sets local priorities for the CoC HUD funding. The CoC Board charges the System Performance and Evaluation Committee (SPEC) with responsibilities of the local evaluation process. SPEC, through an Evaluation Instrument Subcommittee, has designed one application process for all CoC-funded projects that will evaluate project and agency performance on the past calendar year to ensure successful execution going forward. **Please note that renewal funding is not guaranteed upon submission of the Evaluation Instrument.** For more information on how Evaluation Instrument scores are used for renewal status, see the Ranking Process section below.

This instruction manual provides information on the Chicago CoC local evaluation process for CoC-funded projects. The evaluation process is administered by All Chicago, as the Collaborative Applicant, on behalf of the CoC Board. Please note that applications for new (not renewal) funding will be handled through a separate application process. Please contact [CoCPrograms@allchicago.org](mailto:CoCPrograms@allchicago.org) for information on the new project application and selection process.

## Evaluation Process

### Who Should Submit an Evaluation Instrument?

All CoC Projects that have been previously funded through the FY16 Chicago CoC Competition process are eligible to apply as a renewal in FY17. **An instrument should be submitted for all CoC-funded projects that were operating between January 1, 2016 and December 31, 2016. Former Shelter Plus Care (S+C), also known as Long Term Rental Assistance (LTRA), projects that are not up for renewal, but were operating in 2016, must complete the Evaluation.** CoC and Chicago Program Models are outlined in the chart below; any project that receives HUD CoC funding in these categories must submit an Evaluation Instrument.

| HUD CoC Program Component Type   | <a href="#">Chicago Program Model</a>   |
|--|---|
| <ul style="list-style-type: none"><li>Permanent Housing (PH)<ul style="list-style-type: none"><li>Long-Term Rental Assistance (LTRA), formerly Shelter Plus Care (SPC)</li></ul></li></ul> | <ul style="list-style-type: none"><li>Permanent Housing - Permanent Supportive Housing (PSH)</li></ul>  |
| <ul style="list-style-type: none"><li>Transitional Housing (TH)</li></ul>  | <ul style="list-style-type: none"><li>IH - Interim Housing (IH)</li><li>PH - Permanent Housing with Short Term Supports (PHwSS)</li><li>Youth TH – Project Based or Scattered Site Transitional Housing</li></ul> |
| <ul style="list-style-type: none"><li>Supportive Services Only (SSO)</li></ul>   | <ul style="list-style-type: none"><li>Engagement Services (various types)</li></ul>   |
| <ul style="list-style-type: none"><li>Safe Haven (SH)</li></ul>  | <ul style="list-style-type: none"><li>Safe Haven</li></ul>  |
| <ul style="list-style-type: none"><li>Rapid Re-housing (RRH)</li></ul>   | <ul style="list-style-type: none"><li>Rapid Re-housing</li></ul>  |

*\* With the implementation of the HEARTH Act, in 2011, HUD combined SHP and SPC into one program known as the CoC Program.*

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## Evaluation Criteria and Purpose

The System Performance and Evaluation Committee (SPEC), and Evaluation Tool Subcommittee are responsible for developing a tool evaluate performance of CoC funded projects on an annual basis. The purpose of the Evaluation Instrument is to:

- Secure additional and ensure efficient use of resources, and
- **Implement Chicago’s Plan to End Homelessness (Plan 2.0)** by
  - **Improving Chicago’s homeless system service delivery and outcomes**, and
  - Communicating community priorities.

The 2017 Evaluation Instrument has two components, comprised of 9 sections, which are outlined in the chart below along with their corresponding point allocations.

| Evaluation Instrument Section   | Points in Agency Component       | Points in Project Component | Total Points Allocated |
|---|----------------------------------|-----------------------------|------------------------|
| Threshold   | No points – Required for Renewal |                             |                        |
| Additional Financial Review   | No points – Required for Renewal |                             |                        |
| Agency or Project Certification and Site Visit Requirements                   | 0                                | 0                           | 0                      |
| Agency Governance   | 4                                | -                           | 4                      |
| Project Operations  | -                                | 3                           | 3                      |
| Homeless Management Information System (HMIS) Implementation and Data Quality | -                                | 17                          | 17                     |
| Consumer Focus and Representation   | 13                               | -                           | 13                     |
| Project Performance and Consumer Outcomes                                     | -                                | 32                          | 32                     |
| System Priorities   | -                                | 11                          | 11                     |
| <b>Totals</b>   | <b>17</b>                        | <b>63</b>                   | <b>80</b>              |

The Evaluation Instrument is updated each year to ensure it is in line with the HEARTH Act, the Federal Strategic Plan to End Homelessness – *Opening Doors*, and Chicago’s Plan to End Homelessness – Plan 2.0. **The Evaluation Instrument Subcommittee understands that projects may need time to become in alignment with any changes, and makes this consideration when updating the Instrument each year. However, agencies should make efforts throughout the year to stay informed of continuum policies and priorities to ensure compliance with requirements.**

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## Summary of Changes for 2017:

|   |
|---|
| <b>Agency Component</b>   |
| <ul style="list-style-type: none"> <li>Updated structure of Consumer Focus and Representation, Question 7, to ensure respondent completes all required parts of the question.</li> </ul>  |
| <b>Project Component</b>  |
| <i>Threshold</i>  |
| <ul style="list-style-type: none"> <li>Projects are now required to verify that the 25% minimum match (minus leasing) required by HUD has been secured and can be documented at time of grant execution. Previously scored within Project Operations section.</li> <li><b>Projects are now required to meet HUD's Housing First criteria in order to be eligible for funding, therefore the Housing First question previously located in Leading Practices was moved to Threshold.</b></li> </ul> |
| <i>Project Operations</i>   |
| <ul style="list-style-type: none"> <li>Updated Project Operation Question 1 (spend down of grant funds) to reflect growing emphasis on utilizing all grant funds and to incentivize projects to voluntarily reallocate continuously unspent funds.</li> <li>Match and Leverage was removed from this section, with a minimum match requirement now included in the Threshold section.</li> </ul>  |
| <i>Leading Practices</i>  |
| <p>Section has been eliminated due to the following changes:</p> <ul style="list-style-type: none"> <li>Housing First Requirements moved to Threshold.</li> <li>Written Eligibility Criteria in alignment with Housing First moved to System Priorities.</li> </ul>   |
| <i>HMIS</i>   |
| <ul style="list-style-type: none"> <li>Projects will now be required to comply with all requirements of the Quarterly Data Quality process administered by the HMIS lead. Previously, projects were scored only on participation in this process.</li> </ul>  |
| <i>System Priorities</i>  |
| <ul style="list-style-type: none"> <li>Question 2 (priority populations served) will now be scored using HMIS data only. This question was previously scored using self-report. <b>Additionally, "ex-offenders" has been removed from the question to reflect only current top priority populations outlined by both HUD and the local CoC.</b></li> <li>Question regarding participation in CRS has been removed due to changes occurring within the Coordinated Entry System.</li> </ul>        |
| <i>Project Performance</i>  |
| <ul style="list-style-type: none"> <li>Interim Housing: previously informational question regarding placements within 120 days will now be scored based on either meeting or not meeting the benchmark set within the Program Models Chart.</li> <li>PHwSS, PSH and SH, RRH: All questions regarding placement from referral in CRS have been removed.</li> </ul>   |

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## Deadline & Submission Requirements

All Evaluation Instruments are due to All Chicago **by 5:00 pm (CST) on February 27, 2017**. Agencies will be submitting their Evaluation Instruments online via Surveygizmo.com. Paper copies will not be accepted this year, unless in the case of extreme hardship for the agency ([See Appendix: Submission Policies](#)).

### *Online Submission*

Since 2014, the CoC has approved the use of Surveygizmo.com for the purposes of the Evaluation Instrument submissions. Surveygizmo.com is an online survey building software that allows us to streamline the submission process and significantly reduce the amount of time spent by both All Chicago and agencies. Submission of the agency and project components will only be accepted via the online survey method, unless prior arrangements have been made with All Chicago for extreme hardship.

**Agency Component:** The Agency component will be submitted here: <http://bit.ly/2017EIAgency>. You will need to submit one survey for your agency.

**Project Component:** The Project Component will be submitted here: <http://bit.ly/2017EIProject>. You will need to submit a survey for each project that meets the criteria indicated on Page 2 of this Instruction Manual.

*Below are some Helpful Tips to guide you in completing your Evaluation Instruments.*

- Some required questions will be indicated with an asterisk (\*) next to the question. You will not be able to continue to the next page of the survey without answering these required questions. It is not recommended that you enter inaccurate answers in order to move to another section of the survey. If you need to review the questions, please see the PDF version [Agency Component](#) and the [Project Component](#) of the Evaluation Instruments. **We recommend completing the online survey only once you have retrieved all of the necessary information and have all of the required documents ready to upload.**
- Questions that require an attachment are identified in this instruction manual in **blue** and indicated with this symbol: . All attachments must be uploaded directly within the online survey, using the naming conventions indicated in the question. You will need to click *Browse* to find and select the document on your computer and the document will upload automatically. A grey bar will appear when the file has been uploaded. You may select **the red "x"** on the right to delete an attachment.



If you are having difficulty uploading a document, please first ensure you are uploading in the indicated file type (pdf, excel, etc.). Next, please check that the file is compressed as needed (i.e. A PDF file should be a text file, rather than an image file, which significantly increases file size. Check the settings on your scanner/computer/copier). The file size limits provided are generous. If your file is still over an indicated file size limit, you may need to utilize an online method for compressing the file.

- You will be able to save and return to continue your survey by clicking the link at the top of your screen. Enter your email address and a unique link will be sent to you. You will only need to do this once. Your responses are saved each time you move forward/backward in the survey.

**\*\*CLICK HERE TO SAVE AND CONTINUE LATER\*\***

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

Be sure to check your email prior to leaving the survey to ensure you have received the link! All Chicago will not be responsible for retrieving surveys sent to incorrect email addresses. If you cannot locate a link, you will need to restart the survey.

*Tip:* Save the email to your computer with the Project Name as the file name for easy retrieval later. As a reminder, it is not recommended that you enter the online survey before you have retrieved all necessary information to complete the survey.

- We recommend using **Firefox** or **Google Chrome** as your browser when working with SurveyGizmo. Please see the following from the Survey Gizmo site:

*“SurveyGizmo tests and supports use of our application in all major browsers including Google Chrome, Firefox, Safari, and Internet Explorer11. We recommend always keeping your browser up to date with the most current version to ensure continued compatibility. Older versions of supported browsers might present quirks or inconsistencies when compared to their up-to-date counterparts.*

*IE users using high security settings (generally between medium-high to high depending on the version) might run into issues when using the SurveyGizmo application. High security settings may block JavaScript which SurveyGizmo uses to make the application interactive.”*

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## Application Review Process

All Evaluation Instruments and supporting documentation are reviewed by members of All Chicago staff. Preliminary results will be distributed after all Evaluation Instruments have been reviewed, and agencies will have an opportunity to appeal any score they believe is incorrect ([see Appeals section below](#)).

## Scoring

All questions in the Instrument will be indicated as one of the following:

*Threshold:* Must be answered affirmatively in order to be eligible for renewal funding. Projects not answering affirmatively must submit a letter of explanation to obtain a Threshold waiver.

*Scored:* Points are allocated based on the scoring criteria noted for each question. Not all projects are scored on all questions and not all projects are eligible to receive all points possible.

*Informational:* Questions listed as such are used only for informational purposes and will not contribute to the **project's overall score**.

Each question on the Evaluation Instrument indicates whether supporting documentation or narrative response is required for the answer to be considered complete. **Incomplete answers on the Evaluation Instrument will result in a loss of points for that question.** Due to the online survey format being utilized, agencies will most often not be able to move forward in the survey with unanswered questions or missing attachments. As stated earlier, required questions will have to be answered and required documents will need to be uploaded in order to continue with submission. However, not all questions that should be answered are indicated as required in the survey. Be sure you have completed all *parts* of a question and have completed all narratives requested, as you may be able to submit without finishing a question. **It is advisable to carefully and thoroughly review all answers and ensure all documents uploaded are correct prior to submitting.** Scores will be based on what is submitted only. For policies related to missing, late, or multiple submissions, please see [Appendix: Submission Policies](#)

**For the 2017 Evaluation, scoring for the Performance and Consumer Outcomes questions will be based on outcomes and benchmarks outlined in the Program Models Chart (2014).** Scoring for the “PSH and Safe Havens” and “All Projects” questions in this section will be based on percentiles, meaning projects will be scored in comparison to one another. Please see the [Scoring Guide and FAQ](#) for more detailed information on performance scoring.

## Appeals Process

As stated above, all renewal projects will be able to appeal their scores. Instructions for the appeal will be included in the email **announcing the agency and project's preliminary scores**. Note that no new attachments or supporting documentation will be considered during the Appeals Process, unless specifically requested by All Chicago staff. Please see [Appendix: Submission Policies](#) for more information on the Technical Deficiencies Policy for missing attachments.

All appeals will be reviewed by the Collaborative Applicant (All Chicago), in accordance with the Appeals procedure outlined in Article 13 of the [CoC Governance Charter](#). Notification regarding appeal decisions will be included with **the project's final scores, sent via email**, within ten (10) business days of appeal.

Per the Charter, should the individual or organization wish to further the appeal, a written appeal must be submitted to the Collaborative Applicant Committee to be considered within fifteen (15) business days. If the individual or organization wishes to further appeal a decision of the CA Committee, a written appeal must be submitted to the CoC Board, which will be reviewed by an Appeals Committee appointed by that body. All decisions of the Appeals Committee of the CoC Board are final.

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## Ranking Process

The CoC Board (and relevant committees or sub-committees) will establish the 2017 Ranking Policies upon release of the Notice of Funding Availability (NOFA) from HUD. Evaluation scores are one factor among many considered when determining the Ranking Policies. A copy of these policies will be distributed when they are approved. Once the FY17 HUD CoC Program Competition begins, all projects will be notified of their ranking status.

## Evaluation Instrument Resources

### Technical Assistance & Questions

All Chicago will be holding two trainings for the 2017 process, one webinar format and the other in-person. All CoC funded projects are strongly encouraged to attend at least one training. Please limit attendance to the person(s) who will be completing the Evaluation Instrument on behalf of your agency:

- **Webinar Training (Advanced):** This training will be tailored to those who have submitted Evaluations in the past and who just need an overview of the 2017 process, including changes for this year. This training will be on **Thursday, February 2nd, 10:00am-11:30am**. Please go here to register: <http://bit.ly/2017EIWebinarTraining>

OR

- **In-Person Training (Beginner):** This training will be tailored to those who have less experience submitting an Evaluation and who would like more detail on the submission process. Space will be limited. This training will be on **Wednesday, February 1st, 9:00am-11:30am**. Please go here to register for the in-person training: <http://bit.ly/2017EIBeginnerTraining>

All Chicago staff will also be available to respond to questions and provide technical assistance. However, agencies are highly encouraged to consult the full Instruction Manual and FAQs prior to contacting All Chicago, as questions are often already answered.

For all questions regarding the 2017 Evaluation Instrument process, please contact  
[CoCPrograms@allchicago.org](mailto:CoCPrograms@allchicago.org)

Or contact the CoC Program Staff by phone:

(312) 379-0301 x22 (Amanda Borta)

Business Hours are from 9am to 5pm, Monday through Friday. Please allow 24-48 hours for a response.

## Other Helpful Resources

All Chicago Website: [www.allchicago.org](http://www.allchicago.org)

Frequently Asked Questions Document: [Google Docs](#)

HUD e-snaps Training and Resources Page: <http://www.hudhre.info/esnaps/>

HMIS Helpdesk: <http://hmis.thechicagoalliance.org>

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## Detailed Instructions

As mentioned earlier, it is highly recommended that you prepare answers and documents prior to entering information into the online survey. While you will be able to save and return to your responses later, you will not be able to navigate from one section to another without answering required questions first. For a list of all required attachments, please see [Appendix: List of Attachments](#). You may also view a PDF version of the components [here](#).

## Agency Component

The Agency Component is worth 17 points. Agencies must turn in one agency component of the 2017 Evaluation Instrument, no matter how many projects they have. This is to avoid having agencies with multiple projects answering the same questions multiple times for items that apply to the agency as a whole. For example, if you have 5 HUD projects, you will submit 1 Agency Component and 5 Project Components.

The first page of the Agency Component contains General Instructions and Agency Information.

## Agency Information

Questions 1-2: Please list your Agency name exactly as it is listed on your HUD contract(s). Also, list all projects that are associated with the agency name, using the approved HUD project name listed on your HUD contract(s).

Question 3: Complete the contact information for the person responsible for completing the Agency Component. You will have an opportunity to list contact information for each project on the Project Component. This should be the main contact person(s) for the agency, and will be used to populate our contact list for 2017, along with the contacts listed for the Project Component.

## Threshold Questions

Threshold questions must be answered affirmatively, if applicable, in order to be considered for renewal funding. **If an agency cannot answer affirmatively, an explanatory letter must be submitted for review by All Chicago.** If you are unsure, or if you suspect your project may not meet the requirements, please contact All Chicago. Reviewers may request additional information, and will determine if the agency is eligible for a threshold waiver. You will be given the option to upload a letter if a question is not answered affirmatively within the survey.

Question 1: HUD requires that agencies agree to maintain confidentiality of any individual or family who receives family violence prevention or treatment services. Please certify that your agency agrees to do so, or submit a letter of explanation with the application.

Question 2: The HEARTH Act requires that agencies *allow for* the participation of at least one homeless or formerly homeless person on the board of directors or other policy-making entity. If you cannot answer affirmatively, please submit a letter of explanation with the application. If you select **"Yes – other"** please provide a narrative in the Comments box with a description of the other policy-making entity. Select **"N/A-Government Entity"** if the contract is held by a government body that does not have a Board. *Note:* this question is not asking about whether your agency *presently* has a member on the board who is currently or formerly homeless, but rather is asking whether the agency *allows* for this participation. Current participation information is gathered later in the survey.

 **Question 3:** Agencies should have an audit completed for the agency within 9 months of the end of the most recently completed fiscal year. Indicate if this is the case for your agency, and attach the full audit report and management letter. The audit report and letter should be provided to your agency following the completion of any audit and should state the final opinion of the auditor. If you select **"No"**, provide an attachment explaining why the period of time necessary to complete the audit was longer than 9 months. Also include A133 documentation, if applicable (agency receives more than \$500,000 in federal funding).

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## *Additional Financial Review*

For planning purposes, Chicago's CoC is responsible for ensuring that agencies are financially stable enough to continue operating the HUD CoC grant, and therefore, these questions will be used to assess all agencies. All attachments are required, though a "No" answer to any of these questions will not automatically result in any action being taken. All Chicago will review all provided documentation utilizing the [Financial Review Guide](#). If any concerns are identified, All Chicago may request additional information from the agency. Any potential financial concerns will be reported to the CoC Board.

 **Question 1:** Select the appropriate answer for whether the agency has met payroll obligations consistently for 6 months, and **attach the agency's TWO (2) most recent Employer's Quarterly Federal Tax Return, Form 941** for supporting documentation. Be sure the form attached is an [IRS federal Form 941](#), rather than a state form. **Provide an attachment** explaining a "No" response.

 **Question 2:** Certify by selecting "Yes" or "No" whether the agency feels it can demonstrate overall fiscal capacity to continue operating all HUD CoC grants. Be sure to **attach the agency's most recent IRS Form 990** (also ensure this is a federal form, rather than a state form). **Provide an attachment** explaining a "No" response.

Question 3: If the agency has received, signed and executed grant agreements with HUD for all projects beginning in 2016, please select "Yes." Note that, in many cases, you will select "No" for this question. Please attach a letter explaining a "No" response, even if the reason is that your current grant year has not expired, or you have not yet been contacted by HUD.

## *Section A. Agency Certification Checklist*

The certification checklist is a way for agencies to demonstrate compliance with the standards outlined by HUD and the Chicago CoC, without having to submit the extensive documentation required in the past.

Questions 1 – 19: All Chicago, in conjunction with the Service Providers Commission and the Lived Experience Commission, conducts site visits to selected agencies, which includes a documentation review component. For all questions in this section, All Chicago staff may request supporting documentation to support a "Yes" answer to any of these questions, should the agency be chosen for a site visit. Note, these questions are not scored and not all agencies will answer "Yes" to all questions.

## *Section B. Agency Governance*

It is the priority of the Chicago CoC to ensure that all agencies operate according to the highest standards, and continually seek to improve their services, as they further the goal of ending homelessness.

Question 1: First, check "Yes" or "No" as to whether or not the agency participates as an active member in the CoC. Then, participation in any of the groups should be indicated by checking the box next to the CoC Committee or Commission for which the agency participates, and also include the name of the person who participates on behalf of the agency. Please note that the person indicated **must be a member** of the committee. Persons that attend, but are not members, will not be considered. "**Participate**" is defined as meeting the attendance requirements set by the Committee or Commission for the meetings selected. All Chicago staff may check agency responses with attendance records at meetings to ensure accuracy of points awarded in this section. Answers should be based on 2016 participation and official membership. If listing a constituency group, please indicate the name of the constituency group, as well as the name of the participant. Points will not be awarded if active participation and official membership are not able to be verified by the reviewers.

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

 **Question 2:** Select “Yes” or “No” to the question regarding whether or not the agency has standards or policies in place to ensure continuous quality improvement processes are used to improve project operations. If “Yes,” **attachment of the listed policies is required.** Attachments should include evidence of all items, if these policies are in place at the agency, including:

- **written policies or procedures for the agency’s assessment of project performance** (e.g. written policy identifying how assessment of performance is completed, what is assessed, by whom, and how often)
- **measurable goal setting** (e.g. goals set for project improvement on annual basis; policy identifying process by which goals are set and progress tracked; examples of meeting minutes where goals are set, etc.)
- **data collection and monitoring** (e.g. internal policies for collecting data – who is responsible for gathering, completing, and monitoring data collection, including how often each occurs and in what ways)
- **scheduled review of participant charts** (e.g. written policy stating responsibility for review of participants charts including who completes review and how often this occurs)
- **correction plans if standards are not met** (e.g. example of correction plan; written policy for when and how corrective action plans are created and what would trigger such a plan; policy stating steps to be taken if goals or standards for project performance are not met)
- **established process for reporting outcomes and performance throughout the agency** (i.e. how are outcomes and performance communicated including to whom and how often; e.g. outcomes are to be reported quarterly and are discussed at staff/team meeting, etc.)

These policies may be contained within one or multiple written agency policies. For ease of review, it is recommended that the agency highlight parts of the written policies that meet the requirements of the question, if possible. Attachment of a narrative explanation will not be acceptable to receive points.

Please note: **All projects should be seeking to continually improve project performance and operations.** It is the expectation that each agency have each of these policies in place for all CoC-funded projects to ensure continuous quality improvement. If not in place and documented, it is recommended that the agency take steps to ensure these policies are in place and implemented within the next year.

## ***Section C. Consumer Focus and Representation***

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 consumers are provided opportunities to contribute experiences and expertise related to the assistance and services that they need, projects and the continuum are strengthened.

Question 1: Select “Yes” or “No” as to whether or not the agency’s Board has a member who is currently housed in **the agency’s project**, who is homeless, or who was previously homeless within the last 10 years. Related to the previous Threshold question, this question is now determining whether the agency presently has a board member who is currently homeless or has been homeless within the last ten years. The Evaluation Subcommittee, along with the Lived Experience Commission, would like to emphasize the importance of participation on the part of those with recent experience of homelessness, as these persons will be able to best speak to the current situations and needs of those experiencing homelessness.

Question 2: Select “Yes” or “No” as to whether or not the agency provides avenues for direct consumer input to its Board of Directors, other than administering a consumer survey or having active consumer membership on the Board (or equivalent policy-making entity). Examples include: Tenant leadership group with regular report back to

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

Board, direct communication avenues between consumers and board members (email, phone, etc.), or standing item on Board agenda for consumer/tenant concerns.

Question 3: Describe the process for consumers to provide anonymous feedback. For full points, please clearly describe what the feedback process is (e.g. client survey), **AND** how the agency ensures anonymity and prevents negative consequences (e.g. surveys are anonymous and placed in box in common area away from staff, or are otherwise not directly given to staff). Points will not be awarded if description does not clearly outline these items.

 **Question 4:** Select “Yes” or “No” as to whether or not the agency has a written notice that is posted/distributed to consumers which addresses and clearly describes the items listed in the checklist. If “Yes,” complete the checklist provided and also **attach a copy of the Consumer Rights documentation** given to participants. Agencies should have **all** items in the checklist noted and clearly described in the Consumer Rights document to be awarded full points. Points will not be awarded if any item is not mentioned explicitly or clearly outlined in detail.

**The Evaluation Subcommittee, along with the Lived Experience Commission, would like to emphasize that agencies should take all necessary steps to ensure Client Rights are accessible, clearly outlined, and understood by all participants.**

Question 5: Select “Yes” or “No” as to whether or not the agency encourages consumers to participate in the day-to-day operations of the agency. If “Yes,” indicate in the chart through which means the agency encourages this participation by selecting the appropriate checkboxes. Check only those that are applicable. Points will be awarded if at least one box is checked and answer is complete.

Question 6: Select “Yes” or “No” as to whether or not the agency currently employs consumers or former consumers of homeless services. Points will be given if the agency confirms current employment of consumers or former consumers of homeless services, however agencies are not required to ask staff to disclose formerly homeless status.

Question 7: If “Yes”, select “Yes” for at least one feedback process conducted at the agency or specify if not listed. Only select “Yes” to “Selected for a 2016 Consumer Engagement Session (CES)” **if your agency participated in a Site Visit in 2016.**

Those selected for a Site Visit also received a CES and must respond to an issue that arose **from this session** to receive points. If the agency did not receive a CES and selects “Yes” to any other feedback process, the agency must provide a narrative in the space provided based on an issue that arose from the indicated process.

**For all projects, points will only be awarded if the agency can sufficiently respond to all parts of the narrative, including: clearly describing the issue that arose; AND the planned or completed steps to resolve the issue; AND how the agency will post/distribute/provide this response to participants. If any one of these narratives is missing or insufficient, zero points will be awarded. Agencies cannot receive partial points for this question.**

Agencies should use a recent example and should not use a narrative used in any previous Evaluation process. Again, if the agency participated in a Consumer Engagement Session in 2016, the agency should use an example from this session only.

\* Note that the due date of February 27, 2017 may be changed to an earlier date pending HUD Application release.

# 2017 Evaluation Instrument Instruction Manual

Due on February 27, 2017\*

## Final Submission

Once you are ready to submit your Agency Component, you will need to complete the Certification Page. There will be a link available for you to review a PDF of your responses.

**It is highly recommended that you review the PDF and print this document for your records.**

Click below to review a PDF of your responses BEFORE clicking submit. Evaluation Instruments submitted prior to completion cannot be edited and will need to be resubmitted in its entirety.

[Click Here to Download PDF Version of Your Responses](#)

Be sure to review **each question** and **open all attachments** to ensure accurate responses are submitted.

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

### Evaluation Instrument Certification

*Please refer to the detailed instructions for a definition of authorized representative. \**

- By checking this box and entering the Authorized Representative name in the space below, I certify (1) that I have reviewed the responses in this evaluation instrument for completeness and accuracy and (2) that the information throughout the application is true, complete, and accurate to the best of my knowledge and (3) all supporting documentation and attachment will be made available during site visits conducted by Chicago Alliance staff.

Authorized Representative Signature (type name and title): \*

Characters used: 0 out of 400

Back

Submit

Once these steps have been completed and you have reviewed your responses, click *Submit*.

**NOTE: ALL SUBMISSIONS WILL BE CONSIDERED FINAL. DO NOT SUBMIT THE ONLINE EVALUATION INSTRUMENT UNTIL YOUR RESPONSES ARE READY FOR REVIEW BY ALL CHICAGO.**

A confirmation email will be sent to the email address indicated in the Primary Contact Information section each time you submit a component. This email will also contain a link to the PDF copy of your responses. **It is recommended that you keep a copy of all confirmation emails for your records.**

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## Project Component

In 2017, all agencies receiving HUD CoC funding must submit an Evaluation Instrument. This includes projects formerly classified as Supportive Housing Program (SHP), and Shelter Plus Care (S+C). SHP and S+C programs fund Permanent Housing (PH), Safe Haven (SH), Transitional Housing (TH), Rapid Re-housing (RRH) and Supportive Service Only (SSO) programs.

*The Project Component is worth 63 points. All agencies must submit one Agency Component, followed by Project Components for each project that was operating between January 1, 2016 and December 31, 2016.*

### *Project Information (Cover Page)*

The first page of the Project Component contains General Instructions and Project Information.

- Please list your Agency name as it is listed on your HUD contract(s). Next, indicate the project for which you are completing this component, using the approved HUD project name listed on your HUD contract(s).
- All projects, including LTRA or S+C projects, should indicate the **FY2016 HUD Grant Number or most recent HUD grant number** for this project. If you are unsure, please use the grant number indicated on the [FY16 GIW](#).
- Provide the contact information of the person who is responsible for submitting an evaluation for this project.
- Next, provide contact information for a secondary contact for this project. You may also enter additional contact information, if necessary. **This contact information will be used to populate our contact list for future HUD CoC communications.**

### *Threshold Questions*

Threshold questions must be answered affirmatively, if applicable, in order to be considered for renewal funding. **If an agency cannot answer affirmatively, an explanatory letter must be submitted for review by All Chicago.** The reviewers may request additional information, and will determine if the agency is eligible for a threshold waiver.

 **Question 1:** For projects with beds, data will be taken from the HMIS Evaluation Report in Excel format for the dates of **January 1, 2016 to December 31, 2016 (uploaded under Project Performance)**.

**To meet threshold, projects must be at or above 80% for average bed utilization rate AND at each of the 4 point-in-time bed utilization reporting points.** For SSO and DV projects, data will be taken from agency self-report only, and compared to APR. For family projects, utilization will be checked on bed and unit capacity, due to fluctuating family sizes. Self-report of beds and units, **as indicated in the project's HUD contract**, is required for ALL projects. If the project did not meet the 80% threshold for this question, **please submit a letter of explanation.**

*Note: Projects should ideally operate above 80% bed capacity and below 105% bed capacity. While this question is only scored on 80% capacity for 2017, projects should be mindful if capacity is over 105% for any point in time. Projects that serve families or provide long term rental assistance may have capacity that exceeds their projected number of persons served and/or may exceed 105%.*

For questions about calculating bed utilization rates, please see [FAQs](#), [Appendix](#), or contact the [HMIS Helpdesk](#).

 **Question 2:** Select "**Yes**" or "**No**" as to whether or not this project submitted the most recent [Annual Performance Report \(APR\)](#) to HUD in e-snaps. **Agencies must also attach a copy of their most recently submitted APR for this project in PDF format to meet Threshold.** Provide an explanatory letter for a "**No**"

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

response. Former S+C or Long Term Rental Assistance projects are required to answer this question and should contact DFSS as soon as possible to retrieve APR information, if necessary.

Question 3: Participation in HMIS for HUD-funded projects is mandatory. Select “Yes” or “No” as to whether or not the project participates in HMIS. The answer will be verified by All Chicago. All CoC Program funded projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements, which are shown [here](#). **Projects that exclusively serve victims of domestic violence should select “No – DV Exclusive Project.”** Provide an attachment explaining a “No” response.

Question 4: The [Program Models Chart \(2014\)](#) outlines all of the service models that are acceptable as determined by the CoC and approved by the Chicago CoC Board. All projects must comply with one of these service models. To answer this question, select “Yes” or “No” as to whether or not the project is operating consistently within one of the program models outlined in the chart. Agencies must also indicate which Program Model and complete a narrative in the space provided explaining the components of the project and how those components specifically fall within the Program Model indicated. The narrative should particularly specify the target population, as well as how each of the essential elements is incorporated.

Question 5: Select “Yes” or “No” as to whether or not the project serves families with at least one adult and one child. If “Yes,” agencies must answer questions 5A-5C, which are Threshold questions for family projects.

Questions 5A-5C: Select “Yes” or “No” to the three additional questions listed. These questions reference HEARTH Act requirements for those projects serving families. If the project does not meet one or more of these requirements, **please submit an explanatory letter for review**. If the project does not serve families, continue to next question. An explanatory letter will not be necessary for those projects that do not serve families.

Question 6: Protecting confidentiality of family violence (domestic violence) shelters is a requirement of the HEARTH Act. Select “Yes” or “No” as to whether or not the project agrees to take measures to ensure the location of any family violence shelter will not be made public. Provide a letter explaining a “No” response.

Question 7: All projects are required to provide at least 25% match, minus any leasing costs, for each HUD CoC grant. Select “Yes” or “No” as to whether or not the project is able to meet and document this requirement at the time of grant execution. Please review HUD [guidance](#) regarding eligible match and leverage, as well as documentation [requirements](#). *Note: Projects will be required to include this match in their HUD Project Application for FY17 and may be required to submit documentation to HUD at the time of grant execution.*

Question 8: All projects are required to follow a Housing First approach, as all projects indicated such in the FY16 HUD CoC Program Competition application process. Projects should answer all questions 8A-8C to determine whether they follow a Housing First approach according to HUD. Only projects selecting Yes to all items will be considered Housing First **and meet the Threshold requirement. Provide a letter explaining any “No” response.**

8A: Select “Yes” or “No” as to whether the project quickly moves participants into permanent **housing without intermediary steps or a period of qualification before permanent housing**.

8B: Select “Yes to All” or “No” as to whether the project has removed barriers to accessing housing. Projects must indicate all have been removed or do not exist as barriers to housing in order to be considered Housing First.

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

8C: Select “**Yes to All**” or “**No**” as to whether the project has removed the reasons for program termination. Projects must indicate all have been removed or do not exist as barriers to housing in order to be considered Housing First.

## **Section A. Project Certification Checklist**

The certification checklist is a way for agencies to demonstrate compliance with the standards outlined by HUD and the Chicago CoC, without having to submit the extensive documentation required in the past.

Questions 1 – 18: Select “**Yes**” or “**No**” for all questions, unless N/A. All Chicago, in conjunction with the Service Providers Commission and the Lived Experience Commission, will be conducting site visits to selected agencies, which includes a documentation review component. For all questions in this section, All Chicago staff may request supporting documentation to support a “**Yes**” answer to any of these questions, should the agency be chosen for a site visit. Note, these questions are not scored and not all agencies will answer Yes to all questions.

## **Section B. Project Operations**

It is the priority of the Chicago CoC to ensure that all projects operate according to the highest quality standards while meeting HUD requirements and seeking to continually improve the operations of the project, as well as using grant funds as efficiently and as effectively as possible.

 **Question 1:** Select “**Yes**” or “**No**” as to whether or not the project was able to spend 100% of allowed funds for the grant term that just ended. If the project did not draw down 100% of funds, or did not expend all the funds HUD allows, select “**No**” and answer 1A and 1B. **Only projects spending >95% of funds will be eligible for full points.** Answers may be verified with local HUD through a recapture report.

Question 1A-1B: **A.** To calculate the response for 1A take the grant amount listed on your HUD award, and subtract the expended funds for the most recently completed grant year. **B.** To answer 1B, explain the reason for not spending 100% of the funds HUD allows. If less than 95% of funds were spent, the project will not be eligible to receive points.

**NEW!** All projects not expending 100% of funds for the most recent grant year **must complete and attach the Recapture Spreadsheet** detailing the last three grant terms of unspent funds. Additional instructions on how to complete the spreadsheet are included within the example. Please do not reformat or utilize a different spreadsheet.

Projects willing to reallocate any portion of unspent funds may be eligible for points if greater than 80% of the 3 year average is reallocated. Projects not expending 95% or greater with no reallocation will not be eligible for points and will have a point **deducted** for the overall score.

**Note:** For 2017, Long Term Rental Assistance (formerly S+C) projects are not scored on this question, however these projects will be scored for 2018. If the project is a LTRA project, select “**N/A for LTRA**” and *provide the completed Recapture Spreadsheet attachment*. New projects that have not yet completed a full grant year may not have expended all funds and should select “**N/A for New**” and continue to answer question 1A and 1B. New Projects will not be scored and do not need to submit the completed Recapture Spreadsheet.

All projects should make efforts to spend down 100% of grant funds and should, if needed, make adjustments to their budget and contact local HUD throughout the year, to avoid recapture of funds. Projects consistently returning funds may be subject to partial or full reallocation by the CoC Board.

Question 3: Select “**Yes**” or “**No**”, unless N/A, as to whether the APR was submitted by the deadline (typically 90 days from grant end date), as required by HUD. Due to e-snaps issues in 2016, APR due dates may vary. Please

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

answer based on your most recently completed grant year, for which 90 days since grant end have passed. If your APR is not yet due, please respond based on your previous APR. **If “No,”** please provide a narrative explanation in the space provided. This question is informational and is not scored for 2017.

## ***Section C. Homeless Management Information System (HMIS) Implementation & Data Quality***

HMIS implementation, participation, and data quality are priorities for both the Chicago CoC and HUD. By implementing a system-wide HMIS, the Chicago CoC will be able to provide information on persons served, including local trends. Accurate and timely data can inform the work of all programs to ensure priorities are appropriately assigned and needs of the community are addressed. HMIS will also provide system-wide data that will assist Chicago in measuring our success in implementing the HEARTH Act and Plan 2.0.

Question 1: If the project previously answered “**Yes**” to Question 4 under Agency and Project Information regarding being a Domestic Violence exclusive agency, the project must also answer Question 1A and, if answered affirmatively, indicate the comparable database. These agencies can then skip to the next section. Projects that answered “**No**” to this previously will skip to Question 2 in this section.

Question 2: Indicate whether or not this project has participated in and complied with the requirements of the last four HMIS Quarterly Data Quality Assessments (January 2016, April 2016, June 2016, October 2016) by checking each quarter for which this project submitted data. Projects will be considered compliant only if no fields have more than 5% missing data and there are zero child only entries upon final submission. Evidence is kept by the HMIS Lead at All Chicago and will be verified using their records.

Question 3: Select “**Yes**” or “**No**” to indicate whether or not this project has 5% or less missing values in the reporting period of January 1, 2016 to December 31, 2016 for all required HUD Universal Data Elements (UDEs) and Program Specific Data Elements in HMIS. Agency Technical Administrators can utilize the **January Chicago Data Quality Assessment** to check the percentages of missing data. Information will be verified by All Chicago staff through ServicePoint and using the Quarterly Data Quality Assessments. The Universal and Program-Specific Data Elements are as follows:

- Name
- Social Security Number
- Veteran Status
- Relationship to Head of Household
- Client Location
- Date of Birth
- Race
- Ethnicity
- Gender
- Domestic Violence
- Housing Status at Entry
- Residence Prior to Entry
- Length of Stay in Prior Residence
- Chronic Homelessness Questions
- Income at Entry
- Income at Exit
- Non-Cash Benefits at Entry
- Non-Cash Benefits at Exit
- Insurance at Entry
- Insurance at Exit
- Disabling Condition

## ***Section D. System Priorities***

The Chicago CoC Board sets the priorities for the system and these priorities were endorsed with the passage of **Chicago’s updated plan to end homelessness, Plan 2.0. The CoC also takes into consideration the priorities set by HUD** in accordance with the federal strategic plan to end homelessness, *Opening Doors*. The following questions allow the project to demonstrate alignment with both current system priorities, as well as federal priorities emphasized by HUD, such as ending chronic homelessness by 2017.

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

Question 1: Select “Yes” or “No” to indicate whether or not this project serves individuals and families that meet [HUD’s definition of Chronic Homelessness](#). To meet this definition, an individual must:

- ✓ Have a disability (as defined by HUD).
- ✓ Be literally homeless (as defined by HUD)
- ✓ Have been homeless for 12 consecutive months, **OR** on four separate occasions totaling 12 months in the last three years.

Note: A family would be considered Chronically Homeless if the Head of Household met all of the criteria noted above.

*IMPORTANT: HUD released the [final rule on defining Chronic Homelessness](#). CoC recipients must comply with the regulations promulgated by this rule as of January 15, 2016.*

If “Yes,” agencies must also answer Questions 1A-C., using the 2017 HUD [Evaluation Report](#) from HMIS. **A.** Indicate how many people served between January 1, 2016 to December 31, 2016 have met the chronic homeless definition. **B.** Indicate how many total people were served in the same timeframe. **C.** Lastly, indicate the total percentage of clients served who were chronically homeless. Agencies should use the same date range of January 1, 2016 through December 31, 2016. For more information about the 2017 HUD Evaluation Report, please see [Appendix](#). All projects will be scored on this question based on the data in HMIS only.

Question 2: If the project serves individuals or households who have a HUD-defined disability; are youth heads of household ages 14-24; are families; or are veterans, the agency must complete Questions 2A-C., using data from the 2017 HUD Evaluation Report from HMIS. **A.** indicate how many households (either single or family) were served from January 1, 2016 to December 31, 2016 fit each of the criteria listed. **B.** indicate how many total households were served by the project in the same timeframe. **C.** Indicate the total percentage based on the answers to A and B. All projects will be scored on this question based on the data in HMIS only.

Question 3: Select “Yes” or “No” to indicate whether or not your agency provides and explains the written eligibility criteria for this project, which are in line with the Housing First philosophy, to consumers or participants. Attachment **of the project’s written eligibility criteria is required for verification. Reviewers will verify the eligibility criteria are in alignment with Housing First principles and do not include unnecessary restrictions to eligibility such as:**

- Clients being required to participate in services or treatment to retain housing.
- Clients must meet certain service goals or time limits in order to be placed into housing.
- Clients being screened out based on income, criminal history, history of domestic violence, history of or current substance use, willingness to participate in services, etc.

Eligibility policies should be minimal and either not suggest/state any of the above restrictions OR explicitly state that these restrictions are not in place for the program.

**Additional Note: Participation in Coordinated Entry is required for all HUD-funded projects and may be a Threshold requirement for renewal funding in 2018. As Coordinated Entry is implemented gradually and evolves as needed, all projects should make efforts to stay informed and keep abreast of changing expectations or requirements to ensure compliance.**

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## *Section E. Project Performance and Consumer Outcomes*

It is the priority of the Chicago CoC Board that all projects participating under the Plan and receiving HUD funding meet high standards for performance in identified priority areas including housing retention and acquisition of income. Questions in this section reflect the outcomes expected for each project type, as outlined in the most recently revised (2014) Program Models Chart. This section uses HMIS data for the reporting period of **January 1, 2016 to December 31, 2016** to assess the project's performance. Domestic Violence exclusive projects will be scored based on their APR submitted to HUD, as well as self-report, and will not need to attach further reports.

Question 1: Select the appropriate Chicago Program Model type for this project from the [2014 Program Models Chart](#).

*Note: You will be provided with further questions based on your answer to Question 1. Please be sure to select the correct Program Type.*

- **All questions should be answered using the 2017 Evaluation Report from HMIS.** This is a custom report designed to pull the responses needed to answer HMIS data-informed questions in the Evaluation Instrument. You will not need to complete further calculations, as the responses have been calculated for you within the report, based on your data in HMIS. **You will be required to submit this report with your submission and verification/scoring will be based on the information in this report only.** Some questions may require additional self-report data, which will be indicated.
- Brief instructions are included below for each section of the Project Performance and Consumer Outcomes section. For specific calculation information or to verify data, please use the [2017 HUD Evaluation Report Guide](#).
- Questions in this section will be awarded points based on the scoring criteria noted for each question, as indicated. Project Type-specific questions are generally scored on **percent ranges**, based on benchmarks set in the Program Models Chart. Due to the number of Permanent Housing projects, the questions for this project type, as well as questions applicable to All Projects, will be based on **percentiles**. Please review the [Scoring Guide](#) for additional details.

### *Interim Housing*

Answer Questions 2 -4 using the Evaluation Report, based on HMIS data.

### *Permanent Housing with Short Term Supports*

Answer questions 5-6 using the Evaluation Report, based on HMIS data.

### *Youth Transitional Housing*

Answer questions 7-9 using the Evaluation Report, based on HMIS data. Please note that for question 9, the agency self-report must be accurately completed on the submitted Evaluation Instrument to receive full points.

### *Permanent Supportive Housing and Safe Haven*

Answer questions 10-11 using the Evaluation Report, based on HMIS data. **PSH and SH projects will be scored using percentiles, and will not be able to calculate their performance score prior to receiving preliminary scores.** See the [Scoring Guide](#) for more information on percentile scoring.

### *Engagement Services (SSO)*

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

Answer questions 12-13 using the Evaluation Report and Self-Report data. Please note that for question 13, the agency self-report must be completed on the submitted Evaluation Instrument to receive full points.

## *Rapid Re-housing*

Answer questions 14-15 using the Evaluation Report, based on HMIS data.

## *All Project Types*

All Project Types - answer questions 16-17 using the Evaluation Report, based on HMIS data. Questions applicable to All Projects will be scored using percentiles, and projects will not be able to calculate their performance score prior to receiving preliminary scores. See the [Scoring Guide](#) for more information on percentile scoring.

## *Final Submission*

Once you are ready to submit each Project Component, you will need to complete the Certification Page. There will be a link available for you to review a PDF of your responses. **It is highly recommended that you review the PDF and print this document for your records.** Be sure to review each question to ensure accurate responses are submitted.

Click below to review a PDF of your responses BEFORE clicking submit. Evaluation Instruments submitted prior to completion cannot be edited and will need to be resubmitted in its entirety.

[Click Here to Download PDF Version of Your Responses](#)

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

Once these steps have been completed and you have reviewed your responses, including all narratives and attachments, click *Submit*.

**NOTE: ALL SUBMISSIONS WILL BE CONSIDERED FINAL. DO NOT SUBMIT THE ONLINE EVALUATION INSTRUMENT UNTIL YOUR RESPONSES ARE READY FOR REVIEW.**

A confirmation email will be sent to the email address indicated in the Primary Contact Information section each time you submit a component. This email will also contain a link to the PDF copy of your responses. **It is recommended that you keep a copy of all confirmation emails for your records.**

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## Appendices

The following items are referenced throughout the Evaluation Instrument and will be used to answer the questions indicated.

|  |  |
|--|--|
| <a href="#">Financial Review Guide</a>       | <i>Required to reference for Additional Financial Review.</i>  |
| <a href="#">Scoring Guide</a>                | <i>Required to reference for additional scoring details.</i>   |
| <a href="#">2014 Program Models Chart</a>    | <i>Required to reference for Project Component.</i>  |
| <a href="#">Recapture Spreadsheet</a>        | <i>Required for Project Component, Section B. Project Operations, Q1.</i>                                      |
| <a href="#">2017 Evaluation Report Guide</a> | <i>Required for Project Component, Threshold – 80% Utilization; System Priorities; and Project Performance</i> |

All documents listed above are also available to view at any time by visiting [www.allchicago.org](http://www.allchicago.org).

## List of Attachments

Any required attachments will be indicated within the questions themselves, however it may be helpful to have these items prepared ahead of time:

- Agency: Threshold Q3: Audit report (financial statements) and Management Letter and A133 Documentation (if applicable)
- Agency: Additional Financial Review Q1: ***TWO (2)*** of the most recent **Employer's Quarterly Federal Tax Return Form 941**
- Agency: Additional Financial Review Q2: Most Recent IRS Form 990
- Agency: Agency Governance Q2: Agency Policies and Procedures for Continuous Quality Improvement
- Agency: Consumer Focus and Representation Q4: Client Rights document
  
- Project: Threshold Q1; Project Performance (all): [2017 HUD Evaluation Report](#) in **Excel Format** for January 1, 2016 to December 31, 2016
- Project: Threshold Q2: Most Recently submitted APR (HUD e-snaps) in **PDF Format**
- NEW!**  Project: Project Operations Q1: [2017 Recapture Spreadsheet](#)
- Project: System Priorities Q1: **Project's Written Eligibility Criteria**

Please note this is not an exhaustive list of attachments. Other attachments may be required based on responses provided, such as letters of explanation. Be sure to read each question carefully to ensure all required attachments are submitted. Also be sure to follow all upload instructions regarding file type, file size limits, and naming conventions.

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## Advanced Reporting Tool (ART) Instructions

*NOTE: Only Agency Technical Administrators (ATAs) have the ability to run reports from ART in HMIS. It is recommended that you contact your ATA as soon as possible to ensure data quality and retrieve the required reports. Please contact the HMIS Helpdesk if you have further questions related to running reports.*

For the purpose of completing the Evaluation Instrument, the 2017 HUD Evaluation Report should be run for the timeframe of **January 1, 2016 – December 31, 2016, unless otherwise indicated**. Please pay close attention to the dates and file types specified in each question or upload. Reports must be uploaded in the appropriate format and must be run using the correct prompts and dates. All pages must be submitted with any report requested and reports must not be altered in any way. Incomplete or incorrect reports will not be accepted for scoring. Please also review the Technical Deficiencies Policy under [Appendix: Submission Policies](#).

## 2017 HUD Evaluation Report

The 2017 Evaluation Report is to be used with Project Component, Threshold Questions; Section E. Project Performance and Consumer Outcomes; and Section D. System Priorities. This is custom report designed to provide the responses needed to answer data-informed questions throughout the Evaluation Instrument.

ATAs may review instructions on how to run the 2017 Evaluation Report [here](#).

For more information about how data is calculated for the 2017 HUD CoC Evaluation Instrument, please review the [2017 HUD Evaluation Report Guide](#).

**For all reporting related inquiries, please contact the HMIS Helpdesk:**

hmis.allchicago.org – Submit a Ticket

E: [hmis@allchicago.org](mailto:hmis@allchicago.org)

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# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

## Submission Policies

### Paper Submissions

Paper submissions will not be accepted unless in cases where the agency can demonstrate that utilizing the online format will present an extreme hardship. The use of paper format must be approved by All Chicago prior to the submission deadline. If you believe your agency will have a hardship submitting the survey online, it is advisable to contact All Chicago as soon as possible in writing to request the paper submission format. All Chicago reserves the right to deny any request for paper submission.

### Missing or Late Submissions

Projects that do not turn in an *application or evaluation* by the stated deadline will have their funding reallocated by the CoC Board.

Agencies/Projects who have extreme extenuating circumstances that arise on the day of submission may file an appeal with supporting documentation. All Chicago will make a determination on the appeal and if needed, further appeals may be submitted in accordance with the Appeals policies set by the CoC Charter. If any party determines to accept the submission **for ranking, there will be an automatic 2 point deduction from the project's score for tardiness.**

### Multiple Submissions

Once a submission has been made, it will be considered final and corrections can only be made by re-submitting **a full survey** (before the deadline), including all responses and attachments, and notifying All Chicago of a corrected submission. In the case that multiple submissions are received for the same agency or project component, the last submission will be considered final unless the agency notifies All Chicago in writing via email to use a previous submission.

### Probation and Technical Assistance

Projects scoring below 2 standard deviations of the mean will be put on funding probation and will automatically receive a Site Visit along with technical assistance in 2017 from All Chicago staff. Projects scoring below 2 standard deviations of the mean again in the following evaluation process may have their funding reallocated by the CoC Board.

### Technical Deficiencies Policy (*Threshold Questions*)

Projects that have missing or incomplete answers or attachments on **Threshold Questions** will be issued a Technical Deficiencies Notice by All Chicago staff and will be given three (3) business days to acknowledge receipt of the Notice and begin working on a response. All Chicago and the agency will establish a reasonable response time for the agency to complete the question or submit the attachment. Agencies will have no more than one opportunity to submit the corrected attachment. **Failure to submit the correct information may result in a loss of funding for that project.** If the agency submits an Evaluation Instrument with missing or incomplete Threshold questions for 2 or more consecutive years, even if the agency responds to a Technical Deficiencies Notice, their funding may be reallocated by the CoC Board.

### Technical Deficiencies Policy (*Non-Threshold Questions*)

Projects that have missing attachments on **Non-Threshold Questions** will be issued a Technical Deficiencies Notice by All Chicago staff and will be given three (3) business days to acknowledge receipt of the Notice and begin working

\* Note that the due date of February 27, 2017 may be changed to an earlier date pending HUD Application release.

# 2017 Evaluation Instrument Instruction Manual

*Due on February 27, 2017\**

on a response. All Chicago and the agency will establish a reasonable response time for the agency to complete the question or submit the attachment. Agencies will have no more than one opportunity to submit the corrected attachment. **While the agency is able to resubmit the attachment, the project will lose a half (.5) point *per attachment* not included with original submission. Failure to submit the correct attachment in response to the Technical Deficiencies Notice will result in a loss of all points for any associated question.** If the agency submits an Evaluation Instrument with missing or incomplete attachments for 2 or more consecutive years, even if the agency responds to a Technical Deficiencies Notice, their funding may be reallocated by the CoC Board.

**REMINDER: All submissions are due by 5:00pm (CST) on February 27, 2017.** It is highly recommended that agencies submit as early as possible before the deadline so as 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.

Be advised, All Chicago business hours are from 9am to 5pm Monday through Friday. Staff will not be available to respond to questions outside of these hours. Additionally, please allow up to 48 hours for a response, as we do experience a significant increase in communication during this time. Please plan accordingly.

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